

COUNTRY WALK UTILITIES, INC.

March 8, 2018

FILED 3/13/2018
DOCUMENT NO. 02285-2018
FPSC - COMMISSION CLERK

2018 MAR 13 AM 8:49

RECEIVED-FPSC

COMMISSION
CLERK

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

Re: Docket No. 20180021-WU - Application of Country Walk Utilities, Inc. for Staff Assisted Rate Case in Highlands County – Response to Staff's First Data Request

Dear Commission Clerk,

Please find attached Country Walk Utilities, Inc.'s (Country Walk) response to Staff's First Data Request.

1. Purchased Water: All Utility related bills during the test year which include meter number and location, gallons used, dollars paid, and the Utility's account numbers.

Response: Not applicable. There is no purchased water.

2. Purchased Power: All Utility related electricity bills during the test year, which include meter number and location, kilowatts used, dollars paid, and the Utility's account numbers.

Response: All copies of purchased power bills for the year ending December 31, 2018 were provided to the FPSC staff auditors. However, duplicate copies are hereto enclosed.

3. Chemicals: A list of all chemicals used in the treatment of water, amounts purchased, quantity purchased, unit prices paid, and dosage rates utilized.

Response: All copies of chemical bills for the year ending December 31, 2017 were provided to the FPSC staff auditors. Copies may be obtained from the auditor. The dosage rates are:

Cl2 – 1.87 mg/l

Sulfuric Acid – 34.4 mg/l

Caustic – 37.6 mg/l

4. Contractual Services – Testing: A list of tests along with costs paid to outside laboratories for testing the water treatment during the test year.

Response: Testing costs are paid by U.S. Water Service Corporation (USWC) through the Operations & Maintenance Agreement. All 2017 invoices, as well as the current contract were previously provided to the FPSC auditors. A duplicate copy of the contract is hereto enclosed. The required testing is as follows:

COM _____
AFD 2 maps
APA _____
ECO _____
ENG _____
GCL _____
IDM _____
CLK _____

Country Walk Utilities
Response to Staff's First Data Request
March 8, 2018

	Samples Req'd	Frequency	Cost/sample	Total Cost	Total Cost/yr	Total Cost/Month
Total Coliform	3	3/month	\$ 7.50	\$ 22.50	\$ 270.00	\$ 22.50
DBP - TTHMs	8	2/year	\$ 185.00	\$ 1,480.00	\$ 1,480.00	\$ 123.33
Nitrates	1	1/year	\$ 14.00	\$ 14.00	\$ 14.00	\$ 1.17
L & C	10	1/year	\$ 16.00	\$ 160.00	\$ 160.00	\$ 13.33
Tri-Annuals	1	1/3 yrs	\$ 1,345.00	\$ 1,345.00	\$ 448.33	\$ 37.36
Radionuclides	1	every 6 yrs	\$ 265.00	\$ 265.00	\$ 44.17	\$ 3.68
Totals					\$ 2,416.50	\$ 201.38

5. Contractual Services – Other: The costs of operation and maintenance work not performed by Utility employees with an explanation of the type of work performed. These costs include the operator's fee, mowing and grounds keeping, and contracted repair for the water systems.

Response: Copies of all test year Outside Service – Other invoices were previously provided to the FPSC auditor, in addition to the Operation and Maintenance Contract.

6. Transportation Expenses: A schedule of all vehicles by serial number and description owned or leased by the Utility, original cost or lease documents, whom the vehicles are assigned to, and an explanation of how they are allocated to the Utility, or a copy of the log book showing miles on personal vehicles associated with Utility business. All vehicles are to be available for inspection.

Response: Not applicable. There are no vehicles owned or leased by the utility.

7. General System Information:

- a. Please provide the number of lots that are vacant with connected distribution lines, within the Utility's service territory, if any.

Response: 15 with connections. For previous FPSC used and useful – see Order No. PSC-01-2385-PAA-WU, issued December 10, 2001.

- b. Please provide the number of vacant lots with no current connection to the system, but which could potentially be connected in the future, if any.

Response: N/A

- c. Please indicate whether the Utility's customer base is seasonal.

Response: The customer base is approximately ½ seasonal and ½ year-round.

- d. Please provide separate lists of the non-potable and potable customers by customer name and class (ex. general, residential, or multi-family).

Response: There are no non-potable water customers. All customers are listed in the billing information provided to the FPSC auditors under request for confidential treatment.

- e. Please provide a list of general service customers by meter size.

Response: There is only one general service customer – the Clubhouse with a 5/8 X 3/4" meter.

8. Copies of your most recent Primary and Secondary Water Quality test results.

Response: See enclosed.

9. Copies of monthly operation reports for water from January 1, 2017, to December 31, 2017, (test year), which includes:

FOR WATER – Total water purchased or pumped, total wash water, total of each chemical in points, chemical dosages rates (average)

Response: See enclosed.

10. Copy of monthly totals of metered water sold for each month of the test year.

Response: All billing information was previously provided to the FPSC auditor with a request for confidential treatment. Also see the 2017 Annual Report filed with the FPSC.

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

Response: Find enclosed the requested permits. Also see permits submitted with the application – Document No. **00514-2018.**

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

Response: See enclosed a DRAFT Consent Order from FDEP, as well as Country Walk's response letter. The newly installed force draft aeration was required by FDEP to address the DBP exceedances. Country Walk representatives will be meeting directly with FDEP to address the proposed Consent Order on March 15, 2017. Country Walk strongly believes that no fines should be assessed. Country Walk is not opposed to entering into the Consent Order since the new treatment is now operational, but will not do so if the FDEP intends to impose a fine.

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

Response: See enclosed for partial response. Country Walk requests additional time for supplemental response pertaining to researching customer calls. Additional response will be provided at a later date.

14. A listing of all assets owned by the Utility.

Example: 250' – 6" PVC Pipe (Water)

50' – 6" PVC Fire Hydrants (Water)

Response: See the 2016 Annual Report for Country Walk.

15. Number of customers classified as to meter size and class (commercial or residential) for the following points in time:

- a) A minimum of 4 years prior to the beginning of the test (or calendar) year.
- b) The beginning of the last calendar year.
- c) The end of the last calendar year.
- d) Present.

Response: See the previous Annual Reports for Country Walk.

16. Please provide a copy of the Utility's engineering maps for water showing location and size of water mains throughout the service area and customer location and classification.

Response: See enclosed.

17. Please fill out the spreadsheet attached concerning any pro forma items. Please include any bid proposals or estimates for the pro forma items.

Response: See enclosed.

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

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for Country Walk Utilities, Inc.



STATEMENT OF ELECTRIC SERVICE

NOVEMBER 2017



ACCOUNT NUMBER

18633 96259

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
DEC 11 2017

TOTAL AMOUNT DUE
71.60

NEXT READ
DATE ON OR
ABOUT
DEC 19 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724

METER READINGS

METER NO.	006000112
PRESENT (ACTUAL)	072836
PREVIOUS (ACTUAL)	072351
DIFFERENCE	000485
TOTAL KWH	485

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$71.60 ON 12/11/17
PAYMENTS RECEIVED AS OF NOV 08 2017 177.16 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..10-18-17 TO 11-17-17 30 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	485 KWH @ 7.03100¢	34.10
FUEL CHARGE	485 KWH @ 3.66700¢	17.78
ASSET SECURITIZATION CHARGE	485 KWH @ 0.18500¢	0.90

*TOTAL ELECTRIC COST	64.37
GROSS RECEIPTS TAX	1.65
STATE AND OTHER TAXES ON ELECTRIC	5.58
TOTAL CURRENT BILL	71.60

TOTAL DUE THIS STATEMENT

Entered:

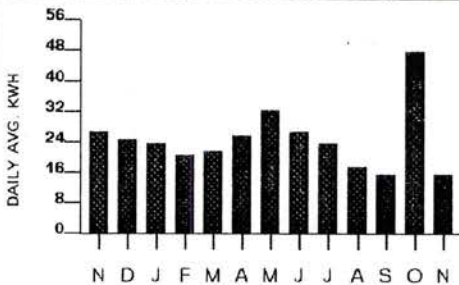
COA Code: 0615

Approved:

Paid: EFT 12/11/17

Date: 12/11/17

\$71.60



ENERGY USE

DAILY AVG. USE - 16 KWH/DAY
USE ONE YEAR AGO - 27 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.15

Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 23%, Purchased Power 16%, Gas 61%, Oil 0%, Nuclear 0% (For Prior 12 months ending September 30, 2017). Duke Energy will be closed on November 23 and 24, 2017. You may visit duke-energy.com for self-service options. To report an outage, please call our outage line at 1-800-228-8485.

BF_BL_DEF_20171117_211948_1 CSV-40895-000002001

ZP03 0004846

Duke Energy

ACCOUNT NUMBER - 18633 96259

040895 000002001



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE



ACCOUNT NUMBER

18633 96259

OCTOBER 2017

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
NOV 09 2017

TOTAL AMOUNT DUE
177.16

NEXT READ
DATE ON OR
ABOUT
NOV 17 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724**METER READINGS**

METER NO. 006000112
PRESENT (ACTUAL) 072351
PREVIOUS (ESTIMATE) 070994
DIFFERENCE 001357
TOTAL KWH 1357

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$177.16 ON 11/09/17
PAYMENTS RECEIVED AS OF OCT 12 2017 78.14 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..09-20-17 TO 10-18-17 28 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	1357 KWH @ 7.03100¢	95.41
FUEL CHARGE	1357 KWH @ 3.66700¢	49.76
ASSET SECURITIZATION CHARGE	1357 KWH @ 0.18500¢	2.51

*TOTAL ELECTRIC COST	159.27
GROSS RECEIPTS TAX	4.08
STATE AND OTHER TAXES ON ELECTRIC	13.81

TOTAL CURRENT BILL

177.16

TOTAL DUE THIS STATEMENT Entered: 8 \$177.16

COA Code: 615

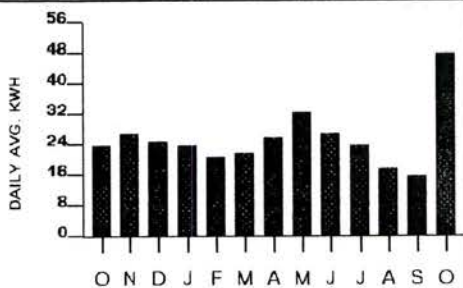
Approved: e e 10-25-17

Paid: EFT 110917

Date: 11/9/17

We realize customers may be experiencing hardships due to the storm and we want to help. If you need to make payment arrangements, please call 1-800-700-8744. We are here to support you.

Learn how to lower your bill with a free on-site Business Energy Check. This no-cost analysis provides you with specific tips on how to save energy and qualify for valuable rebates for energy-savings measures. You may also qualify for a FREE Commercial Energy Savings Kit. Visit us at duke-energy.com/FLbusiness, or call 1-877-372-8477.

**ENERGY USE**

DAILY AVG. USE - 48 KWH/DAY
USE ONE YEAR AGO - 24 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$5.69

BF_BL_DEF_20171018_214201_1.CSV-48274-000001574

ZP03 0004998

Duke Energy**ACCOUNT NUMBER - 18633 96259**

048274 000001574



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434



STATEMENT OF ELECTRIC SERVICE

SEPTEMBER 2017



ACCOUNT NUMBER

18633 96259

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
OCT 13 2017

TOTAL AMOUNT DUE
78.14

NEXT READ
DATE ON OR
ABOUT
OCT 19 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ESTIMATE) 070994
PREVIOUS (ACTUAL) 070455
DIFFERENCE 000539
TOTAL KWH 539

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$78.14 ON 10/13/17
PAYMENTS RECEIVED AS OF SEP 08 2017 75.11 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..08-18-17 TO 09-20-17 33 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	539 KWH @ 7.03100¢	37.90
FUEL CHARGE	539 KWH @ 3.66700¢	19.77
ASSET SECURITIZATION CHARGE	539 KWH @ 0.18500¢	1.00

*TOTAL ELECTRIC COST	70.26
GROSS RECEIPTS TAX	1.80
STATE AND OTHER TAXES ON ELECTRIC	6.08

TOTAL CURRENT BILL 78.14

TOTAL DUE THIS STATEMENT

\$78.14

Entered:

COA Code: 615

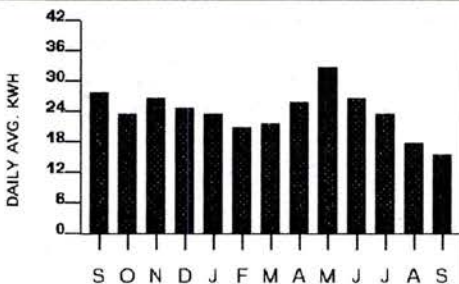
Approved:

Paid: _____

Date: _____

We realize customers may be experiencing hardships due to the storm and we want to help. If you need to make payment arrangements, please call 800-700-8744. We are here to support you.

To help us repair malfunctioning streetlights, quickly: 1. Call us at 1.800.452.2777, choose option 1, or visit duke-energy.com/lightrepair. 2. Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best



ENERGY USE

DAILY AVG. USE - 16 KWH/DAY
USE ONE YEAR AGO - 28 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.13

BF_BL_DEF_20170921_218006_2.CSV-4936-000009528

ZP05 0041661

Duke Energy

ACCOUNT NUMBER - 18633 96259

004936 000009528



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE

AUGUST 2017



ACCOUNT NUMBER

18633 96259

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
SEP 11 2017

TOTAL AMOUNT DUE
75.11

NEXT READ
DATE ON OR
ABOUT
SEP 20 2017

DEPOSIT AMOUNT
ON ACCOUNT

195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ACTUAL) 070455
PREVIOUS (ACTUAL) 069945
DIFFERENCE 000510
TOTAL KWH 510

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$75.11 ON 09/11/17
PAYMENTS RECEIVED AS OF AUG 10 2017 101.21 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

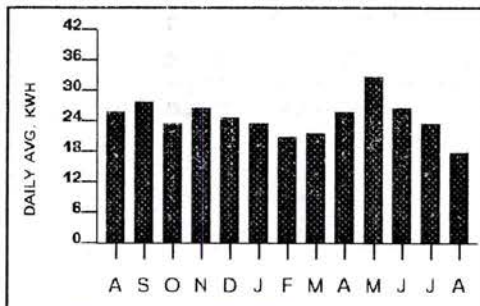
BILLING PERIOD..07-20-17 TO 08-18-17 29 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	510 KWH @ 7.03100¢	35.86
FUEL CHARGE	510 KWH @ 3.66700¢	18.70
ASSET SECURITIZATION CHARGE	510 KWH @ 0.26900¢	1.37

*TOTAL ELECTRIC COST	67.52
GROSS RECEIPTS TAX	1.73
STATE AND OTHER TAXES ON ELECTRIC	5.86

TOTAL CURRENT BILL 75.11

TOTAL DUE THIS STATEMENT \$75.11



Duke Energy Florida utilized fuel in the following proportions to generate your power: Coal 24%, Purchased Power 17%, Gas 59%, Oil 0%, Nuclear 0% (For 12 months ending June 30, 2017).

Entered: [Signature]

COA Code: 615

Approved: [Signature]

Paid: EST 09/11/17

Date: 9/11/17

ZP03 0005113

ENERGY USE
DAILY AVG. USE - 18 KWH/DAY
USE ONE YEAR AGO - 26 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.33

BF_BI_DEF_20170818_212411_1.CSV-47971-000001879

Duke Energy

ACCOUNT NUMBER - 18633 96259

047971 000001879



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE



ACCOUNT NUMBER

18633 96259

JULY 2017

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
AUG 11 2017

TOTAL AMOUNT DUE
101.21

NEXT READ
DATE ON OR
ABOUT
AUG 21 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ACTUAL) 069945
PREVIOUS (ACTUAL) 069221
DIFFERENCE 000724
TOTAL KWH 724

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$101.21 ON 08/11/17
PAYMENTS RECEIVED AS OF JUL 11 2017 111.93 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..06-20-17 TO 07-20-17 30 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	724 KWH @ 7.03100¢	50.90
FUEL CHARGE	724 KWH @ 3.66700¢	26.55
ASSET SECURITIZATION CHARGE	724 KWH @ 0.26900¢	1.95

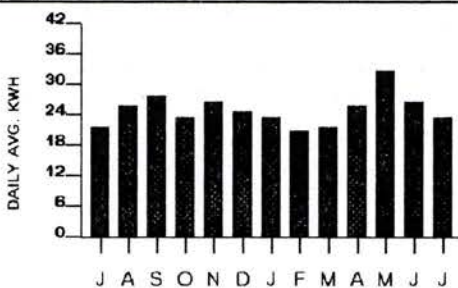
*TOTAL ELECTRIC COST	90.99
GROSS RECEIPTS TAX	2.33
STATE AND OTHER TAXES ON ELECTRIC	7.89

TOTAL CURRENT BILL

101.21

TOTAL DUE THIS STATEMENT

\$101.21



ENERGY USE

DAILY AVG. USE - 24 KWH/DAY
USE ONE YEAR AGO - 22 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$3.03

Entered:

COA Code: 615

Approved:

Paid: EFT 081117

Date: 8/11/17

IF_BI_DEF_20170720_212352_1.CSV-48012-000001708

ZP03 0005131

Duke Energy

ACCOUNT NUMBER - 18633 96259

048012 000001708



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE

JUNE 2017



ACCOUNT NUMBER

18633 96259

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS
0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
JUL 12 2017

TOTAL AMOUNT DUE
111.93

NEXT READ
DATE ON OR
ABOUT
JUL 21 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ACTUAL) 069221
PREVIOUS (ACTUAL) 068355
DIFFERENCE 000866
TOTAL KWH 866

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$111.93 ON 07/12/17
PAYMENTS RECEIVED AS OF JUN 09 2017 129.40 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

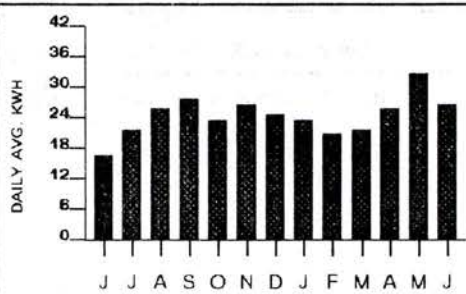
BILLING PERIOD..05-19-17 TO 06-20-17 32 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	866 KWH @ 7.03100¢	60.89
FUEL CHARGE	866 KWH @ 3.66700¢	31.76
ASSET SECURITIZATION CHARGE	866 KWH @ 0.18900¢	1.64

*TOTAL ELECTRIC COST	105.88
GROSS RECEIPTS TAX	2.71
STATE AND OTHER TAXES ON ELECTRIC	9.19
DEPOSIT INTEREST CREDIT	5.85CR

TOTAL CURRENT BILL 111.93

TOTAL DUE THIS STATEMENT \$111.93



ENERGY USE

DAILY AVG. USE - 27 KWH/DAY
USE ONE YEAR AGO - 17 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$3.31

Entered: [Signature]

COA Code: 615

Approved: [Signature] 6-27-17

Paid: EFT 07/12/17

Date: 7/12/17

BF_BL_DEF_20170620_213123_1 CSV-45678-000003935

ZP03 0005029

Duke Energy

ACCOUNT NUMBER - 18633 96259

045678 000003935



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE



ACCOUNT NUMBER

18633 96259

MAY 2017

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
JUN 12 2017

TOTAL AMOUNT DUE
129.40

NEXT READ
DATE ON OR
ABOUT
JUN 21 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ACTUAL) 068355
PREVIOUS (ACTUAL) 067393
DIFFERENCE 000962
TOTAL KWH 962

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$129.40 ON 06/12/17
PAYMENTS RECEIVED AS OF MAY 11 2017 107.23 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

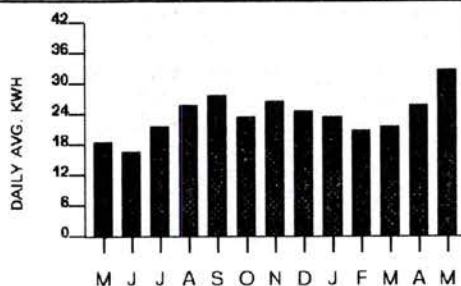
BILLING PERIOD..04-20-17 TO 05-19-17 29 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	962 KWH @ 7.03100¢	67.64
FUEL CHARGE	962 KWH @ 3.66700¢	35.28
ASSET SECURITIZATION CHARGE	962 KWH @ 0.18900¢	1.82

*TOTAL ELECTRIC COST	116.33
GROSS RECEIPTS TAX	2.98
STATE AND OTHER TAXES ON ELECTRIC	10.09

TOTAL CURRENT BILL 129.40

TOTAL DUE THIS STATEMENT \$129.40



Duke Energy Florida utilized fuel in the following proportions to
generate your power: Coal 22%, Purchased Power 21%, Gas 57%, Oil 0%,
Nuclear 0% (For Prior 12 months ending March, 31,2017).

Entered:

COA Code: 615

Approved:

Paid: EFT 061217

Date: 6/12/17

ENERGY USE
DAILY AVG. USE - 33 KWH/DAY
USE ONE YEAR AGO - 19 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$4.01

BF_BL_DEF_20170519_212603_1.CSV-45634-000003955

ZP03 0005100

Duke Energy

ACCOUNT NUMBER - 18633 96259

045634 000003955



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434



STATEMENT OF ELECTRIC SERVICE

APRIL 2017



ACCOUNT NUMBER

18633 96259

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
MAY 12 2017

TOTAL AMOUNT DUE
107.23

NEXT READ
DATE ON OR
ABOUT
MAY 22 2017

DEPOSIT AMOUNT
ON ACCOUNT

195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ACTUAL) 067393
PREVIOUS (ACTUAL) 066614
DIFFERENCE 000779
TOTAL KWH 779

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$107.23 ON 05/12/17
PAYMENTS RECEIVED AS OF APR 11 2017 89.37 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..03-21-17 TO 04-20-17 30 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	779 KWH @ 7.03100¢	54.77
FUEL CHARGE	779 KWH @ 3.66700¢	28.57
ASSET SECURITIZATION CHARGE	779 KWH @ 0.18900¢	1.47

*TOTAL ELECTRIC COST	96.40
GROSS RECEIPTS TAX	2.47
STATE AND OTHER TAXES ON ELECTRIC	8.36

TOTAL CURRENT BILL

107.23

TOTAL DUE THIS STATEMENT Entered: 5/12/17 \$107.23

COA Code: 615

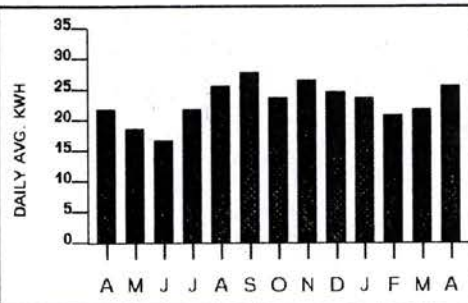
Approved: @ 4-25-17

Paid: EFT 05/12/17

Date: 5/12/17

Duke Energy offers a free on-site energy efficiency assessment to help your business save money and energy. This no cost Business Energy Check includes information on how to easily obtain rebate incentives for the installation of preapproved recommended measures. For more information, visit us at duke-energy.com/FLbusiness or call 877.372.8477.

Have concerns about a possible environmental or regulatory violation involving Duke Energy? You can report it anonymously 24/7 at 855.355.7042 or at duke-energy-env.alertline.com



ENERGY USE

DAILY AVG. USE - 26 KWH/DAY
USE ONE YEAR AGO - 22 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$3.21

BF_BL_DEF_20170420_214708_1.CSV-45692-000003903

ZP03 0004710

Duke Energy

ACCOUNT NUMBER - 18633 96259

045692 000003903



COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD

NEW PRT RCHY FL 34652-3434



STATEMENT OF ELECTRIC SERVICE



ACCOUNT NUMBER

18633 96259

MARCH 2017

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
APR 12 2017

TOTAL AMOUNT DUE
89.37

NEXT READ
DATE ON OR
ABOUT
APR 21 2017

DEPOSIT AMOUNT
ON ACCOUNT

195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ACTUAL) 066614
PREVIOUS (ACTUAL) 065979
DIFFERENCE 000635
TOTAL KWH 635

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$89.37 ON 04/12/17
PAYMENTS RECEIVED AS OF MAR 13 2017 94.07 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

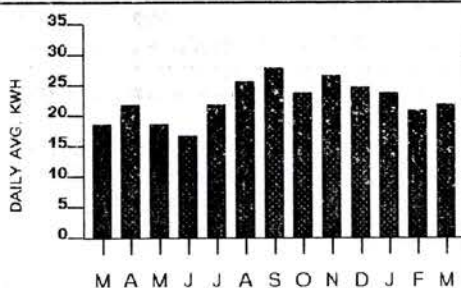
BILLING PERIOD..02-20-17 TO 03-21-17 29 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	635 KWH @ 6.97000¢	44.26
FUEL CHARGE	635 KWH @ 3.66700¢	23.29
ASSET SECURITIZATION CHARGE	635 KWH @ 0.18900¢	1.20

*TOTAL ELECTRIC COST	80.34
GROSS RECEIPTS TAX	2.06
STATE AND OTHER TAXES ON ELECTRIC	6.97

TOTAL CURRENT BILL 89.37

TOTAL DUE THIS STATEMENT \$89.37



ENERGY USE

DAILY AVG. USE - 22 KWH/DAY
USE ONE YEAR AGO - 19 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.77

Entered:

COA Code: 615

Approved: C3-29-17

Paid: EFT 04/2/17

Date: 4/12/17

IF_BL_DEF_20170321_212752_1.CSV-45803-000003832

ZP03 0004762

Duke Energy

ACCOUNT NUMBER - 18633 96259

045803 000003832



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE

FEBRUARY 2017



ACCOUNT NUMBER

18633 96259

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
MAR 14 2017

TOTAL AMOUNT DUE
94.07

NEXT READ
DATE ON OR
ABOUT
MAR 22 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724

METER READINGS

METER NO.	006000112
PRESENT (ACTUAL)	065979
PREVIOUS (ACTUAL)	065307
DIFFERENCE	000672
TOTAL KWH	672

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$94.07 ON 03/14/17
PAYMENTS RECEIVED AS OF FEB 09 2017 97.68 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..01-19-17 TO 02-20-17 32 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	672 KWH @ 6.97000¢	46.84
FUEL CHARGE	672 KWH @ 3.66700¢	24.64
ASSET SECURITIZATION CHARGE	672 KWH @ 0.22200¢	1.49

*TOTAL ELECTRIC COST	84.56
GROSS RECEIPTS TAX	2.17
STATE AND OTHER TAXES ON ELECTRIC	7.34

TOTAL CURRENT BILL

94.07

TOTAL DUE THIS STATEMENT

Entered: 88 \$94.07

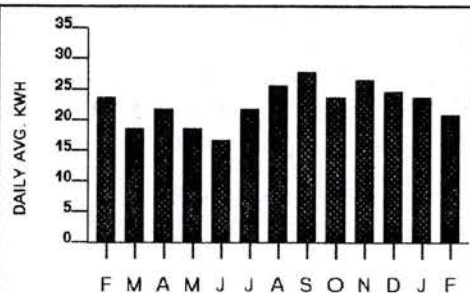
COA Code: 615

Approved: 0 E 3-1-17

Paid: EFT 03/14/17

Date: 3/14/17

Duke Energy Florida utilized fuel in the following proportions to
generate your power: Coal 20%, Purchased Power 21%, Gas 58%, Oil 0%,
Nuclear 0% (For Prior 12 months ending December 31, 2016).



ENERGY USE

DAILY AVG. USE -	21 KWH/DAY
USE ONE YEAR AGO -	24 KWH/DAY
*DAILY AVG. ELECTRIC COST -	\$2.64

BF_BL_DEF_20170220_212011_1.CSV-45606-000003907

ZP03 0004946

Duke Energy

ACCOUNT NUMBER - 18633 96259

045606 000003907



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE



ACCOUNT NUMBER

18633 96259

JANUARY 2017

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
FEB 10 2017

TOTAL AMOUNT DUE
97.68

NEXT READ
DATE ON OR
ABOUT
FEB 21 2017

DEPOSIT AMOUNT
ON ACCOUNT

195.00

PIN: 012649724**METER READINGS**

METER NO. 006000112
PRESENT (ACTUAL) 065307
PREVIOUS (ACTUAL) 064595
DIFFERENCE 000712
TOTAL KWH 712

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$97.68 ON 02/10/17
PAYMENTS RECEIVED AS OF JAN 10 2017 104.93 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..12-20-16 TO 01-19-17 30 DAYS

CUSTOMER CHARGE		11.59
ENERGY CHARGE	712 KWH @ 6.81700¢	48.54
FUEL CHARGE	712 KWH @ 3.66700¢	26.11
ASSET SECURITIZATION CHARGE	712 KWH @ 0.22200¢	1.58

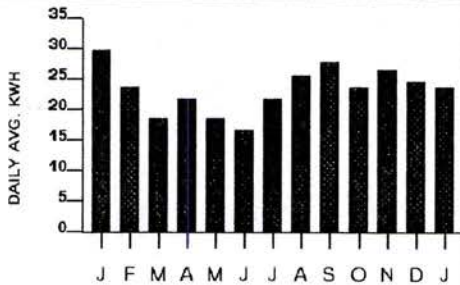
*TOTAL ELECTRIC COST	87.82
GROSS RECEIPTS TAX	2.25
STATE AND OTHER TAXES ON ELECTRIC	7.61

TOTAL CURRENT BILL

97.68

TOTAL DUE THIS STATEMENT

\$97.68

**ENERGY USE**

DAILY AVG. USE - 24 KWH/DAY
USE ONE YEAR AGO - 30 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.93

Entered:

COA Code: 615

Approved:

Paid: EFT 02/10/17

Date: 2/10/17

BF_BL_DEF_20170119_213707_1.CSV-45146-000004366

ZP03 0005273

Duke Energy**ACCOUNT NUMBER - 18633 96259**

045146 000004366



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434





STATEMENT OF ELECTRIC SERVICE

DECEMBER 2016



ACCOUNT NUMBER

18633 96259

FOR CUSTOMER SERVICE OR
PAYMENT LOCATIONS CALL:
1-877-372-8477

WEB SITE: www.duke-energy.com

TO REPORT A POWER OUTAGE:
1-800-228-8485

COUNTRY WALK UTILITIES, INC.

4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652

SERVICE ADDRESS

0 WILDFLOWER ST,
IRRIGATION PUMP

DUE DATE
JAN 11 2017

TOTAL AMOUNT DUE
104.93

NEXT READ
DATE ON OR
ABOUT
JAN 23 2017

DEPOSIT AMOUNT
ON ACCOUNT
195.00

PIN: 012649724

METER READINGS

METER NO. 006000112
PRESENT (ACTUAL) 064595
PREVIOUS (ACTUAL) 063781
DIFFERENCE 000814
TOTAL KWH 814

YOUR PAYMENT FOR THIS STATEMENT WILL BE ELECTRONICALLY PROCESSED
FOR \$104.93 ON 01/11/17

PAYMENTS RECEIVED AS OF DEC 09 2016

102.99 THANK YOU

GS-1 060 GENERAL SERVICE - NON DEMAND SEC

BILLING PERIOD..11-18-16 TO 12-20-16 32 DAYS

CUSTOMER CHARGE			11.59
ENERGY CHARGE	814 KWH @	7.02300¢	57.17
FUEL CHARGE	814 KWH @	2.97300¢	24.20
ASSET SECURITIZATION CHARGE	814 KWH @	0.22200¢	1.81

*TOTAL ELECTRIC COST

94.77

GROSS RECEIPTS TAX

2.43

STATE AND OTHER TAXES ON ELECTRIC

7.73

TOTAL CURRENT BILL

104.93

TOTAL DUE THIS STATEMENT

\$104.93

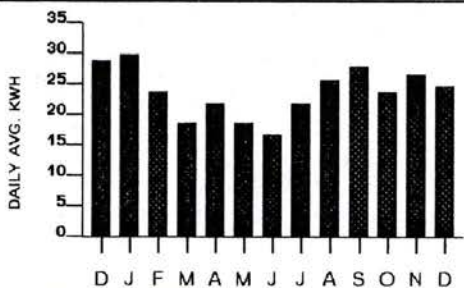
Entered:

COA Code: 2615

Approved: @ C 12-28-16

Paid: EFT 01/11/17

Date: 1/11/17



ENERGY USE

DAILY AVG. USE - 25 KWH/DAY
USE ONE YEAR AGO - 29 KWH/DAY
*DAILY AVG. ELECTRIC COST - \$2.96

Duke Energy will be closed on December 23 and 26, 2016 and January 2, 2017. You may visit duke-energy.com for self-service options. To report an outage, please call our outage line at 800.228.8485.

3F_BL_DEF_20161220_213631_1.CSV-45268-000004311

ZP03 0004776

Duke Energy

ACCOUNT NUMBER - 18633 96259

045268 000004311



COUNTRY WALK UTILITIES, INC.
4939 CROSS BAYOU BLVD
NEW PRT RCHY FL 34652-3434



Water and Wastewater Utility Operations, Maintenance,
Engineering, Management

REVISED AGREEMENT FOR SERVICES

XX **Water System Operations**
 Wastewater System Operations
XX **Maintenance**
XX **Customer Service**

THIS AGREEMENT is entered into this **1st day of October 2017**, by and between:

Country Walk Utilities, Inc. with its principal mailing address at 5320 Captains Court, New Port Richey, Florida 34652 (hereinafter "OWNER")

AND

U.S. Water Services Corporation, with its principal mailing address at 4939 Cross Bayou Boulevard, New Port Richey, Florida 34652 (hereinafter "USWSC").

WHEREAS, OWNER owns and provides for the operation and administration of a water treatment, distribution and transmission system; and/or wastewater treatment, collection and lift station facilities; and customer service billing and collection; and

WHEREAS, OWNER desires to employ the services of USWSC in the operation, maintenance and billing/collection (OM&BC) of the Utility System, and USWSC desires to perform such services for the compensation provided for herein.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth, OWNER and USWSC agree as follows:

1. General Provisions

1.1

Definitions of words and phrases used in this Agreement and the attachments are contained in Appendix A.

1.2

All land, buildings, facilities, easements, licenses, rights-of-way, equipment and vehicles presently or hereinafter acquired or owned by OWNER shall remain the exclusive property of OWNER unless specifically provided for otherwise in this Agreement.

1.3

This Agreement shall be governed by and interpreted in accordance with the laws of the State of Florida.

1.4

This Agreement shall be binding upon the successors and assigns of each of the parties, but neither party shall assign this Agreement without the prior written consent of the other party. Consent shall not be unreasonably withheld.

1.5

All notices shall be in writing and transmitted to the party's address stated above. All notices shall be deemed effectively given as follows:

1.5.1 If delivered personally or by courier mail service (e.g., Federal Express or United Parcel Service), upon delivery;

1.5.2 If mailed by certified or registered U.S. mail, return receipt requested, upon deposit in the United States mail, postage prepaid.

1.5.3 If in any other manner, upon actual receipt.

1.6

This Agreement, including appendices, is the entire Agreement between the parties. This Agreement may be modified only by subsequent written agreement signed by both parties. Wherever used, the terms "USWSC" and "OWNER" shall include the respective

officers, agents, directors, elected or appointed officials and employees and, where appropriate, subcontractors, or anyone acting on their behalf.

1.7

If any term, provision, covenant or condition of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remainder of the provisions shall remain in full force and effect and shall in no way be affected, impaired or invalidated.

1.8

It is understood that the relationship of USWSC to OWNER is that of a contracted service corporation. The services provided under this Agreement are of a professional nature and shall be performed in accordance with good and accepted industry practices for professional contract operators similarly situated in the same geographic region and at the same time.

1.9

The OWNER and USWSC are the only parties to this Agreement. No third party rights or benefits are intended to or shall arise by reason of this Agreement.

1.10

If any litigation is necessary to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees, which are directly attributed to such litigation in addition to any other relief to which it may be entitled.

This area left intentionally blank.

2. USWSC Scope of Services – Base Contract Service

2.1

Upon signing of this agreement, USWSC will staff the Utility System (as described in Appendices D,F,I) with employees who have met appropriate licensing and certification requirements of the State of Florida, and employ the appropriate skilled staff to maintain the service specified herein. A further break down of the Scope of Services is displayed in Table 4.

2.2

USWSC operators shall have ongoing training and education appropriate to personnel in all necessary areas of required water/wastewater process control, operations, maintenance, safety and supervisory skills. All operators employed for the facility will be trained in drinking water treatment plant operation and/or domestic wastewater treatment plant operator as regulatory permits require, and licensed by FDEP. USWSC will ensure that all personnel have the proper training to perform their jobs safely and efficiently.

2.3

USWSC shall develop, or supply, and utilize Computerized Maintenance Management Systems (CMMS) and process monitoring.

2.4

Within 90 days after USWSC begins service under this Agreement, USWSC will provide a statement of condition (SOC) of the utility system which will include any physical inventory of OWNER'S utility equipment and spare parts in use or associated with the system, and a general statement as to the condition of each piece of equipment. The SOC will also include recommendations for improved O&M efficiencies, capital improvements and estimated cost to implement all recommendations.

2.5

USWSC will provide OWNER with a physical inventory of chemicals and other consumables on hand when USWSC begins services under this Agreement within 7 days of service startup. USWSC will provide OWNER with the same quantity of chemicals or equivalent upon termination of this Agreement.

2.6

USWSC shall be responsible for maintaining all manufacturers' warranties on new equipment purchased by OWNER and assist OWNER in enforcing existing equipment warranties and guarantees.

2.7

USWSC shall provide the OWNER with documentation that preventive maintenance is being performed CMMS on Owner's owned equipment in accordance with manufacturer's recommendations at intervals and in sufficient detail as may be feasibly determined by the OWNER. Such a maintenance program shall include documentation of corrective and preventive maintenance.

2.8

USWSC shall operate, maintain and/or monitor the Utility System as FDEP permitting dictates and maintain a 24-hour per day, seven-day per week scheduled, on call emergency staff and live answering service. USWSC will respond to call outs, assess the situation and make necessary arrangement to contain or repair the problem. USWSC shall notify the OWNER of emergency type repairs within 2 hours of incident.

2.9

Visits may be made at a reasonable time by Owner's employees if previously authorized by owner or designated by Owner's representative. Keys for the system shall be provided to OWNER by USWSC for such visits. All visitors to the System shall comply with USWSC' operating and safety procedures and register in utility log books.

2.10

USWSC will implement and maintain an employee safety program in compliance with all Occupational Safety and Health Administration (OSHA) laws and regulation specified in OSHA 1910 which is designed to provide a safe and healthful workplace. Provide all necessary equipment to employees to perform their tasks in a safe and efficient manner. USWSC will make recommendations to the OWNER regarding the need if any, for OWNER to rehabilitate, expand or modify the system to comply with governmental safety regulations applicable to USWSC operations hereunder and with federal regulations promulgated pursuant to the American with Disabilities Act (ADA).

2.11

USWSC may modify the process and/or facilities with permission of OWNER, to achieve the maximum efficiency of operation and optimum water quality. Any modifications to facilities of the system will be billed separate from this agreement at a price approved by the OWNER, except in the case of an emergency. During an emergency situation, USWSC may take the steps required to maintain the safety of the utility customers and meet any mandated regulatory requirements.

2.12

In any emergency affecting the safety of persons or property, USWSC may act without written amendment or change order, at USWSC's discretion, to prevent threatened damage, injury or loss. USWSC shall be compensated by OWNER for any such emergency work notwithstanding the lack of a written amendment. At a minimum such compensation shall include USWSC Costs for the emergency.

2.13

As required by law, permit or court order, USWSC will prepare routine plant performance reports and submit them to OWNER, or OWNER designated signature authority, for signature and transmittal to appropriate authorities. USWSC will prepare Daily operational reports, Monthly Operating Reports (MOR), Discharge Monitoring Reports (DMR), minor revisions to operating permits, monitoring plans such as bacteriological sampling plans, cross-connection plans, water system flushing plans, lead & copper sampling plan, bio-solids annual reports, abnormal events, boil water notices, Consumer Confidence Reports (CCR's), review inspection reports and respond, annual reporting of flows on the Consumptive and Water Use Permits (CUP) (WUP). USWSC will conduct annual audits and report to the PSC per FAC Chapter 25-30 for water and wastewater utility systems. Signature authority may be established by the Owner to allow USWSC to file required reports with signature of USWSC personnel with report copy sent to owner.

Table 1- Regulatory Reporting Responsibilities	
USWSC	Owner
FPSC Annually	None
DMR & MOR's Monthly	
Compliance Sampling Reporting Ongoing	
Groundwater Reports as Required	
Abnormal Events As Occurs	
Boil Notice Prep and Post As Occurs	

Prepare Minor Permit Revisions	
Prepare Annual CCR's	

2.14

USWSC will provide all packing and transport charges and insurance costs, as well as transit handling costs and transport fees and labor to perform laboratory testing and sampling presently required by plant performance portions of regulatory permits (see Appendices D & E), the Clean Water Act, the Safe Drinking Water Act and/or any federal, state or local rules and regulations, statutes or ordinances, permit or license requirements, or judicial and regulatory orders and decrees. All laboratory services will maintain a Florida NELAC certified laboratory capable of meeting all Federal Environmental Protection (EPA), Code of Federal Regulations (40 CFR-60.535), Safe Drinking Water Act (SDWA), Clean Water Act (CWA), Florida Department of Environmental Protection (FDEP) Florida Administrative Codes (FAC Chapter 62-160.300) which defines the minimum field and laboratory quality assurance, methodological and reporting requirements, Water Management Districts (WMD), Department of Health (DOH – 64E-1) or any other regulatory agency that has jurisdiction over the facilities for analyzing samples required by permits.

2.15

USWSC will provide labor, which is included in the base fee, related to service meter replacements up to 5/8" x 3/4" meter size. Installation or change out of meters of a greater size shall be billed as additional service to OWNER base upon time and material, as listed on Appendix G.

2.16

USWSC shall operate and maintain the public water systems so as to comply with applicable standards in Chapter 62-550 F.A.C., and USWSC 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 hydro-pneumatic 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 USWSC.

2.17

USWSC shall perform locates, which are included in the base fee, within the specified time frames for all water distribution & wastewater collection piping systems per Sunshine One-call requirements. OWNER shall pay for all costs related to the Florida Sunshine On-Call Locate Service.

2.18

USWSC shall maintain grounds in a neat and orderly condition. This includes removal of yard trimmings, non-working pumps, used piping, garbage, and plant screenings from treatment processes. USWSC shall maintain grounds in and around the facilities in a professional manner, perform weed control, grass cutting and trimming.

2.19

USWSC shall maintain permits according to Florida Administrative Code (FAC) Chapter 62-4 which is FDEP's general authority to issue permits and Florida Administrative Code (FAC) Chapter 62-620 which establishes the procedures to obtain a permit to construct operate or modify domestic and industrial wastewater facilities; 40 CFR 122.41 which describes applicable to all permitting. All permits will be maintained in safe location, keep up-to-date, system modification and permit revisions will be submitted in a timely manner.

2.20

USWSC shall calibrate all plant flow meters required by permits, Water Management District's and FDEP Directives, or FAC requirements, according to industry standards.

2.21

USWSC shall perform annual testing of Backflow Prevention Devices Owned by the Utility. Any replacements will be coordinated/provided with approval from OWNER.

2.22

USWSC shall provide meter re-reads, meter turn-on & turn-offs, minor repairs to service lines (not to exceed \$400.00 in USWSC expense per incident), meter change outs, troubleshooting customer problems or issues.

2.23

USWSC shall provide Emergency Generator Maintenance and Fuel. All maintenance shall be performed in accordance with Chapter 62-550, F.A.C and with the equipment manufacturer's recommendations or in accordance with a written preventive maintenance program established by USWSC; however, in no case shall auxiliary power sources be run under load less frequently than monthly. Inspections and servicing will be performed monthly and shall include, check engine coolant level, coolant lines/connections/hoses & connections, drive belts for wear and tear, gasket/seals for leaks, battery(s) electrolyte level, battery connections, cables, casing, check air Filters, check engine oil level and oil leaks (hoses, connectors), check fuel tank/day tank operation, check fuel level and order fuel as needed.

Table 2- Emergency Generator Responsibilities	
USWSC	OWNER
Coolant levels, lines, connections and hoses	Major repairs over \$400.00 per incident
Drive belts	Replacement of unit
Battery and connections	
Air Filters	
Gasket condition	
Fuel levels and hose connections	
Engine oil levels and connections	
Order Fuel as needed	
Annual testing of unit	
Any outside Generator Service Contracts	

2.24

USWSC shall perform minor repairs - repairs that can be performed by the Collection and Distribution Technician, plant operators or maintenance personnel without assistance (Totaling Less than \$400.00 in USWSC Expense per incident), such as painting, changing

motor oil, changing air filters, greasing equipment, cleaning equipment and troubleshooting equipment failures.

Table 3- Minor Repair Responsibilities	
USWSC	OWNER
Replace Meter Boxes	In excess of \$400.00 per incident
Minor Water Leaks	
Cleaning of Wetwells	
Unclog Lift Station Pumps	
Hydrant Repairs	
Project Planning or Advisement to Owner	
Replace Curb Stops, Valves, Pipe Fittings	
Repairs to Electrical System	
Fencing and Other Similarly Related Repairs	

2.25

USWSC shall provide a Customer Service based operation that resolves any customer complaints; provides meter reads, turn-on & off meter services, billing and collection and all associated cost of that service, credit card and web based customer payment options, collection rate monitoring; issue field service orders, set up new and maintain customer accounts with accurate information; provide information to address inquiries regarding services, maintain proper files and required customer service documents; all to be provided in a professional manner and in keeping with industry standards.

Base Contract Services – Water Treatment Facilities

2.26

This section shall apply to USWSC OM&BC services for the Owner's Water Treatment Facilities either owned, leased or by easement rights.

2.27

Within the existing design capacity and capabilities of the Water Treatment Facilities, USWSC will operate the systems according to the facility's Florida Department of Environmental Protection (FDEP) operating permit, FAC 62-699 which establishes minimum staffing requirements for facilities. Physical operation of the facility to include adding chemicals, such as ammonia, chlorine, poly-phosphates or lime, for disinfection and efficient treatment operation, Inspect equipment on a regular basis,

monitor operating conditions, meters, and gauges, collect and test water samples, record meter and gauge readings and operational data and interpret findings, operate equipment to treat the water to meet Federal, State and Local requirements and, clean and maintain equipment, tanks, filter beds, and other work areas, ensure all safety standards are met.

2.28

USWSC will pay all costs associated with taking all daily, weekly, monthly, quarterly, annual and tri-annual samples and any retake samples required by FDEP Permit and EPA's 40 CFR Part 136, and as listed in Appendix E; with the exception of annual or semiannual special event sampling and testing and any special sampling.

2.29

USWSC shall perform tank Inspections for hydro-pneumatic and Ground Storage tanks (GST) in service for the water systems- The FDEP Chapter 62-555-350 requires annual inspections and cleaning and has 5 yr requirement for complete inspection of the vessel for structural integrity and reliability.

2.30

OWNER shall be responsible for Regulatory Fees which includes permit renewals, modifications and/or revisions to permits for the Water Management District, FDEP, DOH, County and/or City and any other regulatory entity fees.

Base Contract Services – Distribution System

2.31

This Section shall apply to USWSC service related to Owner's distribution system

2.32

USWSC shall provide for the operation and maintenance of the distribution and transmission system according to Florida Administrative Code (FAC) 62-604. Which includes maintenance, minor repairs to water

distribution systems, including mains, valves, hydrants and services, performs water taps, ensure that all appropriate safety measures are observed in the performance of the various kinds of work, investigate and determine the locations of water leaks and takes action in such a way that affects a minimum of customers, collects water samples when necessary and fills out operation reports for the water systems, maintain accurate and legible records of time and materials used on various jobs and reports, reads, removes and resets the routine operation, maintenance, and repair of the distribution systems as established upon startup of this agreement. Services not included as routine are items identified as capital repairs, line extensions or system expansions. Excluded services will be billed in addition to base OM&BC contract fee per Appendices G.

2.33

USWSC shall provide for all daily operation and maintenance functions such as perform routine operational checks of chlorine levels, equipment functions, read meters, check for proper plant operation, record all maintenance activities and ensure official logs are kept per regulatory requirements.

2.34

USWSC will pay cost incurred related to routine staffing, and labor related to sampling, testing, in normal water distribution, operation and maintenance, and repair, except as specifically provided herein. Specific special sampling event (i.e. break/main clearance) analysis cost will be billed direct to Owner per USWSC standard sampling fee schedule in place at the time of incident. If the scope of the permit changes which results in increases to sampling and or staffing requirements, then the Owner will be responsible for the cost to upgrade the terms of the agreement, as such changes are regards as changes to the general conditions herein stated.

Base Contract Services – Wastewater Treatment Facilities –

N/A – Water Only

2.35

This section shall apply to USWSC OM&BC services for the Owner's Wastewater Treatment Facilities either owned, leased or by easement rights.

2.36

USWSC will operate the systems according to the facility's Florida Department of Environmental Protection (FDEP) operating permit, FAC 62-699 which establishes minimum staffing requirements for facilities.

2.37

USWSC will pay all costs associated with taking all daily, weekly, monthly, quarterly, annual samples and any retake samples required by FDEP Permit and Florida Administrative Code (FAC) 62-601, which establishes minimum requirements for monitoring of domestic wastewater facilities and EPA's 40 CFR Part 136, with the exception of annual or semiannual special event sampling and testing and any special sampling; see Appendix D for definition of routine sampling. Any additional sampling events will be submitted to OWNER as an additionally billable item per USWSC laboratory/sampling fees in place at the time of incident.

Base Contract Services – Wastewater Collection and Lift Station Systems –

N/A – Water Only

2.38

This Section shall apply to USWSC' service for Owner's wastewater collection and lift station system.

2.39

USWSC shall USWSC will operate the collection system according to Florida Administrative Code (FAC) 62-604. Which includes routine preventive maintenance and minor repairs of the collection system as established upon startup of this agreement; shall performs sewer taps, inspects manholes and appurtenances, perform checks on lift stations and or pump station for proper operation, ensure that all appropriate safety measures are observed in the performance of the various kinds of work, investigate and determine the locations of sewer breaks maintain accurate and legible records of time and materials used on various jobs. Services not included as routine are items identified as capital repairs, line extensions or system expansions.

2.40

1. Specific lift station maintenance shall include:

- (a) Monitoring of Lift or pumping stations for emergency conditions; Preventive maintenance the radio telemetry systems if any; Regularly Monthly scheduled preventive maintenance, inspection, adjustments (including but not limited to measuring run pump times, water levels in wet wells, review of any loss of electrical power and any thermal overloads).
- (b) All pump stations and lift stations shall be visited by a state licensed, certified or manufacturer trained and certified operator as frequently as necessary to preclude pump station or lift station failure but in no case less than once per month.
- (c) A permanent log containing information for the previous year to the current date shall be kept onsite or at the appropriate regional wastewater treatment facility. Log information shall be maintained by the pump station or lift station owner on a rolling five year calendar basis. The log shall be the property of the pump station or lift station owner and shall be surrendered to the pump station or lift station owner upon termination of an operator contract.
- (d) Preventive maintenance of the wastewater collection/transmission system shall include the following minimum monthly services provided by a state licensed, certified or manufacturer trained and certified operator.
 - (1) Remove and dispose of any debris from the surface of the pump station or lift station wet well that may interfere with the operation of the pump station or lift station;
 - (2) Log hour meter reading for all pumps
 - (3) Run each pump manually through a cycle and record amp draw in the maintenance log;
 - (4) Record voltage at control panel source in the maintenance log;
 - (5) Cycle alarms;
 - (6) Confirm floats are properly set;
 - (7) Confirm floats are clear of grease and clean if any grease present;
 - (8) Ensure that pump cables and pump chains are in good condition, are secure, and not around the pump suction;

- (9) With lift station/wet well pumped down, stick the bottom of the tank to confirm the absence or presence of sand or debris.
- (10) USWSC shall remove and owner shall dispose of any sand or debris in the bottom of the tank that may interfere with the operation of the pump station or lift station.
- (11) Ensure that any grass around the lift station, the wet well entrance, the valve box entrance and any vegetation that would hinder access to the control panel is trimmed back and the area is free from debris;
- (12) Exercise all isolation valves completely closed and leave completely open;
- (13) Confirm all electrical lugs in panel are tight and seal is secure for electrical panel;
- (14) Secure each lock and lubricate as needed; and
- (14) Inspect the check valves to ensure they are functioning properly and will prevent back flow from the force main to the wet well.
- (e) Once every three months minimum, ensure the pump station or lift station Megohm test is performed on the pump motors to determine the condition of the motor winding insulation to establish a base line reading to be used over time to determine if the windings are deteriorating.
- (f) For lift stations servicing hotels, apartments and food establishments, upon recommendation by the operator, but no less than once every 6 months;
 - (1) Owner shall pump out wet wells and USWSC shall pressure wash to prevent solids and grease build-up, to reduce odors, and to reduce potential damage to the pumps. The pump station or lift station owner must provide the operator access to a water supply source. Owner shall ensure that the removed wastewater shall be hauled by a state licensed or permitted hauler to a wastewater treatment facility and the receipt for disposal provided to the lift station owner.
 - (2) Pull the pumps and inspect the impeller and suction ports of each pump, noting the condition of each pump.
- (g) For lift stations servicing all other locations (not hotels, apartments and food establishments), upon recommendation by the operator, but no less than

once every 2 years;

- (1) Owner shall pump out wet wells and USWSC shall pressure wash to prevent solids and grease build-up, to reduce odors, and to reduce potential damage to the pumps. The pump station or lift station owner must provide the operator access to a water supply source. The removed wastewater shall be hauled by a state licensed or permitted hauler to a wastewater treatment facility and the receipt for disposal provided to the lift station owner.
 - (2) Pull the pumps and inspect the impeller and suction ports of each pump.
- (h) For lift stations monitored by a Supervisory Control and Data Acquisition System (SCADA System), a lift station owner may submit a request for approval of an alternative maintenance plan in cooperation with contracted operator. The request must outline in detail:
- (1) the proposed maintenance plan and schedule;
 - (2) the SCADA System data monitored and the data retention plan for the SCADA System data. At a minimum, the data otherwise recorded for the required maintenance as outlined in this rule must be made a permanent part of the lift station owner's maintenance log;
 - (3) the operator's training and state license or certification level;
 - (4) the training and certification or state license level of each staff member of the operator's company; and
 - (5) the response times provided by the operator in event of a SCADA alert; and
 - (6) the lift station owner shall provide any additional information requested by the Division in order to evaluate the request. Any alternative maintenance plan must be mutually acceptable to both Owner and USWSC.
- (i) Jetting of collection system lines shall be conducted as needed to clear grease and sediment from collection system lines.
- (j) The operator shall record and document all maintenance performed and findings in the required maintenance log. The log shall be the permanent property of the lift station owner.
- (j) In the case of a breakdown or malfunction of a

Wastewater collection/transmission system and/or a wastewater treatment

facility, the owner or operator shall record the breakdown or malfunction event and the reason therefore in the permanent log upon discovery.

2. The owner or operator shall investigate each instance of system malfunction alarm. During the alarm investigation, if an owner or operator discovers that a release or discharge of wastewater from the system to the ground or surrounding environment has occurred, USWSC shall immediately upon discovery of such release or discharge to FDEP.
 - a. If any release of wastewater occurs, a copy of the invoice or report from the operator shall be submitted to the Owner. The operator invoice or report shall state the cause of the release of sewage, detail the repairs made, and state the amount of wastewater removed by pump truck. The failure of an operator to notify the owner of the breakdown or malfunction shall not relieve the owner of the responsibility to notify the Division. In addition to the owner, an operator may also be held liable for failure to notify the Division pursuant to Section 362.110(c), Ordinance Code.
 - b. Notifying the FDEP does not relieve the owner or operator of the requirement for discharges, spills or releases of untreated wastewater in excess of 1,000 gallons or other abnormal events set forth in Rule 62-604.550, FAC, to report orally to the State Warning Point number, 1-800-320-0519.
3. Electrical service must be supplied to the lift station at all times. In the event electrical service fails, regardless of the reason, and temporary or emergency power cannot be supplied, it is mandatory that the lift station be monitored and the lift station wet well be pumped and hauled by a state licensed or permitted hauler to a wastewater treatment facility so as to prevent an unlawful discharge of wastewater. A copy of the receipt from the wastewater treatment facility shall be provided to the lift station owner.
4. In lieu of the requirements of Rule 3.405.A.5 above, publicly owned regional sewerage system utilities shall conduct operation and maintenance in accordance with federal and state requirements, which are consistent with the requirements of Rule 3.405A.5, and provide documentation of such maintenance within five business days of a request by the Division.
5. In accordance with Rule 3.402B, repairs, modifications or replacements of pumps or major components may require a permit pursuant to this Rule. Pumps or major components of a pump station or lift station that are replaced must be replaced by similar or

upgraded equipment to ensure there is no degradation of the design and performance of the system. In addition, for each replacement made, the operation and maintenance manual shall be revised.

6. Exception: For the purpose of this Section, a pumping system serving an individual single-family residence that transmits to a gravity sanitary sewer collection system, which system is located in a utility easement or right-of-way fronting said individual single family residence, is considered a service connection and the requirements for sewage pump stations or lift stations shall not apply.

Base Contract Services – Administrative and Customer Services

2.41

USWSC shall provide the following specific utility and customer accounting and administrative functions for the Facilities and Business Entity: (i) monthly flow meter reading (ii) consumer folder on each account, (iii) billing register containing information on each account billed, (iv) preparation and mailing of a monthly use bill to each customer, (v) preparation of monthly sales report, (vi) preparation and mailing of late notices for delinquent accounts, (vii) collection of meter deposits and payments, (viii) preparation of a Daily Monitoring Report, (ix) general ledger P&L and Balance Sheet reports monthly and (x) preparation of annual FPSC report.

2.42

USWSC shall use reasonable efforts to collect all available Owner revenue from sales, connection fees, security deposits, collection fees, late payment charges, taxes collected (if applicable) and all other monies due from consumers of services provided by the facilities.

2.43

USWSC will submit to the owner monthly a report of System activities due by the 21st of the following month. USWSC shall review the administrative reports generated in accordance with section 2.41 above, and from time to time, make recommendations to the Owner regarding rates, deposit amounts, and other matters as to keep the Owner's Facilities financially sound.

2.44

USWSC maintains a business office established for the purpose of utility management; main office location is in New Port Richey, FL; with

additional satellite offices throughout the State. Offices shall be open from 9:00 am to 5:00 pm Monday through Friday. Online, web base bill payment is also maintained for customer ease in access to additional payment options with 24 hr a day access. USWSC also maintains and provides 24 hour emergency answering service and dispatch, as well as local utility manager and staff assigned to the system.

3. Owner Representations and Duties

3.1

OWNER shall keep in force all System warranties, guarantees, easements and licenses that have been granted to OWNER and are not transferred to USWSC under this Agreement.

3.2

OWNER shall pay all *ad valorem*, property, franchise, occupational and disposal taxes, or other taxes associated with the System other than taxes imposed upon USWSC net income and/or payroll taxes for USWSC employees.

3.3

OWNER shall provide USWSC, within a reasonable time after request and on an "as available" basis, with the temporary use of any piece of Owner's heavy equipment that is available so that USWSC may discharge its obligations under this Agreement in the most cost-effective manner.

3.4

OWNER shall provide all registrations and licenses for any of Owner's vehicles used in connection with the System (if applicable).

3.5

OWNER represents and warrants that facilities and other System equipment have been operated only in the normal course of business. Owner cannot fully attest to the condition of the facilities composing the System and/or any equipment used by the System, and therefore has not disclosed to USWSC.

3.6

OWNER shall supply all chemicals necessary to maintain compliance of the system includes chlorine, poly phosphates, polymers, proprietary and non-proprietary filter media, lime, de-chlorination chemicals, or any other chemical necessary to maintain regulatory compliance.

3.7

OWNER shall be responsible for sludge disposal per FAC Chapter 62-640.

3.8

OWNER shall be responsible for purchase of all power, water, wastewater and phone services.

3.9

OWNER shall be responsible for major repairs and/or capital items.

3.10

OWNER shall be responsible for maintaining property insurance for the facilities.

3.11

OWNER shall be responsible for any Bad Debt, write offs, for collecting bad debts and absorbing write off costs.

3.12

OWNER shall be responsible for payment of all Federal and Local Taxes related to the systems.

3.13

OWNER shall be responsible for any and all banking fees such as over drafts, non-sufficient funds, user fees pertaining to the systems

3.14

OWNER shall be responsible for onsite telephone services for auto dialers and/or SCADA systems for emergency power or equipment failures only.

See Table 4 Following for Ledger of Cost Responsibilities of USWSC and Owner:

BELOW IS A SUMMARY OF COST RESPONSIBILITIES FOR BOTH USWSC AND OWNER

<i>Table 4 – Cost Responsibilities</i>	
USWSC	Owner
1. Operation of the Water & Wastewater Facilities	1. Chemicals
2. Operation and Maintenance of Collection and Distribution Systems	2. Sludge Transport and Disposal
3. Sampling and Laboratory Analysis per Appendices D & E	3. Utilities – Purchased Power, Phones/SCADA, Purchased Water/Wastewater Services
4. Reporting	4. Capital Items or Major Repairs
5. Transportation	5. Property Insurance
6. Personnel	6. Regulatory Fees
7. Safety	7. Bad Debts & Write-offs
8. Training	8. Legal Fees
9. Customer Service / Billing / Collection	9. Federal Taxes
10. Minor Repair Less than \$400 in USWSC Expense per incident	10. Banking Fees
11. Emergency Generator Maintenance and Fuel	11. Locate Service Fees / Sunshine
12. Service Work	12. Meters
13. Grounds Maintenance	13. Permit Fees for Regulatory Permits
14. Operating Permit Renewals	14. Property Taxes
15. Meter calibrations	15. New Service Connection for Water and Wastewater Services
16. Backflow prevention testing	16. Repairs Totaling \$400.00 or greater per incident
17. Trash Removal	Tax Return Filings
18. Accounting for PSC and General Ledger	
19. Tank Inspections	
20. Locate Services	
21. On-call and initial emergency callouts	
22. Plant upkeep and good housekeeping	
23. Laboratory Services	
24. System Preventative Maintenance (CMMS)	
25. Update system maps	
26. Tools, Vehicles, Testing Equipment	
27. Preventive Maintenance	
28. Fire Hydrant Testing as Required	
29. Maintain Record Keeping, General Ledger, and Filing Systems.	

4. Compensation

4.1

USWSC compensation under this Agreement and dictated scope of work shall consist of a Monthly Fee. For the first year of **Water Operation** this Agreement the USWSC **Monthly Fee for Services as described herein will total \$1,735.64; total annual contract value \$20,827.67** and is assigned a base ERC value.

Formula: (1) Initial Annualized Contract Value Divided by ERC's at Contract Startup = Annual ERC Value. (2) April of Each year previous annual values increases by CPI noted herein, a review of ERC count is undertaken and increases in ERC are applied if applicable.

4.2 – **N/A – Water Only**

USWSC compensation under this Agreement and dictated scope of work shall consist of a Monthly Fee. For the first year of **Wastewater Operation** this Agreement the USWSC **Monthly Fee for Services as described herein will total \$0; total annual contract value \$0** and is assigned a base ERC value.

Formula: (1) Initial Annualized Contract Value Divided by ERC's at Contract Startup = Annual ERC Value. (2) April of Each year previous annual values increase by CPI noted herein, a review of ERC count is undertaken and increases in ERC are applied if applicable.

4.3

The Monthly Fee shall be adjusted April 1st of each year per consumer price index as published by the Department of Labor. Should the capacity of the System change, or other services are added, the fee will change upon review with the Owner, and calculated by base ERC value assigned at that time and be subject to applicable CPI adjustments. Changes in ERC totals will not remove the annual CPI increase.

5. Payment of Compensation

5.1

The Monthly Fee shall be due and payable on the first business day of the month for each month that services are provided.

5.2

All other compensation to USWSC is due upon receipt of USWSC invoice and payable within thirty (30) days.

5.3

OWNER shall pay interest at an annual rate equal to the prime rate established by TD Bank plus two percent (1.0%) on payments not paid and received within thirty (30) calendar days of the due date, such interest being calculated from the due date of the payment. In the event that the interest charges under this Section 7.4 might exceed any limitation provided by law, such charges shall be reduced to the highest rate or amount allowed within such limitation.

5.4

Amortization Items, in the event that this contract is terminated prematurely all monies that have been previously paid as a monthly expense shall be returned at a prorated cost, such as Tri-annual samples, permit renewals or vendor contracts to the USWSC.

6. Scope Changes

6.1

A Change in Scope of Services shall occur when and as USWSC costs of providing services under this Agreement change as a result of:

6.2

Any change in System operations, personnel qualifications or staffing or other cost which is mandated or otherwise required, by a change in law, rule or regulation or an action or forbearance of any governmental body having jurisdiction to order, dictate or require such change;

6.3

Owner's request and USWSC consent to provide additional services beyond the scope of this Agreement and shall be priced per rate schedule included in Appendix G.

7. Indemnity, Liability and Insurance

7.1

For the sum of \$10.00, USWSC hereby agrees to indemnify and hold OWNER harmless from any liability or damages for bodily injury, including death, which may arise from USWSC' negligence or willful misconduct under this Agreement, provided USWSC shall be liable only for that percentage of total damages that corresponds to its percentage of total negligence or fault.

7.2

For the sum of \$10.00, OWNER agrees to indemnify and hold USWSC harmless from any liability or damage or bodily injury, including death, which may arise from all causes of any kind other than USWSC' negligence or willful misconduct including, but not limited to, breach of an OWNER warranty.

7.3

USWSC shall be liable for those fines or civil penalties imposed by a regulatory or enforcement agency for violations occurring on or after the Commencement Date of the effluent quality requirements as are dictated by regulatory agencies and as a result of USWSC's negligence. OWNER will assist USWSC in contesting any such fines in administrative proceedings and/or in court prior to any payment by USWSC. USWSC shall pay the cost of any such contest.

7.4

OWNER shall be liable and indemnify and hold USWSC harmless for those fines or civil penalties imposed by any regulatory or enforcement agencies on OWNER and/or USWSC 1) that are not a result of USWSC negligence 2) that are otherwise directly related to the ownership of the System and 3) are the result of failure of Owner to make any Capital Expenditures previously identified as necessary for the System to attain applicable performance standards and 4) Owner shall indemnify and hold USWSC harmless from the payment of any such fines and/or penalties.

7.5

Owner Shall defend, indemnify and hold USWSC harmless from any and all liability, cost, expenses, penalties, including attorneys fees and the cost of investigation, remediation, negotiation and resolution, arising from any condition existing prior to the start date that constitutes a release of hazardous substances, as that term is defined in any state, federal or local law, or constitutes a violation of any state, federal or local environmental law.

7.6

Indemnity obligations provided for in this Agreement shall survive the termination of the Agreement.

7.7

USWSC shall maintain general liability insurance coverage limits of \$2,000,000.00; Excess General Liability limits of \$5,000,000.00; Vehicle Insurance coverage limits of \$1,000,000.00; Professional Liability Insurance limits of \$2,000,000.00, and provide all workers compensation coverage for USWSC staff in accordance with state and federal labor requirements.

8. Term, Termination and Default

8.1

The initial term of this Agreement shall be Five (5) years; commencing **October 1, 2017**, (the "Commencement Date"). Thereafter, this Agreement shall be automatically renewed on each anniversary date, for successive Five (5) Year terms unless canceled in writing by either party no less than ninety (90) days prior to expiration of the then current term.

8.2

Either party may terminate this Agreement upon 90 day written notice.

8.3

Amortization Items: In the event that this contract is terminated all monies that have been previously paid as a monthly expense shall be returned at a prorated cost, such as Tri-annual samples, permit renewals to the USWSC.

8.4

Upon notice of termination by OWNER, USWSC shall assist OWNER in assuming operation of the System. If additional Cost is incurred by USWSC at request of OWNER, OWNER shall pay USWSC such Cost within 15 days of invoice receipt.

8.5

Upon termination of this agreement and all renewals and extensions of it, at a minimum USWSC will return the System to OWNER in the same or better condition as it was upon the effective date of this Agreement, ordinary wear and tear excepted. Equipment and other personal property purchased by USWSC for use in the operation or maintenance of the System shall remain the property of USWSC upon termination of this Agreement unless the property was directly paid for by OWNER or OWNER specifically reimbursed USWSC for the cost incurred to purchase the property or this Agreement provides to the contrary.

9. Disputes and Force Majeure

9.1

In the event activities by employee groups or unions unrelated to USWSC cause a disruption in USWSC ability to perform at the System, USWSC may request and Owner shall assist USWSC efforts or USWSC at its own option, may seek appropriate injunctive court orders. During any such disruption, USWSC shall operate the facilities on a best-efforts basis until any such disruption ceases.

9.2

Neither party shall be liable for its failure to perform its obligations under this Agreement if such failure is due to any Unforeseen Circumstances beyond its reasonable control or force majeure. However, this section may not be used by either party to avoid, delay or otherwise affect any payments due to the other party.

10. Penalties

10.1

Should USWSC fail to comply with the provisions of this Agreement, such failure shall constitute a default.

10.2

The following fines and penalties shall apply:

- a. Failure to meet drinking water standards; \$100.00 per day commencing on the 4th consecutive day.
- b. Failure to control odors consistent with Prudent Utility Practice; \$100.00 per day commencing on the 6th consecutive day.
- c. Failure to dispose of residuals in a manner consistent with Basic O&M Performance Standards and Prudent Utility Practice; \$100.00 per day commencing on the 8th consecutive day.
- d. Intentional falsification/misrepresentation of any reports or records to be filed or maintained pursuant to this agreement; \$1,000.00 per incident.
- e. Failure to follow any notification requirements of this Agreement; \$1,000.00 per incident.
- f. Failure to maintain the Utility Facilities consistent with Basic O&M Performance Standards and Prudent Utility Practice; \$500.00 per incident.
- g. Failure to maintain staffing levels as require by regulation; \$100 per day commencing on the 8th consecutive day; in addition to all regulatory fines that may be assessed.
- h. Failure to make deposits or timely manage fiduciary requirements; \$250.00 per day.
- i. Failure to submit timely reports as outlined in this Agreement; \$100.00 per day.
- j. Failure to process customer credits and refunds within 10 business days; \$100.00 per day commencing upon the 11th day.
- k. Incurrence of customer service complaints related to the quality of work provided by USWSC at a rate exceeding 0.1% of customer accounts in a single month or 1.0% of average monthly customer count of any 12 consecutive months; \$100.00 per complaint above these thresholds.
- l. Failure to correctly read meters within an accuracy rate of 99.5% or better; \$100.00 per each 0.1% below the 99.5% accuracy requirement.
- m. Failure to complete meter reads within 2 business days of scheduled meter reading date; \$100.00 per day per 100 unread meters commencing on the 3rd consecutive day.
- n. Failure to charge all required deposits, fees and installation costs prior to the initiation of service; \$100.00 per incident.
- o. Failure to reconcile all customer service collection activities within 0.25% of total collections; \$100.00 per incident or the amount of un-reconciled balance, whichever is greater.
- p. Failure to collect 97% of all customer billings within 90 days of billing; 5% of difference between actual collection and 97%.

- q. Failure complete timely service orders in performance of Prudent Utility Practice; \$100.00 per day beyond the prudent time period.

Each of the parties indicates their approval and full understanding of this Agreement by their signatures below, and each party warrants that all corporate or governmental action necessary to bind the parties to the terms of this Agreement has been and will be taken.

Country Walk Utilities, Inc.

By: _____

Name: _____

Title: _____

U.S. Water Services Corporation

By: _____

Name: _____

Title: _____

End Agreement

Additional: Appendices A,B,C,D,E,F,G,H.

Appendix A - Definitions

1. **"Monthly Fee"** means a predetermined, fixed sum for USWSC base operating, billing/collection, and customer services.
2. **"Base Fee"** means a predetermined, fixed sum for USWSC contract services including operations and preventive maintenance, minor repairs, billing/collection, and customer services – and all related expense.
3. **"Banking Fees"** - any banking fees such as over drafts, non-sufficient funds, user fees pertaining to the systems
4. **"Capital Expenditures"** means any expenditures for (1) the purchase of new equipment or facility repairs that Four Hundred Dollars (\$400.00) or greater.
5. **"Cost"** means all Direct Cost and indirect cost determined on an accrual basis in accordance with generally accepted accounting principles.
6. **"Chemicals"** - chemicals necessary to maintain compliance of the system includes chlorine, poly phosphates, polymers, proprietary and non-proprietary filter media, lime, de-chlorination chemicals, or any other chemical necessary to maintain regulatory compliance.
7. **"CMMS"** shall mean Computerized Maintenance Management System.
8. **"Emergency"** shall mean a situation that threatens public, USWSC employee or OWNER health and safety, System Property, and/or as additionally defined by the FDEP.
9. **"ERC's"** shall mean Equivalent Residential Connection as defined by the FPSC.
10. **"FDEP"** shall mean Florida Department of Environmental Protection.
11. **"Field Service"** means work performing meter rereads, meter turn-on & turn-offs, minor repairs to service lines, meter change outs, providing boil water notices and troubleshooting customer or Owner concerns.
12. **"FPSC"** shall mean the Florida Public Service Commission.

13. **"Laboratory Services"** means all laboratory services with a Florida NELAC certified laboratory capable of meeting all Federal Environmental Protection (EPA), Code of Federal Regulations (40 CFR-60.535), Safe Drinking Water Act (SDWA), Clean Water Act (CWA), Florida Department of Environmental Protection (FDEP) Florida Administrative Codes (FAC Chapter 62-160.300) which defines the minimum field and laboratory quality assurance, methodological and reporting requirements, Water Management Districts (WMD), Department of Health (DOH – 64E-1) or any other regulatory agency that has jurisdiction over the facilities for analyzing samples required by permits
14. **"Locates"** means to locate and identify the location of all water distribution & wastewater collections piping systems per Sunshine One-call requirements.
15. **"Maintenance"** means those routine and/or repetitive activities required or recommended by the equipment or facility manufacturer or by USWSC to maximize the service life of the equipment, vehicles and facilities.
16. **"Minor Repairs"** repairs that can be performed by the Collection and Distribution Technician, plant operators or maintenance personnel without assistance (Less than \$400.00 in total USWSC expense per incident).
17. **"Major Repairs"** shall mean Capital Improvements and/or repairs \$400.00 or greater.
18. **"Permits"** means according to Florida Administrative Code (FAC) Chapter 62-4 which is FDEP's general authority to issue permits and Florida Administrative Code (FAC) Chapter 62-620 which establishes the procedures to obtain a permit to construct operate or modify domestic and industrial wastewater facilities. 40 CFR 122.41 which describes applicable to all permitting.
19. **"PM"** shall mean Preventive Maintenance.
20. **"Regulatory Fees"** means cost of fees related to permit renewals, modifications and/or revisions to permits for the Water Management District, FDEP, DOH, County and/or City and any other regulatory entity fees.

21. **"Repairs"** means those non-routine/non-repetitive activities required for operational continuity, safety and performance generally due to failure or to avert a failure of the equipment, or facilities, or some component thereof.
22. **"Reporting"** means Florida Department of Environmental Protection (FDEP) Reporting – Daily operational reports, Monthly Operating Reports (MOR), Discharge Monitoring Reports (DMR), minor revisions to operating permits, construction permits, monitoring plans such as bacteriological sampling plans, cross-connection plans, water system flushing plans, lead & copper sampling plan, bio-solids annual reports, abnormal events, boil water notices, Consumer Confidence Reports (CCR) and review of inspection reports and response.

Water Management District Reporting – Annual reporting of flows on the Consumptive and Water Use Permits (CUP) (WUP), per Florida Statutes (Chapters 120 and 373) and Florida Administrative Code (Chapters 40D-1 and 40D-2); Complying with Environmental Resource Permits (ERP) Part IV of Chapter 373, Florida Statutes and Well Construction Permits Chapter 40D-3, F.A.C.

Public Service Commission (PSC) - conduct ongoing audits and report annually to the PSC per FAC Chapter 25-30 for water and wastewater utility systems.

23. **"Safety"** means USWSC will implement and maintain an employee safety program in compliance with all Occupational Safety and Health Administration (OSHA) laws and regulation specified in OSHA 1910 which is designed to provide a safe and healthful workplace. Provide all necessary equipment to employees to perform their tasks in a safe and efficient manner. USWSC will make recommendations to the owner regarding the need if any, for the owner to rehabilitate, expand or modify the system to comply with governmental safety regulations applicable to USWSC operations hereunder and with federal regulations promulgated pursuant to the American with Disabilities Act (ADA).
24. **"Sampling"** means taking all daily, weekly, monthly, quarterly, annual and tri-annual samples and any retake samples required by FDEP Permit and Florida Administrative Code (FAC) 62-601, which establishes minimum requirements for monitoring of domestic wastewater facilities and EPA's 40 CFR Part 136.

25. **"System"** means all equipment, vehicles, grounds, rights-of-way, wells and facilities, lines, meters related to water and/or wastewater service delivery.
26. **"Training"** means training and education for appropriate personnel in all necessary areas of modern water/wastewater process control, operations, maintenance, safety and supervisory skills. All operators employed for the facility will be trained in drinking water treatment plant operation and/or domestic wastewater treatment plant operator licensed by FDEP. Ensure all personnel have the proper training to perform their jobs safely and efficiently.
27. **"Unforeseen Circumstances"** shall mean any event or condition which has an effect on the rights or obligations of the parties under this Agreement, or upon the System, which is beyond the reasonable control of the party relying thereon and constitutes a justification for a delay in, or non-performance of, action required by this Agreement, including, but not limited to (i) an act of God, landslide, lightning, earthquake, tornado, fire, explosion, flood, failure to possess sufficient property rights, acts of the public enemy, war, blockade, sabotage, insurrection, riot or civil disturbance, (ii) preliminary or final order of any local, province, administrative agency or governmental body of competent jurisdiction, (iii) any change in law, regulation, rule, requirement, interpretation or statute adopted, promulgated, issued or otherwise specifically modified or changed by any local, province or governmental body, (iv) loss of or inability to obtain service from a utility necessary to furnish power for the operation and maintenance of the System, or (v) the failure of OWNER to make any Capital Expenditure previously identified as necessary for the System to attain applicable performance standards, (vi) the failure of the Owner to provide influent within the characteristics as identified herein as necessary for the System to attain applicable performance standards.
28. **"WMD"** shall mean Water Management District.

This Section Left Intentionally Blank

Appendix B – System(s) Descriptions

SYSTEM CHARACTERISTICS

WASTEWATER – N/A

B.1. The Wastewater System has the following design characteristics:

1. Number of Wastewater Treatment Plants: **N/A**
2. Current ERC's:
3. Capacity:
4. Maximum Number of ERC's:
5. Effluent Disposal:
6. County Interconnect: Yes____ NO
7. Other Interconnect:
8. **Lift Stations:**
9. **Feet of Pipe:**
10. **Manholes:**

B.2 The Base Fee for services under this contract is based on baseline of 86 ERC's.

B.3 Description of Plant –

SYSTEM CHARACTERISTICS

WATER

B.4. The Water System has the following design characteristics:

1. Number of Water Treatment Plants: **One**
2. Current ERC's: **73**
3. Capacity: **122,400 maximum gallons day**
4. Maximum Number of ERC's: **350**
5. County Interconnect: Yes____ NO **XX**
6. Other Interconnect: **NONE**
7. **Watermain:** 4" – 1,802 LF
2" – 3,815 LF
8. **Meters:** 73
9. **Hydrants:** 0
10. **Valves:** Six

B.5 The Base Fee for services under this contract is based on baseline of 73 ERC's.

B.6

Description of Water Plant - The system has one water plant: with a maximum design capacity of 244,800 gallons. The system has two wells, Well #1 is a 4" well with a 5 HP submersible type pump. Well #2 is a 5" well with a 5 HP submersible type pump. One well is retired and not in service. The system has a 5,000 gallon steel hydro-pneumatic tank. Disinfection is accomplished by liquid chlorine. Recent forced draft aeration installed.

This Section Left Intentionally Blank

APPENDIX C – Insurance Coverage

USWSC SHALL MAINTAIN:

1. Statutory Workers' Compensation for all of USWSC' employees at the System as required by the State of Florida.
2. Comprehensive general liability insurance, insuring USWSC negligence, in an amount not less than Two Million Dollars (\$2,000,000) combined single limits for bodily injury and/or property damage; Excess liability in an amount not less than Five Million Dollars (\$5,000,000), and in addition maintain Professional Liability Insurance in an amount not less than Two Million Dollars (\$2,000,000).

OWNER SHALL MAINTAIN:

1. Statutory Workers' Compensation for all of Owner's employees associated with the System as required by the State of Florida.
2. Property damage insurance, or shall self insure, for all property including vehicles owned by OWNER and operated by USWSC under this Agreement if applicable. Any property, including vehicles not properly or fully insured, shall be the financial responsibility of the OWNER.
3. Automobile liability insurance, or self insure, for collision, comprehensive, and bodily injury if system vehicles are provided.

USWSC will provide at least thirty (30) days notice of the cancellation of any policy it is required to maintain under this Agreement. USWSC may self-insure reasonable deductible amounts under the policies it is required to maintain to the extent permitted by law but only if such action does not invalidate the property insurance of OWNER. USWSC and the OWNER, on behalf of themselves and their insurers, waive their rights of subrogation with respect to losses occurring to property of the parties.

This Section Left Intentionally Blank

APPENDIX D – Routine Wastewater Sampling- N/A

Included in Base Contract Services: Wastewater Treatment System

APPENDIX E – Routine Water Sampling

Included in Base Services: Water Treatment System

<i>Parameter</i>	<i>Frequency</i>
Chlorine residuals	Daily
pH	Daily
Total Coliform	2 / Monthly
Lead	5 / Tri-Annual
Copper	5 / Tri-Annual
TTHM (Stage 1)/ HAA5 (Stage 1)	Quarterly
TTHM (Stage 2)/ HAA5 (Stage 2)	Quarterly
Annual Nitrate	Annual
Primary Inorganics	Every Three Years ¹
Secondary Contaminants	Every Three Years ¹
SOC	Every Three Years ¹
VOC	Every Three Years ¹
Gross Alpha	Every Six Years ¹
Radium 226	Every Six Years ¹
Radium 228	Every Six Years ¹
Uranium	Every Six Years ¹

¹ Reduced monitoring can reduce the frequency to every six to nine years

Appendix F – Property Legal Descriptions

Legal Description for the Water System in Highlands County

Township 36 South, Range 29 East Section 16

Begin at the Northwest corner of the Southwest Quarter of the Southwest Quarter of said Section 16; Thence North 88°22'50" East along the North line of the said Southwest Quarter of the Southwest Quarter for a distance of 1328.55 feet to a point marking the Northeast corner of the Southwest Quarter of the Southwest Quarter of Section 16, Township 36 South, Range 29 East; Thence run South 00°02'11" East along the East line of the Southwest Quarter of the Southwest Quarter for a distance of 1272.47 feet to a point on the Government Meander Line of Lake Carrier; Thence run South 78°27'29" West a distance of 273.91 feet along said Government Meander Line to a point; Thence run South 88°22'28" West a distance of 1055.35 feet to the Southwest Corner of Section 16, Township 36 South, Range 29 East; Thence run North 00°14'24" West a distance 1319.68 feet to the point of beginning said portion containing 40.02 acres.

APPENDIX G – Hourly Rate Structure

See Attachment G

Rates can be utilized for services out of the scope of base contract.



ATTACHMENT G

SCHEDULE OF SERVICE FEES

Effective May 1, 2014

1	Principal	\$166.52 per hour
2	Director of Engineering Services: (Registered Professional Engineer)	\$145.89 per hour
3	Engineer III (Registered Professional Engineer)	\$130.28 per hour
4	Engineer II	\$106.82 per hour
5	Engineer I	\$ 84.33 per hour
6	Sr. Environmental Consultant	\$125.70 per hour
7	Hydrogeologist (Registered Professional Geologist)	\$118.17 per hour
8	Sr. Project Manager /Utility Manager, CIP or PSC Filings	\$139.66 per hour
9	Project Manager	\$ 98.92 per hour
10	Field Inspector	\$ 95.86 per hour
11	Engineering Technician	\$ 62.14 per hour
12	Cad Operator	\$ 66.99 per hour
13	Instrumentation/Control Technician/Maintenance Supervisor/Chief Mechanic	\$ 89.43 per hour
14	Lab Tech/Collection Capture	\$ 42.66 per hour
15	Tradesman	\$ 57.91 per hour
16	Maintenance Technician	\$ 52.01 per hour
17	Welder/Fabricator	\$ 65.00 per hour
18	Utility Electrician	\$ 67.82 per hour
19	Certified Cross Connection Control Technician (Backflow Prevention Technician)	\$ 73.37 per hour
20	Water and Wastewater Plant Operator (LEAD)	\$ 79.01 per hour
21	Water and Wastewater Plant Operator	\$ 58.19 per hour
22	Administrative Support	\$ 52.37 per hour
23	Materials and reimbursable expenses will be billed at actual cost plus: 18%	18%
24	Automobile Travel Mileage Reimbursement Associated With Consulting Services	\$ 0.55 per mile
25	Disposal Fee for Disposal of Non Hazardous Material and Debris.	\$ 13.99 per visit
26**	Labor Rates of 1.5 times the regular hourly rate will apply under the following circumstances:	
	**Monday - Friday from 4:00pm to 7:00am and Weekends at All Hours	
27	Labor Rates of 2.0 times the regular hourly rate will apply on holidays recognized by US Water.	
28	Operations Supplies provided will be billed at actual cost plus 18%.	

EQUIPMENT

29	Confined Space Entry - With Permit and Equipment	\$110.00 per/entry
30	Diaphragm Pump Rental	\$ 52.37 per/day
31	Submersible Bypass Pump Rental	\$ 79.01 per/day
32	Cut Saw Rental	\$ 29.11 per/day
33	Cut Saw Blades	\$ 11.65 each
34	RPZ Certification	\$145.60 each
35	Lift Station Calibration and Testing	\$368.78 each
36	Pressure Washer	\$ 28.04 per/hour
37	Pressure Jetter	\$ 84.68 per/day
38	Cutting Torches	\$ 84.68 per/day
39	Crane Truck	\$138.12 per/hour
40	VacTruck/Residuals Hauler	\$317.51 per/hour
41	Residual Liquid Hauled	\$ 0.39 per/gallon
42	Pump Hoist	\$ 78.08 per/day
43	TV Camera	\$ 88.52 per/foot

Fees are subject to change without notice and are updated annually at a minimum.

Invoices may be subject to fuel surcharges.

END

APPENDIX H – Service Maps

SERVICE MAPS TO Be Attached for Each System

END DOCUMENT

SHORT Environmental Laboratories, Inc.

10405 U.S. 27 S. Sebring, FL 33876 email: Shortlab@strato.net

Phone: (863) 655-4022 (800) 833-4022 Fax: (863) 655-5820



Report Cover Page

Client: U.S. Water Services, Corp. Report #: 2015070268
Address: 4939 Cross Bayou Blvd. Report Date: 7/31/2015
City, State, Zip: New Port Richey, FL 34652
Attention: Melisa Rotteveel
Project: Country Walk
VOC Analysis
Sample Date: 6/9/2015
Sample Numbers: 450445

This report package includes the following contents and attachments:

Commonly used Qualifiers with explanations:

Contents	Item	Pages	Qualifier	Explanation
Cover Page:		1	U	Compound was analyzed for but not detected.
Report of Analysis:	DW Original	3	I	Result is between the MDL and the PQL.
Attachments:	Sampler Certification	1	Q	Sample was analyzed out of holding time.
	Chain of Custody	1	J	Estimated value; may not be accurate.

Total Pages: 6

The results contained in the report meet all requirements of the NELAC standards. All results are representative of the sample as collected. Direct all questions to the signatory below at the phone number above.

Respectfully Submitted,

Douglas E. Morton

Douglas Morton
Project Manager
Jul 31 2015 12:00 PM

Sign

This report is for the exclusive and private use of the client listed above and recipients designated by the client. If reproduced in whole or in part by authorized recipients, this cover sheet should accompany any such copies.



Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)

System Name: Country Walk- PWS I.D. #: 628-4114
System Type (check one): ☒ Community ☐ NonTransient Noncommunity ☐ Transient NonCommunity
Address: 29 Lakeside Trail
City: Lake Placid State: Florida ZIP Code: 33852
Phone #: 727-848-8292 Fax #: 727-849-4219 E-Mail Address: rdossett@uswatercorp.net

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: CW-1 Sample Date: 6-9-15 Sample Time: 13:25
Sample Location (be specific) P.O.E to Distribution
Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 30 mg/L Field pH: 7.8
Sample Type (Check Only One) Reason(s) for Sample (Check all that apply)

- ☐ Distribution
☒ Entry Point (to Distribution)
☐ Plant Tap (not for compliance with 62.550)
☐ Raw (at well intake)
☐ Max. Residence Time
☐ Ave. Residence Time
☐ Near First Customer

- ☒ Routine Compliance (with 62-550)
☐ Confirmation of MCL Exceedance*
☐ Composite Multiple Sites**
☐ Clearance (permitting)
☐ Other: _____

- ☐ Quarterly (Which One?)
☐ Special (not for compliance with 62-550.)
☐ Violation Resolution
☐ Replacement (of invalidated Sample)

Sampling Procedure Used or other Comments:

V.D.C. - 62-550.515

*See 62-550.500(6) for requirements and restrictions
and 62-550.513(3) for nitrate or nitrite exceedances.

** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Jack Williams, Plant operator, do HEREBY CERTIFY
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: Jack Williams Date: 6-9-15
Certified Operator #: C21440 Phone #: 352-342-4974 Sampler's FAX #: 727-849-4219
Sampler's E-mail: jwilliams@uswatercorp.net

Reporting Format 62-550.730

Effective January 1995, Revised February 2010

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

LABORATORY CERTIFICATION INFORMATION (to be completed by lab - Please type or print legibly)

Lab Name: Short Environmental Laboratories Florida DOH Certification # : E85458 Certification Expiration Date: 06/30/2016
 Address: 10405 US Highway 27 South Sebring, FL 33876 Phone # : (863) 655-4022
 Were any analyses subcontracted? ☒ Yes ☐ No If yes, please provide DOH certification Number(s): E84129
ATTACH CURRENT DOH ANALYTE SHEET*
ATTACH CURRENT DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received : 6/9/2015
 PWS ID (From Page 1): 6284114 Sample Number (From Page 1): 450445 Lab Assigned Report Number or Job ID: 450445
 Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

<u>Inorganics</u>	<u>Synthetic Organics</u>	<u>Volatile Organics</u>	<u>Disinfection Byproducts</u>	<u>Radionuclides</u>	<u>Secondaries</u>
<input type="checkbox"/> All Except Asbestos	<input type="checkbox"/> All 30	<input checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input type="checkbox"/> Single Sample	<input type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acid	<input type="checkbox"/> Qtrly Composite**	<input type="checkbox"/> Partial
<input type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate	<u>Miscellaneous</u>	<u>Lead & Copper</u>
<input type="checkbox"/> Asbestos				<input type="checkbox"/>	<input type="checkbox"/>

LAB CERTIFICATION

I, Douglas E. Morton, Project Manager do HEREBY CERTIFY
 (Print Name) (Print Title)
 that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).
 Signature: *Douglas E. Morton* Douglas Morton Date: 7/31/2015
Project Manager
Jul 31 2015 12:00 PM

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HOURS FOR NITRATE OR NITRITE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER

(Non-detects reported as "BDL" or with a "<" are not acceptable)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH)

Sample Collection & Analysis Satisfactory: () Yes () No Replacement Sample or Report Requested (circle or highlight group(s) above)
 Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

Volatile Organics

62-550.310(4)(a)

Report Number/Job ID: 450445

PWS ID (from page 1): 6284114

Contam ID	Contaminant Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	µg/L	0.3	U	EPA 524.2	0.3	0.5	06/10/2015	2258	E84129
2380	cis-1,2-Dichloroethylene	70	µg/L	0.09	U	EPA 524.2	0.09	0.5	06/10/2015	2258	E84129
2955	Xylenes (total)	10,000	µg/L	0.1	U	EPA 524.2	0.1	0.5	06/10/2015	2258	E84129
2964	Dichloromethane	5	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2968	o-Dichlorobenzene	600	µg/L	0.1	U	EPA 524.2	0.1	0.5	06/10/2015	2258	E84129
2969	para-Dichlorobenzene	75	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2976	Vinyl Chloride	1	µg/L	0.3	U	EPA 524.2	0.3	0.5	06/10/2015	2258	E84129
2977	1,1-Dichloroethylene	7	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2979	trans-1,2-Dichloroethylene	100	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2980	1,2-Dichloroethane	3	µg/L	0.1	U	EPA 524.2	0.1	0.5	06/10/2015	2258	E84129
2981	1,1,1-Trichloroethane	200	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2982	Carbon tetrachloride	3	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2983	1,2-Dichloropropane	5	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2984	Trichloroethylene	3	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2985	1,1,2-Trichloroethane	5	µg/L	0.2	U	EPA 524.2	0.2	0.5	06/10/2015	2258	E84129
2987	Tetrachloroethylene	3	µg/L	0.1	U	EPA 524.2	0.1	0.5	06/10/2015	2258	E84129
2989	Monochlorobenzene	100	µg/L	0.1	U	EPA 524.2	0.1	0.5	06/10/2015	2258	E84129
2990	Benzene	1	µg/L	0.1	U	EPA 524.2	0.1	0.5	06/10/2015	2258	E84129
2991	Toluene	1,000	µg/L	0.09	U	EPA 524.2	0.09	0.5	06/10/2015	2258	E84129
2992	Ethylbenzene	700	µg/L	0.08	U	EPA 524.2	0.08	0.5	06/10/2015	2258	E84129
2996	Styrene	100	µg/L	0.05	U	EPA 524.2	0.05	0.5	06/10/2015	2258	E84129

NOTE: Results indicating non-detection with a reported lab MDL > 0.5 µg/L will not be accepted for compliance.

* Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with a A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 65.550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples during the same monitoring period.

Reporting Format 62-550730

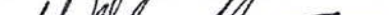
Effective January 1995, Revised January 2004

FAX: (863) 655-5820

[illegible]

SOME CONTAINERS MAY BE PRE-RESERVED.
PLEASE READ ALL CONTAINER LABELS FOR CAUTION NOTICES.

SAMPLES ICED TO 512c
NUTRIENT CONTAINERS PRESERVED H2SO4
METALS CONTAINERS PRESERVED HNO3
OTHER

SAMPLE QTY:	RELINQUISHED BY:	ACCEPTED BY:	DATE:	TIME:
	Sack Williams		6-9-15	16:30

	TIME
DEPARTED LAB	
ARRIVED SITE	
DEPARTED SITE	
ARRIVED LAB	

SHORT Environmental Laboratories, Inc.

10405 U.S. 27 S. Sebring, FL 33876 email: Shortlab@strato.net

Phone: (863) 655-4022 (800) 833-4022 Fax: (863) 655-5820



Report Cover Page

Client: U.S. Water Services, Corp. Report #: 2015070261
Address: 4939 Cross Bayou Blvd. Report Date: 7/29/2015

City, State, Zip: New Port Richey, FL 34652
Attention: Melisa Rotteveel
Project: Country Walk

Primary Inorganics & Secondaries

Sample Date: 5/12/2015
Sample Numbers: 449065

This report package includes the following contents and attachments:

Commonly used Qualifiers with explanations:

Contents	Item	Pages	Qualifier	Explanation
Cover Page:		1	U	Compound was analyzed for but not detected.
Report of Analysis:	DW Original	4	I	Result is between the MDL and the PQL.
Attachments:	Sampler Certification	1	Q	Sample was analyzed out of holding time.
	Chain of Custody	1	J	Estimated value; may not be accurate.

Total Pages: 7

The results contained in the report meet all requirements of the NELAC standards. All results are representative of the sample as collected. Direct all questions to the signatory below at the phone number above.

Respectfully Submitted,

Douglas E. Morton

Douglas Morton
Project Manager
Jul 30 2015 10:50 AM

Sign

This report is for the exclusive and private use of the client listed above and recipients designated by the client. If reproduced in whole or in part by authorized recipients, this cover sheet should accompany any such copies.



Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)

System Name: Country Walk PWS I.D. #: 628-4114
System Type (check one): ☒ Community ☐ NonTransient Noncommunity ☐ Transient NonCommunity
Address: 29 Lakeside Trail
City: Lake Placid State: Florida ZIP Code: 33852
Phone#: 727-848-8292 Fax #: 727-849-4219 E-Mail Address: rdawson@uswatercorp.net

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: CW-1 Sample Date: 5-12-15 Sample Time: 15:22
Sample Location (be specific) P.O.E. - Hose bib behind hydro tank building
Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 3.0 mg/L Field pH: 7.8

Sample Type (Check Only One)

Reason(s) for Sample (Check all that apply)

- ☐ Distribution
☒ Entry Point (to Distribution)
☐ Plant Tap (not for compliance with 62.550)
☐ Raw (at well intake)
☐ Max. Residence Time
☐ Ave. Residence Time
☐ Near First Customer

- ☒ Routine Compliance (with 62-550)
☐ Confirmation of MCL Exceedance*
☐ Composite Multiple Sites**
☐ Clearance (permitting)
☐ Other: _____
☐ Quarterly (Which One?)
☐ Special (not for compliance with 62-550.)
☐ Violation Resolution
☐ Replacement (of invalidated Sample)

Sampling Procedure Used or other Comments:

Inorganic Contaminants
62-550.513, Secondary Contaminants - 62-550.520

*See 62-550.500(6) for requirements and restrictions
and 62-550.513(3) for nitrate or nitrite exceedances..

** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Jack Williams, Plant operator, do HEREBY CERTIFY
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: Jack Williams Date: _____
Certified Operator #: C21440 Phone #: 352-342-4974 Sampler's FAX #: 727-849-4219
Sampler's E-mail: jwilliams@uswatercorp.net

Reporting Format 62-550.730

Effective January 1995, Revised February 2010

Florida Department of Environmental Protection

Safe Drinking Water Program Laboratory Reporting Format

LABORATORY CERTIFICATION INFORMATION (to be completed by lab - Please type or print legibly)

Lab Name: Short Environmental Laboratories Florida DOH Certification #: E85458 Certification Expiration Date: 06/30/2016
 Address: 10405 US Highway 27 South Sebring, FL 33876 Phone #: (863) 655-4022
 Were any analyses subcontracted? ☒ Yes ☐ No If yes, please provide DOH certification Number(s): E84129
 ATTACH CURRENT DOH ANALYTE SHEET*
 ATTACH CURRENT DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 5/12/2015
 PWS ID (From Page 1): 6284114 Sample Number (From Page 1): 449065 Lab Assigned Report Number or Job ID: 449065

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

<u>Inorganics</u>	<u>Synthetic Organics</u>	<u>Volatile Organics</u>	<u>Disinfection Byproducts</u>	<u>Radionuclides</u>	<u>Secondaries</u>
<input checked="" type="checkbox"/> All Except Asbestos	<input type="checkbox"/> All 30	<input type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input type="checkbox"/> Single Sample	<input checked="" type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acid	<input type="checkbox"/> Qtrly Composite**	<input type="checkbox"/> Partial
<input type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate	<u>Miscellaneous</u>	<u>Lead & Copper</u>
<input type="checkbox"/> Asbestos				<input type="checkbox"/>	<input type="checkbox"/>

LAB CERTIFICATION

I, Douglas E. Morton, Project Manager do HEREBY CERTIFY
 (Print Name) (Print Title)
 that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).
 Signature: Douglas E. Morton Date: 7/29/2015
 Douglas Morton
 Project Manager
 Jul 30 2015 10:50 AM

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HOURS FOR NITRATE OR NITRITE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER

(Non-detects reported as "BDL" or with a "<" are not acceptable)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH)

Sample Collection & Analysis Satisfactory: () Yes () No Replacement Sample or Report Requested (circle or highlight group(s) above)
 Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

Inorganic Contaminants

62-550.310(1)

Report Number/Job ID: 449065

PWS ID (from page 1): 6284114

Contam ID	Contaminant Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1040	Nitrate (as N)	10	mg/L	0.03	I	EPA 353.2	0.02	05/12/2015	1938	E85458
1041	Nitrite (as N)	1	mg/L	0.01	U	EPA 353.2	0.01	05/12/2015	1740	E85458
1005	Arsenic	0.01	mg/L	0.0011	I	EPA 200.8	0.0009	05/27/2015	1548	E84129
1010	Barium	2	mg/L	0.071		EPA 200.7	0.002	07/12/2015	1600	E85458
1015	Cadmium	0.005	mg/L	0.001	U	EPA 200.7	0.001	07/12/2015	1600	E85458
1020	Chromium	0.10	mg/L	0.001	U	EPA 200.7	0.001	07/12/2015	1600	E85458
1024	Cyanide	0.20	mg/L	0.0050	U	EPA 335.4	0.0050	05/26/2015	1615	E84129
1025	Fluoride	4.0	mg/L	0.28		SM 4500F C	0.05	05/22/2015	0752	E85458
1030	Lead	0.015	mg/L	0.001		SM 3113 B	0.001	06/14/2015	1306	E85458
1035	Mercury	0.002	mg/L	0.0001	U	EPA 245.1	0.0001	05/22/2015	1638	E84129
1036	Nickel	0.10	mg/L	0.002	U	EPA 200.7	0.002	07/12/2015	1600	E85458
1045	Selenium	0.05	mg/L	0.0009	U	EPA 200.8	0.0009	05/20/2015	1336	E84129
1052	Sodium	160	mg/L	34.6		SM 3111 B	1.0	07/19/2015	1315	E85458
1074	Antimony	0.006	mg/L	0.0010	U	EPA 200.8	0.0010	05/20/2015	1336	E84129
1075	Beryllium	0.004	mg/L	0.0005	U	EPA 200.7	0.0005	07/12/2015	1600	E85458
1085	Thallium	0.002	mg/L	0.0002	U	EPA 200.8	0.0002	05/27/2015	1548	E84129
1094	Asbestos	7 MFL	MFL							

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, are unacceptable for compliance with 62.550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Reporting Format 62-550.730

Effective January 1995, Revised February 2010

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

Secondary Contaminants

Report Number/Job ID: 449065

62-550.320

PWS ID (From Page 1): 6284114

Contam ID	Contaminant Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification#
1002	Aluminum	0.20	mg/L	0.02	U	EPA 200.7	0.02	07/12/2015	1600	E85458
1017	Chloride	250	mg/L	48.		SM 4500ClC	0.5	05/26/2015	0848	E85458
1022	Copper	1	mg/L	0.008		EPA 200.7	0.002	07/12/2015	1600	E85458
1025	Fluoride	2.0	mg/L	0.28		SM 4500F C	0.05	05/22/2015	0752	E85458
1028	Iron	0.30	mg/L	0.019	I	EPA 200.7	0.005	07/12/2015	1600	E85458
1032	Manganese	0.05	mg/L	0.0016	I	EPA 200.7	0.0005	07/12/2015	1600	E85458
1050	Silver	0.10	mg/L	0.001	U	EPA 200.7	0.001	07/12/2015	1600	E85458
1055	Sulfate	250	mg/L	5.30		ASTMD51690	1.	05/28/2015	1002	E85458
1095	Zinc	5	mg/L	0.010	I	EPA 200.7	0.004	07/12/2015	1600	E85458
1905	Color	15	CU	22.		SM 2120 B	1.	05/14/2015	1100	E85458
1920	Odor	3	TON	0.	U	SM 2150	N/A	05/13/2015	1158	E85458
1925	pH	6.5 - 8.5	SU	7.61		SM4500H+ B		05/14/2015	1046	E85458
1930	Total Dissolved Solids	500	mg/L	474.		SM 2540C	10.	05/16/2015	0730	E85458
2905	Foaming Agents	0.50	mg/L	0.088		SM 5540 C	0.048	05/13/2015	1509	E84129

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62.550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Reporting Format 62-550.730

Effective January 1995, Revised February 2010

10405 US 27 S

Sebring, FL 33876

(863) 655-4022 (800) 833-4022 Fax: (863) 655-5820

LABORATORY ANALYSES

[illegible]

Primary Inorganics

Secondaries

[illegible]

Comments:

^^Run U if g-Alpha > 15

This kit contains samples for certain analyses which require scheduling with the lab prior to collection and delivery.

Samples Iced to 3.2 C #78


Nutrient Containers Preserved:

Metals Containers preserved

Vials preserved

Yes	N

Please read all container labels for caution notices.

Please read all container labels for caution notices.				
Sample Qty:	Relinquished By:	Accepted By:	Date:	Time:
	Jack Williams		5-12-15	15:40

Chain of Custody and Transmittal Form

	Time
Departed Lab	
Arrived Site	
Departed Site	
Arrived Lab	



FLORIDA DEPARTMENT OF
ENVIRONMENTAL PROTECTION

SOUTH DISTRICT
P.O. BOX 2549
FORT MYERS, FL 33902-2549
SouthDistrict@dep.state.fl.us

RICK SCOTT
GOVERNOR

CARLOS LOPEZ-CANTERA
LT. GOVERNOR

JONATHAN P. STEVERSON
SECRETARY

March 12, 2015

Mr. Gary Deremer
4939 Cross Bayou Boulevard
New Port Richey, Florida 34652
gderemer@uswatercorp.net

Re: Highlands County – PW
Partial Pesticides & PCBs Monitoring Reduction Approval
Country Walk Utilities, Inc. WTP
PWS I.D. Number: 6284114

Dear Mr. Deremer:

In accordance with Rule 62-550.516, Florida Administrative Code (F.A.C.), the Country Walk Utilities, Inc., public drinking water system is required to collect one full set of samples for Synthetic Organic Contaminants (SOCs), except Dioxin, during the 2015 calendar year. The purpose of this letter is to notify you in writing, that the Department shall grant the Country Walk Utilities, Inc., water plant a **partial** waiver from monitoring for one full set of regulated SOC's during the 2015 calendar year.

Based on the information contained in this system's recently submitted questionnaire for reduced monitoring for SOC's, and the laboratory analyses results for the most recent full set of 29 SOC's which were collected on April 16, 2013, the Department will still require this water system to perform one set of monitoring for the SOC of Dalapon only, during the 2015 calendar year. The annual Dalapon sample will need to be collected sometime during the third calendar quarter (July/August/September) of 2015.

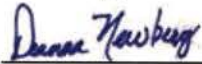
The reason that Dalapon is the only SOC that will need to be sampled for during the 2015 calendar year, is because this water system is still on Annual monitoring for Dalapon with the most recent detection of 1.6 micrograms per liter (ug/L) in the sampling performed on August 4, 2014.

Please be advised that a representative of either the Department of Environmental Protection or the Florida Rural Water Association, may schedule a site visit in order to validate the information submitted in the aforementioned questionnaire. In the event that the Department determines that the waiver is not valid, or should not be continued, the State may require the system to perform its regularly scheduled monitoring required by Rule 62-550.516, F.A.C.

Country Walk Utilities, Inc. WTP
PWS I.D. Number: 6284114
March 12, 2015
Page 2

If you have any questions, please contact Patty Baron at (239) 344-5615, or whenever possible, electronically via e-mail at Patty.Baron@dep.state.fl.us.

Sincerely,



Deanna Newburg
Environmental Manager
Compliance Assurance Program
South District
Florida Department of Environmental Protection

DLN/PB/rcd

cc: Ron Derossett, Utility Manager (rderossett@uswatercorp.net)
Diane Kibitlewski (dkibitlewski@uswatercorp.net)
Stan Epperly, FRWA (stan.epperly@frwa.net)

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)

System Name: COUNTRY WALK PWS I.D. #: 628-4114
System Type (check one): ☒ Community ☐ NonTransient Noncommunity ☐ Transient NonCommunity
Address: 29 LAKESIDE TR
City: LAKE PLACID State: Florida ZIP Code: 33852
Phone#: 727-848-8292 Fax #: 727-849-4219 E-Mail Address: rdow@h2ouswatercorp.net

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: CW-5 Sample Date: 8-5-15 Sample Time: 1705

Sample Location (be specific) POE. TO DIST.

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids):

Sample Type (Check Only One)

1.45 mg/L. Field pH: 7.8

- ☐ Distribution
☒ Entry Point (to Distribution)
☐ Plant Tap (not for compliance with 62.550)
☐ Raw (at well intake)
☐ Max. Residence Time
☐ Ave. Residence Time
☐ Near First Customer

Reason(s) for Sample (Check all that apply)

- ☒ Routine Compliance (with 62-550) ☐ Quarterly (Which One?)
☐ Confirmation of MCL Exceedance* ☐ Special (not for compliance with 62-550.)
☐ Composite Multiple Sites** ☐ Violation Resolution
☐ Clearance (permitting) ☐ Replacement (of invalidated Sample)
☐ Other: _____

Sampling Procedure Used or other Comments:

DALAPON

*See 62-550.500(6) for requirements and restrictions
and 62-550.513(3) for nitrate or nitrite exceedances.

** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Jack Williams

(Print Name)

Plant operator

(Print Title)

, do HEREBY CERTIFY

that the above public water system and sample collection information is complete and correct.

Signature:

Jack Williams

Certified Operator #:

C21440

Phone #:

352-342-4974

Date: 8-5-15

Sampler's E-mail:

jwilliams@uswatercorp.net

Sampler's FAX #: 727-849-4219

Reporting Format 62-550.730

Effective January 1995. Revised February 2010

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – Please type or print legibly)

Lab Name: Advanced Environmental Laboratories, Inc Florida DOH Certification #: E84589 Certification Expiration Date: 06/30/2016
ATTACH CURRENT DOH ANALYTE

Address: 9610 Princess Palm Ave Tampa, FL 33619 Payments: P.O. Box Phone #: (813)630-9616

Were any analyses subcontracted? ☒ Yes ☐ No If yes, please provide DOH certification numbers: E82574
ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 08/06/2015

PWS ID (From Page 1): 628-4114 Sample Number (From Page 1): T1510636001 Lab Assigned Report # or Job T1510636

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

Inorganics

- ☐ All Except Asbestos
☐ Partial
☐ Nitrate
☐ Nitrite
☐ Asbestos Only

Synthetic Organics

- ☐ All 30
☐ All Except Dioxin
☒ Partial
☐ Dioxin Only

Volatile Organics

- ☐ All 21
☐ Partial

Disinfection Byproducts

- ☐ Trihalomethanes
☐ Haloacetic Acids
☐ Chlorite
☐ Bromate

Radionuclides

- ☐ Single Sample
☐ Qtrly Composite**

Secondaries

- ☐ All 14
☐ Partial

LAB CERTIFICATION

I, Dale Uvino, D/M, do HEREBY CERTIFY
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference

Signature: Dale Uvino Date: 8/20/15

- * Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.
** Please provide radiological sample dates & locations for each quarter.

CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

COMPLIANCE DETERMINATION (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory: ☐ Yes ☐ No Replacement Sample or Report Requested: ☐ Yes ☐ No (circle or highlight group(s) above)

Person Notified: _____ Date Notified: _____ DEP/DOH Reviewing Official: _____

Florida Department of Environmental Protection Safe Drinking Water Program Laboratory Reporting Format

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1510636001

PWS ID (From Page 1): 628-4114

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2031	Dalapon	200	ug/L	2.0	I	EPA 515.3	1.0	1	08/14/2015	08/15/2015	02:27	E82574

NOTE: Results indicating non-detection with a reported lab MDL >50% of the MCL will not be accepted for compliance.



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

T1510636

[illegible]

1. General Information for the Month/Year of:	January, 2017
--	---------------

PWS Name: Country Walk		PWS Identification Number: 6284114	
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community
Number of Service Connections at End of Month: 69		Total Population Served at End of Month: 167	
PWS Owner: HC Waterworks, Inc		Contact Person's Title: Compliance Manager	
Contact Person: Melisa Rotteveel	Contact Person's Mailing Address: 4939 Cross Bayou Blvd	City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292	Contact Person's E-Mail Address: mrotteveel@uswatercorp.net	Contact Person's Fax Number: 727.849.4219	Zip Code: 34652

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date 2/7/17

Ron Derossett
Printed or Typed Name

A - 3531
License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: January, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	9,200											
2	X	24.0	8,500		4.7							3.2		
3	X	24.0	7,800		4.4							2.9		
4	X	24.0	8,000		4.2							2.8		
5	X	24.0	13,000		4.6							3.2		
6	X	24.0	8,600		4.7							3.0		
7	X	24.0	8,600		4.5							3.1		
8		24.0	8,600											
9	X	24.0	8,600		4.6							3.0		
10	X	24.0	8,300		4.8							3.0		
11	X	24.0	8,300		4.7							2.6		
12	X	24.0	8,400		4.8							2.9		
13	X	24.0	9,000		4.6							2.9		
14	X	24.0	8,200		4.4							3.2		
15		24.0	8,200											
16	X	24.0	8,900		4.6							3.1		
17	X	24.0	8,100		4.7							3.2		
18	X	24.0	9,100		4.2							3.2		
19	X	24.0	9,200		3.9							2.6		
20	X	24.0	8,200		4.8							3.1		
21	X	24.0	7,900		4.7							3.3		
22		24.0	7,900											
23	X	24.0	8,100		4.4							3.0		
24	X	24.0	8,200		4.3							3.1		
25	X	24.0	7,000		4.5							3.0		
26	X	24.0	8,900		4.8							3.2		
27	X	24.0	8,200		4.6							3.3		
28	X	24.0	8,800		4.8							3.4		
29		24.0	8,800											
30	X	24.0	7,900		4.8							3.0		
31	X	24.0	7,600		4.5							2.9		
Total			264,100											
Average			8,519											
Maximum			13,000											

* Refer to the instructions for this report to determine which plants must provide this information.

I. General Information for the Month/Year of:	February, 2017
--	----------------

PWS Name:	Country Walk			PWS Identification Number:	6284114				
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive					
Number of Service Connections at End of Month:	69			Total Population Served at End of Month:	167				
PWS Owner:	HC Waterworks, Inc								
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager				
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida	Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727.849.4219				
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net								

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

A - 3531
License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: February, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	6,600		4.9								3.3	
2	X	24.0	9,300		4.5								3.1	
3	X	24.0	9,700		4.8								3.3	
4	X	24.0	10,100		4.6								3.1	
5		24.0	10,100											
6	X	24.0	8,400		4.5								3.5	
7	X	24.0	8,800		4.8								3.2	
8	X	24.0	8,100		4.7								3.5	
9	X	24.0	8,300		4.5								3.2	
10	X	24.0	8,100		4.3								3.1	
11	X	24.0	7,700		4.4								3.3	
12		24.0	7,700											
13	X	24.0	9,000		4.6								3.1	
14	X	24.0	9,700		4.4								3.3	
15	X	24.0	6,500		4.3								3.1	
16	X	24.0	8,100		4.3								3.3	
17	X	24.0	8,400		4.4								3.2	
18	X	24.0	8,300		4.6								3.3	
19		24.0	8,400											
20	X	24.0	10,300		4.6								3.0	
21	X	24.0	8,000		4.8								3.0	
22	X	24.0	6,500		4.8								3.1	
23	X	24.0	8,500		4.7								3.2	
24	X	24.0	8,700		4.9								3.3	
25	X	24.0	10,200		4.7								3.2	
26		24.0	10,300											
27	X	24.0	8,200		4.6								3.3	
28	X	24.0	7,200		4.8								3.3	
29		24.0												
30		24.0												
31		24.0												
Total			239,200											
Average			8,543											
Maximum			10,300											

* Refer to the instructions for this report to determine which plants must provide this information.

I. General Information for the Month/Year of:	March, 2017
--	-------------

PWS Name:		Country Walk		PWS Identification Number:		6284114	
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month:				69		Total Population Served at End of Month:	
PWS Owner:				HC Waterworks, Inc			
Contact Person:				Melisa Rotteveel		Contact Person's Title:	
Contact Person's Mailing Address:				4939 Cross Bayou Blvd		City: New Port Rich	
Contact Person's Telephone Number:				866-753-8292		State: Florida	
Contact Person's E-Mail Address:				mrotteveel@uswatercorp.net		Zip Code: 34652	
				Contact Person's Fax Number:		727.849.4219	

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

A - 3531
License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: March, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	11,300		4.7								3.6	
2	X	24.0	7,500		4.3								3.1	
3	X	24.0	8,400		4.4								3.4	
4	X	24.0	8,100		4.5								3.2	
5		24.0	8,100											
6	X	24.0	9,200		4.7								3.1	
7	X	24.0	7,800		4.3								2.5	
8	X	24.0	8,200		4.6								2.7	
9	X	24.0	7,500		4.4								2.4	
10	X	24.0	9,200		4.5								2.2	
11	X	24.0	9,700		4.2								2.4	
12		24.0	9,700											
13	X	24.0	8,300		4.3								2.8	
14	X	24.0	7,400		3.3								2.5	
15	X	24.0	9,400		3.1								2.4	
16	X	24.0	9,000		3.0								2.4	
17	X	24.0	8,800		3.3								2.5	
18		24.0	8,800											
19	X	24.0	7,100		3.1								2.6	
20	X	24.0	16,400		3.2								2.4	
21	X	24.0	8,800		4.0								3.2	
22	X	24.0	8,900		4.0								3.0	
23	X	24.0	8,600		4.1								2.9	
24	X	24.0	7,900		3.7								2.8	
25	X	24.0	13,600		3.9								2.9	
26		24.0	13,600											
27	X	24.0	5,700		4.9								3.2	
28	X	24.0	7,800		4.4								3.0	
29	X	24.0	8,100		3.5								2.3	
30	X	24.0	9,600		3.6								2.6	
31	X	24.0	9,200		3.8								2.4	
Total			281,700											
Average			9,087											
Maximum			16,400											

* Refer to the instructions for this report to determine which plants must provide this information.

I. General Information for the Month/Year of:	April, 2017
--	-------------

PWS Name: Country Walk				PWS Identification Number: 6284114			
PWS Type:		<input checked="" type="checkbox"/> Community		<input type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community	
						<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 69				Total Population Served at End of Month: 167			
PWS Owner: HC Waterworks, Inc							
Contact Person: Melisa Rotteveel				Contact Person's Title: Compliance Manager			
Contact Person's Mailing Address: 4939 Cross Bayou Blvd				City: New Port Rich		State: Florida	
						Zip Code: 34652	
Contact Person's Telephone Number: 866-753-8292				Contact Person's Fax Number: 727.849.4219			
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net							

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

A - 3531

License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: April, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	9,700		4.2								3.1	
2		24.0	9,700											
3	X	24.0	8,600		4.0								3.0	
4	X	24.0	9,100		4.0								3.0	
5	X	24.0	8,500		4.2								2.8	
6	X	24.0	8,400		4.3								2.7	
7	X	24.0	8,300		4.2								2.5	
8	X	24.0	8,800		4.3								2.7	
9		24.0	8,800											
10	X	24.0	12,300		4.4								3.1	
11	X	24.0	11,500		4.9								3.1	
12	X	24.0	6,500		4.9								3.3	
13	X	24.0	12,700		4.9								3.2	
14	X	24.0	20,300		2.2								1.5	
15		24.0	20,300											
16	X	24.0	10,100		5.0								3.0	
17	X	24.0	11,100		4.4								3.0	
18	X	24.0	10,700		2.7								3.9	
19	X	24.0	24,000		4.0								3.8	
20	X	24.0	27,800		4.0								3.1	
21	X	24.0	14,100		3.4								1.9	
22	X	24.0	16,700		3.7								1.9	
23		24.0	16,700											
24	X	24.0	13,100		4.3								2.9	
25	X	24.0	14,200		4.4								2.5	
26	X	24.0	20,500		2.9								3.1	
27	X	24.0	13,500		4.0								2.9	
28	X	24.0	16,600		3.3								3.0	
29	X	24.0	7,800		3.4								2.4	
30		24.0	13,000											
31		24.0												
Total			393,400											
Average			13,113											
Maximum			27,800											

* Refer to the instructions for this report to determine which plants must provide this information.

I. General Information for the Month/Year of:	May, 2017
--	-----------

PWS Name:	Country Walk				PWS Identification Number:	6284114	
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month:					69	Total Population Served at End of Month:	
					167		
PWS Owner:	HC Waterworks, Inc						
Contact Person:	Melisa Rotteveel				Contact Person's Title:	Compliance Manager	
Contact Person's Mailing Address:	4939 Cross Bayou Blvd				City:	New Port Rich	State:
					Florida	Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292				Contact Person's Fax Number:	727.849.4219	
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net						

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identificaiton Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: May, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	13,500		3.1								2.4	
2	X	24.0	12,900		3.5								2.6	
3	X	24.0	12,100		3.1								2.5	
4	X	24.0	13,200		3.4								2.2	
5	X	24.0	11,900		3.6								2.8	
6		24.0	12,000											
7	X	24.0	11,900		4.0								3.0	
8	X	24.0	11,300		4.3								3.0	
9	X	24.0	13,700		4.6								3.1	
10	X	24.0	12,000		4.3								3.2	
11	X	24.0	12,500		4.4								3.0	
12	X	24.0	12,300		4.6								3.1	
13		24.0	13,000		4.4								3.4	
14	X	24.0	13,000											
15	X	24.0	13,700		4.6								2.9	
16	X	24.0	12,700		4.9								3.1	
17	X	24.0	13,000		4.5								3.0	
18	X	24.0	14,100		4.4								2.8	
19	X	24.0	13,000		4.8								2.8	
20		24.0	13,000											
21	X	24.0	14,300		2.9								1.5	
22	X	24.0	11,800		4.5								2.6	
23	X	24.0	9,800		4.3								2.9	
24	X	24.0	10,900		4.4								2.8	
25	X	24.0	13,100		4.2								2.7	
26	X	24.0	8,300		4.9								3.2	
27	X	24.0	8,200		3.1								2.4	
28		24.0	8,200											
29	X	24.0	13,900		2.7								2.1	
30	X	24.0	12,600		4.9								2.7	
31	X	24.0	10,300		4.8								2.4	
Total			376,200											
Average			12,135											
Maximum			14,300											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

June, 2017

PWS Name:	Country Walk				PWS Identification Number:	6284114	
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive			
Number of Service Connections at End of Month:	69				Total Population Served at End of Month:	167	
PWS Owner:	HC Waterworks, Inc						
Contact Person:	Melisa Rotteveel				Contact Person's Title:	Compliance Manager	
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida
Contact Person's Telephone Number:	866-753-8292				Contact Person's Fax Number:	727.849.4219	
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net						

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

A - 3531
License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: June, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	X	24.0	10,300		4.8								3.0	
2	X	24.0	9,000		4.5								3.0	
3	X	24.0	15,900		4.2								2.9	
4		24.0	15,900											
5	X	24.0	9,200		4.0								3.1	
6	X	24.0	11,200		4.3								3.0	
7	X	24.0	10,600		4.2								2.9	
8	X	24.0	9,400		3.7								2.6	
9	X	24.0	17,400		1.2								1.3	
10	X	24.0	10,800		4.2								2.2	
11		24.0	10,800											
12	X	24.0	12,400		4.3								2.7	
13	X	24.0	9,500		4.0								2.5	
14	X	24.0	9,000		4.4								2.7	
15	X	24.0	12,300		3.4								0.8	
16	X	24.0	11,900		4.1								1.1	
17	X	24.0	10,800		2.1								1.0	
18	X	24.0	20,100		0.9								0.6	
19	X	24.0	20,100		4.4								3.0	
20	X	24.0	14,500		4.1								2.6	
21	X	24.0	12,600		3.9								2.1	
22	X	24.0	13,500		4.4								2.2	
23	X	24.0	11,800		4.0								2.0	
24	X	24.0	14,600		3.3								1.7	
25		24.0	14,600											
26	X	24.0	11,900		4.4								1.8	
27	X	24.0	13,100		4.8								3.0	
28	X	24.0	12,900		4.4								3.0	
29	X	24.0	9,900		3.3								2.2	
30	X	24.0	17,200		4.6								2.2	
31														
Total			383,200											
Average			12,773											
Maximum			20,100											

* Refer to the instructions for this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER



See Pages 4 for Instructions.

I. General Information for the Month/Year of: July, 2017

A. Public Water System (PWS) Information

PWS Name: Country Walk		PWS Identification Number: 6284114	
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 69		Total Population Served at End of Month: 167	
PWS Owner: HC Waterworks, Inc			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net		Contact Person's Fax Number: 727.849.4219	

B. Water Treatment Plant Information

Plant Name: Country Walk		Plant Telephone Number: 866.753.8292	
Plant Address: 29 Lakeside Trail		City: Lake Placid	State: Florida
Type of Water Treatment by Plant: <input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water		Zip Code: 33852	
Permitted Maximum Day Operating Capacity of Plant, gallons per day: 100,600			
Plant Category (per subsection 62-699.310(4), F.A.C.): V		Plant Class (per subsection 62-699.310(4), F.A.C.): D	

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

8/9/17
 Signature and Date

Ron Derossett
 Printed or Typed Name

A - 3531
 License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: July, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	X	24.0	12,100		4.4								2.1	
2		24.0	12,100											
3	X	24.0	14,200		3.2								1.8	
4	X	24.0	12,200		4.9								2.2	
5	X	24.0	12,600		3.4								1.9	
6	X	24.0	15,000		3.9								2.3	
7	X	24.0	13,900		4.2								2.6	
8	X	24.0	13,600		3.0								2.1	
9		24.0	13,700											
10	X	24.0	12,200		3.8								3.0	
11	X	24.0	13,200		2.4								1.7	
12	X	24.0	13,700		4.3								2.8	
13	X	24.0	13,700		3.7								3.0	
14	X	24.0	12,500		4.8								2.6	
15	X	24.0	15,200		4.8								2.5	
16		24.0	15,300											
17	X	24.0	12,100		4.4								2.7	
18	X	24.0	16,300		4.6								2.6	
19	X	24.0	14,600		4.8								2.4	
20	X	24.0	14,300		4.9								2.6	
21	X	24.0	13,300		4.9								3.1	
22	X	24.0	14,700		4.9								3.0	
23		24.0	14,700											
24	X	24.0	15,000		4.9								3.0	
25	X	24.0	13,100		4.9								2.9	
26	X	24.0	7,500		4.9								3.0	
27	X	24.0	9,400		4.9								3.0	
28	X	24.0	8,500		4.9								3.0	
29	X	24.0	9,700		4.9								3.0	
30		24.0	9,800											
31	X	24.0	8,300		3.2								2.7	
Total			396,500											
Average			12,790											
Maximum			16,300											

* Refer to the instructions for this report to determine which plants must provide this information.

I. General Information for the Month/Year of:	August, 2017
--	--------------

PWS Name:	Country Walk			PWS Identification Number:	6284114				
PWS Type:	<input checked="" type="checkbox"/> Community	<input type="checkbox"/> Non-Transient Non-Community	<input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive					
Number of Service Connections at End of Month:	69			Total Population Served at End of Month:	167				
PWS Owner:	HC Waterworks, Inc								
Contact Person:	Melisa Rotteveel			Contact Person's Title:	Compliance Manager				
Contact Person's Mailing Address:	4939 Cross Bayou Blvd			City:	New Port Rich	State:	Florida	Zip Code:	34652
Contact Person's Telephone Number:	866-753-8292			Contact Person's Fax Number:	727.849.4219				
Contact Person's E-Mail Address:	mrotteveel@uswatercorp.net								

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

A - 3531
License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: August, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work tha Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	X	24.0	10,900		3.3								2.6	
2	X	24.0	9,400		3.1								2.4	
3	X	24.0	18,000		4.9								3.0	
4	X	24.0	21,400		4.9								3.0	
5	X	24.0	10,400		4.0								2.7	
6		24.0	10,400											
7	X	24.0	4,200		3.7								2.3	
8	X	24.0	7,700		4.3								3.0	
9	X	24.0	4,500		3.9								2.7	
10	X	24.0	4,500		3.2								2.3	
11	X	24.0	5,000		3.3								2.3	
12	X	24.0	5,700		3.0								2.3	
13		24.0	5,700											
14	X	24.0	3,800		2.5								2.1	
15	X	24.0	9,100		1.9								0.8	
16	X	24.0	6,300		3.0								2.3	
17	X	24.0	7,400		2.9								2.3	
18	X	24.0	8,500		1.9								2.3	
19	X	24.0	7,900		4.9								3.0	
20		24.0	8,000											
21	X	24.0	6,300		4.7								3.2	
22	X	24.0	10,900		4.8								3.0	
23	X	24.0	13,700		2.0								1.8	
24	X	24.0	9,800		2.3								1.9	
25	X	24.0	8,300		4.6								3.0	
26	X	24.0	9,700		4.5								2.9	
27		24.0	9,800											
28	X	24.0	6,800		4.6								2.8	
29	X	24.0	26,100		3.8								2.2	
30	X	24.0	10,700		1.6								0.7	
31	X	24.0	10,100		2.6								2.3	
Total			291,000											
Average			9,387											
Maximum			26,100											

* Refer to the instructions for this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER



See Pages 4 for Instructions.

I. General Information for the Month/Year of: September, 2017

A. Public Water System (PWS) Information

PWS Name: Country Walk		PWS Identification Number: 6284114	
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 69		Total Population Served at End of Month: 167	
PWS Owner: HC Waterworks, Inc			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net		Contact Person's Fax Number: 727.849.4219	

B. Water Treatment Plant Information

Plant Name: Country Walk		Plant Telephone Number: 866.753.8292	
Plant Address: 29 Lakeside Trail		City: Lake Placid	State: Florida
Type of Water Treatment by Plant: <input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water		Zip Code: 33852	
Permitted Maximum Day Operating Capacity of Plant, gallons per day: 100,600			
Plant Category (per subsection 62-699.310(4), F.A.C.): V		Plant Class (per subsection 62-699.310(4), F.A.C.): D	

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

10/9/17
 Signature and Date

Ron Derossett
 Printed or Typed Name

A - 3531
 License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: September, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	X	24.0	10,500		2.4							2.1		
2	X	24.0	12,600		2.8							2.3		
3		24.0	12,600											
4	X	24.0	13,800		4.5							3.0		
5	X	24.0	11,600		3.0							2.6		
6	X	24.0	11,100		2.5							2.1		
7	X	24.0	9,900		3.6							3.0		
8	X	24.0	14,400		2.9							2.2		
9	X	24.0			2.6							2.1		
10		24.0											Hurricane Irma	
11		24.0												
12		24.0												
13		24.0												
14	X	24.0	8,900		2.4							2.1		
15	X	24.0	2,500		2.3							1.9		
16	X	24.0	6,350		2.6							2.1		
17		24.0	6,350											
18	X	24.0	8,500		2.6							1.9		
19	X	24.0	4,800		2.3							2.0		
20	X	24.0	7,200		2.9							2.6		
21	X	24.0	90,400		1.1							0.8		
22	X	24.0	20,400		1.9							1.8		
23	X	24.0	11,200		2.1							1.8		
24		24.0	11,200											
25	X	24.0	22,300		2.6							2.3		
26	X	24.0	7,000		1.6							1.4		
27	X	24.0	75,700		1.5							1.2		
28	X	24.0	48,900		1.8							1.5		
29	X	24.0	18,300		1.9							1.7		
30	X	24.0	14,700		2.1							2.0		
31		24.0												
Total			461,200											
Average			15,373											
Maximum			90,400											

* Refer to the instructions for this report to determine which plants must provide this information.

I. General Information for the Month/Year of:	October, 2017
--	---------------

PWS Name: Country Walk				PWS Identification Number: 6284114			
PWS Type: <input checked="" type="checkbox"/> Community		<input type="checkbox"/> Non-Transient Non-Community		<input type="checkbox"/> Transient Non-Community		<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 69				Total Population Served at End of Month: 167			
PWS Owner: HC Waterworks, Inc							
Contact Person: Melisa Rotteveel				Contact Person's Title: Compliance Manager			
Contact Person's Mailing Address: 4939 Cross Bayou Blvd			City: New Port Rich		State: Florida		Zip Code: 34652
Contact Person's Telephone Number: 866-753-8292				Contact Person's Fax Number: 727.849.4219			
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net							

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

A - 3531
License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: October, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1		24.0	14,700											
2	X	24.0	9,600		2.1								1.6	
3	X	24.0	8,800		2.2								1.7	
4	X	24.0	20,100		3.6								3.0	
5	X	24.0	20,100		1.3								0.7	
6	X	24.0	14,200		2.9								1.9	
7	X	24.0	10,400		3.0								2.7	
8		24.0	10,400											
9	X	24.0	10,400		2.3								2.1	
10	X	24.0	8,000		1.8								1.8	
11	X	24.0	14,900		1.9								1.8	
12	X	24.0	19,500		1.8								1.5	
13	X	24.0	19,500		2.8								2.2	
14	X	24.0	8,200		2.8								2.2	
15		24.0	8,200											
16	X	24.0	8,800		1.1								0.9	
17	X	24.0	6,900		2.8								2.2	
18	X	24.0	3,900		2.6								2.3	
19	X	24.0	5,000		1.2								1.1	
20	X	24.0	7,600		1.1								1.0	
21	X	24.0	5,400		1.2								1.0	
22		24.0	5,400											
23	X	24.0	5,200		1.2								1.0	
24	X	24.0	3,900		1.1								1.0	
25	X	24.0	6,800		1.3								1.2	
26	X	24.0	24,000		1.2								1.0	
27	X	24.0	7,400		1.9								1.7	
28	X	24.0	5,600		2.4								2.0	
29		24.0	5,700											
30	X	24.0	4,400		2.6								1.8	
31	X	24.0	5,800		2.1								1.5	
Total			308,800											
Average			9,961											
Maximum			24,000											

* Refer to the instructions for this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER



See Pages 4 for Instructions.

I. General Information for the Month/Year of: November, 2017

A. Public Water System (PWS) Information

PWS Name: Country Walk		PWS Identification Number: 6284114	
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community	<input type="checkbox"/> Consecutive	
Number of Service Connections at End of Month: 69		Total Population Served at End of Month: 167	
PWS Owner: HC Waterworks, Inc			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net		Contact Person's Fax Number: 727.849.4219	

B. Water Treatment Plant Information

Plant Name: Country Walk		Plant Telephone Number: 866.753.8292	
Plant Address: 29 Lakeside Trail		City: Lake Placid	State: Florida
Type of Water Treatment by Plant: <input checked="" type="checkbox"/> Raw Ground Water <input type="checkbox"/> Purchased Finished Water		Zip Code: 33852	
Permitted Maximum Day Operating Capacity of Plant, gallons per day: 100,600			
Plant Category (per subsection 62-699.310(4), F.A.C.): V		Plant Class (per subsection 62-699.310(4), F.A.C.): D	

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Ron Derossett	A	3531	Utility Manager Days 1st Shift
Other Operators:	Dustin Williams	C	22520	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

12/7/17
 Signature and Date

Ron Derossett
 Printed or Typed Name

A - 3531
 License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: November, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	X	24.0	6,500		1.2								0.9	
2	X	24.0	4,900		1.2								0.9	
3	X	24.0	7,500		1.1								1.0	
4	X	24.0	6,300		1.2								1.1	
5		24.0	6,400											
6	X	24.0	6,900		1.4								1.2	
7	X	24.0	6,900		1.1								0.8	
8	X	24.0	8,000		1.2								1.0	
9	X	24.0	6,800		1.6								1.2	
10	X	24.0	5,000		1.3								1.0	
11	X	24.0	5,700		1.2								1.0	
12		24.0	5,700											
13	X	24.0	5,600		1.2								1.0	
14	X	24.0	5,100		1.1								1.0	
15	X	24.0	5,300		1.4								1.1	
16	X	24.0	5,400		1.3								1.2	
17	X	24.0	5,000		1.3								1.2	
18	X	24.0	5,700		1.3								1.2	
19		24.0	5,700											
20	X	24.0	9,400		1.1								0.9	
21	X	24.0	4,000		1.2								1.0	
22	X	24.0	5,100		1.1								1.1	
23	X	24.0	6,500		1.0								0.9	
24	X	24.0	8,900		1.3								1.1	
25	X	24.0	5,500		1.2								1.0	
26		24.0	5,500											
27	X	24.0	4,400		1.3								1.0	
28	X	24.0	4,200		1.4								1.1	
29	X	24.0	7,900		1.3								1.1	
30	X	24.0	6,400		1.2								0.8	
31		24.0												
Total			182,200											
Average			6,073											
Maximum			9,400											

* Refer to the instructions for this report to determine which plants must provide this information.

See Pages 4 for Instructions.

A. Public Water System (PWS) Information

PWS Name: Country Walk		PWS Identification Number: 6284114	
PWS Type:	<input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Transient Non-Community <input type="checkbox"/> Transient Non-Community <input type="checkbox"/> Consecutive		
Number of Service Connections at End of Month: 69		Total Population Served at End of Month: 167	
PWS Owner: HC Waterworks, Inc			
Contact Person: Melisa Rotteveel		Contact Person's Title: Compliance Manager	
Contact Person's Mailing Address: 4939 Cross Bayou Blvd		City: New Port Rich	State: Florida
Contact Person's Telephone Number: 866-753-8292		Zip Code: 34652	
Contact Person's E-Mail Address: mrotteveel@uswatercorp.net		Contact Person's Fax Number: 727.849.4219	

[illegible]

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

A - 3531
License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6284114 Plant Name: Country Walk

III. Daily Data for the Month/Year of: December, 2017

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)

☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations						UV Dose				
				Peak Flow Rate, gpd.	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm ²	Minimum UV Dose Required, mW-sec/cm ²		
1	X	24.0	4,300		1.0								0.8	
2	X	24.0	7,100		1.1								1.0	
3		24.0	7,200											
4	X	24.0	7,600		1.2								1.0	
5	X	24.0	5,900		1.4								1.2	
6	X	24.0	6,400		1.6								1.2	
7	X	24.0	5,100		1.2								1.1	
8	X	24.0	6,700		1.4								1.2	
9	X	24.0	5,300		1.2								1.1	
10		24.0	5,400											
11	X	24.0	5,100		1.4								1.1	
12	X	24.0	6,000		1.5								1.2	
13	X	24.0	4,900		1.4								1.0	
14	X	24.0	5,400		1.1								0.9	
15	X	24.0	8,000		1.1								1.0	
16	X	24.0	13,100		1.1								1.0	
17		24.0	13,100											
18	X	24.0	5,600		1.2								1.0	
19	X	24.0	8,800		1.3								1.1	
20	X	24.0	5,100		1.6								1.0	
21	X	24.0	5,000		1.2								1.1	
22	X	24.0	3,000		1.6								1.2	
23	X	24.0	5,600		1.2								1.0	
24		24.0	5,600											
25	X	24.0	4,300		1.1								1.1	
26	X	24.0	4,400		1.4								1.2	
27	X	24.0	7,000		1.3								1.1	
28	X	24.0	6,200		1.2								1.1	
29	X	24.0	5,800		1.4								1.1	
30	X	24.0	5,400		1.1								1.0	
31		24.0	5,400											
Total			193,800											
Average			6,252											
Maximum			13,100											

* Refer to the instructions for this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS ID:	3354945	Plant Name:	Country Walk
---------	---------	-------------	--------------

IV. Summary of Use of Polymer Containing Acrylamide, Polymer Containing Epichlorohydrin, and Iron or Manganese Sequestrant for the Year: * 2014

A. Is any polymer containing the monomer acrylamide used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the acrylamide level in the polymer are as follows:

Polymer Dose ppm =	Acrylamide Level, % ¹ =
--------------------	------------------------------------

B. Is any polymer containing the monomer epichlorohydrin used at the water treatment plant? ☒ No ☐ Yes, and the polymer dose and the epichlorohydrin level in the polymer are as follows:

Polymer Dose ppm =	Epichlorohydrin Level, % ¹ =
--------------------	---

C. Is any iron or manganese sequestrant used at the water treatment plant? ☒ No ☐ Yes, and the type of sequestrant, sequestrant dose, ect., are as follows:

Type of Sequestrant (polyphosphate or sodium silicate):
Sequestrant Dose, mg/L of phosphate as PO ₄ or mg/L of silicate as SiO ₂ =
If sodium silicate is used, the amount of added plus naturally occurring silicate, in mg/L as SiO ₂ =

* Complete and submit Part IV of this report only with the monthly operation report for December of each year and only for water treatment plants using polymer containing acrylamide, polymer containing epichlorohydrin, and/or an iron and manganese sequestrant.

¹ Acrylamide and epichlorohydrin levels may be based on the polymer manufacturer's certification or on third-party certification.



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Jonathan P. Steverson
Secretary

In the matter of an Application for Permit by:

Permittee:

Country Walk Utilities, Inc.
Gary Deremer, President
4939 Cross Bayou Blvd
New Port Richey, FL 34652
Emailed to: gderemer@uswatercorp.net

DEP File No: 345713-001-WC/MB

County: Highlands

Project Name: Country Walk WTP - Hydrogen
Sulfide Removal System

PWS ID: 6284114

NOTICE OF PERMIT ISSUANCE

Enclosed is Permit Number 345713-001-WC to construct modification to the existing water treatment plant, issued pursuant to Section 403.861(9), Florida Statutes.

This permit is final and effective on the date filed with the clerk of the Department unless a petition is filed in accordance with the paragraphs below or unless a request for extension of time in which to file a petition is filed within the required timeframe and conforms to Rule 62-110.106(4), F.A.C. Upon timely filing of a petition or a request for an extension, this permit will not be effective until further Order of the Department.

A person whose substantial interests are affected by this permit may petition for an administrative proceeding (hearing) in accordance with sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received) with the Agency Clerk for the Department of Environmental Protection, Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000, within 14 days of receipt of this Notice. Petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. Failure to file a petition within this time period shall constitute a waiver of any right such person may have to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention will only be at the approval of the presiding officer upon motion filed pursuant to Rule 28-106.205, F.A.C.

A petition must contain the following information:

- (a) The name and address of each agency affected and each agency's file or identification number, if known;
- (b) The name, address, and telephone number of the petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding; and an explanation of how the petitioner's substantial interests will be affected by the agency determination;
- (c) A statement of how and when the petitioner received notice of the agency decision;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A concise statement of the ultimate facts alleged, including the specific facts which petitioner contends warrant reversal or modification of the Department's action;
- (f) A statement of the specific rules or statutes the petitioner contends requires reversal or modification of the Department's action, including an explanation of how the alleged facts relate to the specific rules or statutes; and
- (g) A statement of the relief sought by petitioner, stating precisely the action that the petitioner wants the Department to take.

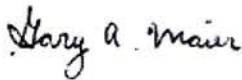
A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise contain the same information as set forth above, as required by Rule 28-106.301, F.A.C.

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 on the petition have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

When the Order (Permit) is final, any party to the Order has the right to seek judicial review of the Order pursuant to section 120.68 of the Florida Statutes, by filing a Notice of Appeal pursuant to 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 Fort Myers, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



for

Jon M. Iglehart
Director of District Management

Enclosure: Permit

CERTIFICATION OF SERVICE

The undersigned duly designated deputy agency clerk hereby certifies that this Notice of Permit Issuance and all copies were mailed/electronically transmitted before the close of business on September 26, 2016, to those persons listed.

FILING AND ACKNOWLEDGMENT

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



Clerk

September 26, 2016
Date

JMI/MM/OJO/

Copies Furnished to:
Mohammed Y. Kader, P.E. mkader@uswatercorp.net
Patty Baron, FDEP patty.baron@dep.state.fl.us



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Jonathan P. Steverson
Secretary

Permittee:

Country Walk Utilities, Inc.
Gary Deremer, President
4939 Cross Bayou Blvd
New Port Richey, FL 34652
Emailed to: gderemer@uswatercorp.net

PWS ID: 6284114
Permit Number: 345713-001-WC
Issue Date: September 26, 2016
Expiration Date: September 25, 2021
County: Highlands
Project Name: Country Walk WTP – Hydrogen
Sulfide Removal System
Water Supplier: Country Walk Utilities WTP

This permit is issued under the provisions of Chapter 403, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Chapters 62-4, 62-550, 62-555, and 62-699. The above named permittee is hereby authorized to perform the work or operate the facility shown on the application and approved drawings, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

TO CONSTRUCT: Modification to the existing 100,600 GPD water treatment system by the addition of a packed tower aeration system for removal of hydrogen Sulfide.

PROPOSED CONSTRUCTION INCLUDES:

1. A forced draft fiberglass round packed tower degasification system sized for a flow of 85 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system with associated 100 gallon storage tank and 15 gallon day tank.
3. Installation of caustic chemical feed system with associated 100 gallon storage tank and 15 gallon day tank.
4. Installation of 5,000 gallon precast concrete ground storage tank with two (2) National Model NS 80, 5 H.P. high service pumps.

IN ACCORDANCE WITH: U.S. Water Service Corporation design drawings, sheets 1 thru 14, dated July 8, 2016, revised design sheets 6, 10 & 11, dated September 19, 2016, along with related design report, dated July 8, 2016 and technical specifications, dated August 29, 2016. The design drawings and related documentation were submitted in support of the construction application. The application was dated July 7, 2016, revised and received on September 20, 2016.

LOCATION: The project is located at 29 Lakeside Trail, Lake Placid, Highlands County, Florida.

Work must be conducted in accordance with the General and Specific Conditions, attached hereto.

GENERAL CONDITIONS:

The following General Conditions are referenced in Florida Administrative Code Rule 62-4.160.

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violation of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), 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 any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
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.
5. This permit does not relieve the permittee from liability 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, or from penalties therefore; 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.
6. The permittee shall 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, are required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
 - a. Have access to and copy any records that must be kept under conditions of the permit;
 - b. Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
 - c. Sample or monitor any substances or parameters at any location reasonable necessary to assure compliance with this permit or Department rules. Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any condition or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
 - a. A description of and cause of noncompliance; and
 - b. The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance. The permittee shall be responsible for any and all

damages, which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.

9. 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 where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.
10. The permittee 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, shall include a reasonable time to obtain or be denied a mixing zone for the new or amended standard.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-730.300 F.A.C., as applicable. The permittee shall be liable for any noncompliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
13. This permit also constitutes:
 - a. Determination of Best Available Control Technology (BACT)
 - b. Determination of Prevention of Significant Deterioration (PSD)
 - c. Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)
 - d. Compliance with New Source Performance Standards
14. The permittee shall comply with the following:
 - a. Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
 - b. The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date of the sample, measurement, report, or application unless otherwise specified by Department rule.
 - c. Records of monitoring information shall include:
 1. the date, exact place, and time of sampling or measurements;
 2. the person responsible for performing the sampling or measurements;
 3. the dates analyses were performed;
 4. the person responsible for performing the analyses;
 5. the analytical techniques or methods used;
 6. the results of such analyses.
15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law, which is needed to determine compliance with the permit. If the permittee becomes

aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

SPECIFIC CONDITIONS:

1. The Permittee shall retain service a Florida-licensed professional engineer in accordance with subsection **62-555.530(3), F.A.C.**, to take responsible charge of inspecting construction of the project for the purpose of determining in general if the construction proceeds in compliance with the permit, including the approved preliminary design report or drawings and specifications for the project.
2. The Permittee shall have complete record drawings produced for the project in accordance with subsection **62-555.530(4), F.A.C.**
3. The Permittee shall provide an operation and maintenance manual for all new or altered facilities to fulfill the requirements under subsection **62-555.350(13), F.A.C.**
4. The Permittee shall submit a certification of construction completion to the Department and obtain approval or clearance, from the Department per **Rule 62-555.345, F.A.C.**, before placing any public water system components constructed or altered under this permit in operation for any purpose other than disinfection, testing for leaks, or testing equipment operation. This does not prohibit the Permittee from cutting into existing water mains, and returning the water mains to operation in accordance with subsection **62-555.340(5), F.A.C.**, without the Department's approval.
5. Chemicals that are contained in coatings that are applied to a surface in contact with drinking water, or are otherwise on equipment surfaces that come into contact with the water, and additives and chemicals used to treat water shall conform to American National Standards Institute (ANSI)/NSF International Standard 60-1988. Water system components whose surfaces come into contact with drinking water shall conform to ANSI/NSF Standard 61-1991. The authorized representative of the public water system shall certify in writing that each item conforms to the appropriate standard prior to release for operation. **[Rules 62-555.320(3) (a), 62-555.320(3)(b) and 62-555.320(3)(d), F.A.C.]**
6. The installation or repair of any public water system, or any plumbing in residential or nonresidential facility providing water for human consumption, which is connected to a public water system, shall be lead free. **[Rule 62-555.322(1), F.A.C.]**
7. The permittee must instruct the engineer of record to request system clearance from the Department within sixty (60) days of completion of construction, testing and disinfecting the system. Bacteriological test results shall be considered unacceptable if the test were completed more than 60 days before the Department received the results. **[Rule 62-555.340(2) (c) F.A.C.]**

Permitted construction or alteration of a public water system may not be placed into service until a letter of clearance has been issued by this Department. **[Rule 62-555.345, F.A.C.]**

8. Prior to placing this project into service, Permittee shall submit, at a minimum, all of the following to the Department for evaluation and approval for operation, as provided in **Rules 62-555.340 and 62-555.345, F.A.C.**:
 - a. The Certification of Construction Completion and Request for Clearance to Place Permitted PWS Components Into Operation {DEP Form 62-555.900(9)}
 - b. Certified record drawings, if there are any changes noted for the permitted project.
 - c. Copy of a satisfactory pressure test of the process piping performed in accordance with AWWA Standards. **[Rule 62-555.320(21) (a) (1), F.A.C.]**

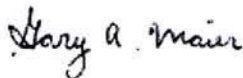
d. Two consecutive days of satisfactory distribution bacteriological analytical results.

In order to facilitate the issuance of a letter of clearance, the Department requests that all of the above information be submitted as one package.

9. The facility has been classified as a Category V, Class D water treatment plant. Accordingly, the lead or chief operator must be Class D or higher. Proof of staffing by a Class D or higher: 3 visits/week on nonconsecutive days for a total of 0.3 hour/week. F.A.C. Rule 62-699.310(2)(e)5.
10. The water treatment plant shall maintain throughout the distribution system a minimum continuous and effective free chlorine residual of 0.2 mg/l or its equivalent. A minimum system pressure of 20 psi must be maintained throughout the system. Also, safety equipment shall be provided and located outside of chlorine room.
11. The permittee shall submit a monthly operations report (MOR) DEP Form 62-555.900(2), to the Department no later than the tenth of each succeeding month.
12. Permittee shall follow the guidelines of Chapters 62-550, 62-555, and 62-560, F.A.C., regarding public drinking water system standards, monitoring, reporting, permitting, construction, and operation.
13. This facility is a Community Water System as defined in F.A.C. Rule 62-550.200(17) and shall comply with the applicable chemical, radiological, lead and copper, and bacteriological monitoring requirements of F.A.C. Chapter 62-550. Such requirements shall be initiated within the quarter that the rerating of the water treatment facility is implemented and the results submitted to the Department.
14. The permittee shall provide an operation and maintenance manual for the new or altered treatment facilities to fulfill the requirements under subsection 62-555.350(13), F.A.C. The manual shall contain operation and control procedures, and preventative maintenance and repair procedures, for all plant equipment and shall be made available for reference at the plant or at a convenient location near the plant. Bound and indexed equipment manufacturer manuals shall be considered sufficient to meet the requirements of the subsection.
15. This permit does not include the ground water well construction and associated well pump, discharge piping and raw water line. The permittee shall obtain a permit for the well construction from the Water Management District and shall apply to the Department for the well pump, discharge piping and raw water line construction permit.
16. The permittee or suppliers of water shall telephone the State Warning Point (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 in accordance with the F.A.C. Rule 62-555.350(10).

Issued this September 26, 2016.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



for

Jon M. Iglehart
Director of
District Management



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

February 6, 2018

Mr. Gary Deremer, President
Country Walk Utilities, Inc.
4939 Cross Bayou Boulevard
New Port Richey, Florida 34652
gderemer@uswatercorp.net

Re: Highlands County – PW
OGC Case No. **17-0914**
Country Walk Utilities, Inc.
Facility ID No. 6284114

Dear Mr. Deremer:

Enclosed is the final copy of Consent Order OGC Case No. 17-0914 to resolve violations noted in the complaint.

Please sign the original and return it to this office within 20 calendar days of receipt of the Consent Order. After the Consent Order has been executed by the Department, your copy will be returned to you.

If you have any questions, please contact Andrew Price at Andrew.Pricer@dep.state.fl.us or 239-344-5621. Your cooperation in resolving this case is appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Iglehart".

Jon M. Iglehart
Director of District Management

JMI/rs

Enclosure: Consent Order

cc: Ron Derossett, Operator, rderossett@uswatercorp.net

BEFORE THE STATE OF FLORIDA
DEPARTMENT OF ENVIRONMENTAL PROTECTION

STATE OF FLORIDA DEPARTMENT)	IN THE OFFICE OF THE
OF ENVIRONMENTAL PROTECTION)	SOUTH DISTRICT
)	
v.)	OGC FILE NO. 17-0914
)	
COUNTRY WALK UTILITIES, INC.)	
_____)	

CONSENT ORDER

This Consent Order ("Order") is entered into between the State of Florida Department of Environmental Protection ("Department") and Country Walk Utilities, Inc. ("Respondent") to reach settlement of certain matters at issue between the Department and Respondent.

The Department finds and Respondent admits the following:

1. The Department is the administrative agency of the State of Florida having the power and duty to protect Florida's water resources and to administer and enforce the provisions of the Florida Safe Drinking Water Act, Sections 403.850, et seq., Florida Statutes ("F.S."), and the rules promulgated and authorized in Title 62, Florida Administrative Code ("F.A.C."). The Department has jurisdiction over the matters addressed in this Order.
2. Respondent is a person within the meaning of Section 403.852(5), F.S.
3. Respondent is the owner and operator of a Community Water System within the meaning of Section 403.0852(3), F.S., identified as PWS No. 6284114, and located at 29 Lake Side TRL, Lake Placid, 33852, in Highlands County, Florida ("System").
4. The Department finds that Respondent is in violation of Rule 62-550.310(3), F.A.C, which establishes the maximum contaminant level ("MCL") for total trihalomethanes ("TTHMs") as 0.080 milligrams per liter ("mg/L") and the five haloacetic acids ("HAA5s") as 0.060 mg/L.
 - a. The TTHM running annual average results for samples collected from the System on May 27, 2016, July 19, 2016, November 18, 2016, February 21, 2017, and March 31, 2017 are 82.36 mg/L, 81.98 mg/L, 84.85 mg/L, and

94.87 mg/L. The HAA5 running annual average results for samples collected from the System on July 19, 2016, November 18, 2016, February 21, 2017, and March 31, 2017 are 67.22 mg/L, 71.93 mg/L, and 78.68 mg/L.

Having reached a resolution of the matter Respondent and the Department mutually agree and it is

ORDERED:

5. Respondent shall comply with the following corrective actions within the stated time periods:

a) Respondent obtained Permit # 345713-001-WC/MB on September 26, 2016 to address the MCL violations. The permitted modifications were cleared for use on August 23, 2017. If the approved modifications are determined by the Department to be inadequate to resolve the MCL violation(s), the Department will notify the Respondent in writing. Within 30 days of receipt of such written notification from the Department, Respondent shall submit an alternate proposal to address the MCL violation(s). Respondent shall provide all information requested in any requests for information ("RFIs") issued by the Department within 15 days of receipt of each request. Within 60 days of the date the Department receives the proposal required by this subparagraph, Respondent shall provide all information necessary to complete the application for modification.

b) Respondent shall continue to sample quarterly for TTHMs and HAA5s in accordance with the monitoring requirements of Rule 62-550.514(2), F.A.C., until the running annual average is no more than 0.060 mg/L and 0.045 mg/L for TTHMs and HAA5s, respectively, or until the running annual average remains below 0.080 mg/L and 0.060 mg/L, respectively, for four consecutive quarters, at which time Respondent shall return to its regular required monitoring in accordance with Chapter 62-550, F.A.C. Respondent shall submit all sampling results to the Department within 10 days following the month in which the samples were taken or within 10 days following Respondent's receipt of the results, whichever is sooner.

c) Respondent shall continue to issue public notices regarding the MCL violation(s) described above every 90 days, as required by Rule 62-560.410(1), F.A.C., until the Department determines that the System is in compliance with all MCLs. Respondent shall submit certification of delivery of public notices, using DEP Form 62-555.900(22), F.A.C. to the Department within 10 days of issuing each public notice.

6. Within 30 days of the effective date of this Order, Respondent shall pay the Department \$6,500.00 in settlement of the regulatory matters addressed in this Order. This amount includes a civil penalty under Section 403.121(3)(a), F.S., of \$6,000.00 for violation of Rule 62-550.310(3), F.A.C., and \$500.00 for costs and expenses incurred by the Department during the investigation of this matter and the preparation and tracking of this Order.

7. Respondent agrees to pay the Department stipulated penalties in the amount of \$100.00 per day for each and every day Respondent fails to timely comply with any of the requirements of paragraph(s) 5 of this Order. The Department may demand stipulated penalties at any time after violations occur. Respondent shall pay stipulated penalties owed within 30 days of the Department's issuance of written demand for payment, and shall do so as further described in paragraph 8, below. Nothing in this paragraph shall prevent the Department from filing suit to specifically enforce any terms of this Order. Any stipulated penalties assessed under this paragraph shall be in addition to the civil penalties agreed to in paragraph 6 of this Order.

8. Respondent shall make all payments required by this Order by cashier's check, money order or on-line payment. Cashier's check or money order shall be made payable to the "Department of Environmental Protection" and shall include both the OGC number assigned to this Order and the notation "Water Quality Assurance Trust Fund." Online payments by e-check can be made by going to the DEP Business Portal at: <http://www.fldepportal.com/go/pay/>. It will take a number of days after this order becomes final and effective filed with the Clerk of the Department before ability to make online payment is available.

9. Except as otherwise provided, all submittals and payments required by this Order shall be sent to Department of Environmental Protection, South District Office, 2295 Victoria Avenue, Suite 364, P.O. Box 2549, Fort Myers, FL., 33902-2549.

10. Respondent shall allow all authorized representatives of the Department access to the Facility and the Property at reasonable times for the purpose of determining compliance with the terms of this Order and the rules and statutes administered by the Department.

11. In the event of a sale or conveyance of the Facility or of the Property upon which the Facility is located, if all of the requirements of this Order have not been fully satisfied, Respondent shall, at least 30 days prior to the sale or conveyance of the Facility or Property, (a) notify the Department of such sale or conveyance, (b) provide the name and address of the purchaser, operator, or person(s) in control of the Facility, and (c) provide a copy of this Order with all attachments to the purchaser, operator, or person(s) in control of the Facility. The sale or conveyance of the Facility or the Property does not relieve Respondent of the obligations imposed in this Order.

12. If any event, including administrative or judicial challenges by third parties unrelated to Respondent, occurs which causes delay or the reasonable likelihood of delay in complying with the requirements of this Order, Respondent shall have the burden of proving the delay was or will be caused by circumstances beyond the reasonable control of Respondent and could not have been or cannot be overcome by Respondent's due diligence. Neither economic circumstances nor the failure of a contractor, subcontractor, materialman, or other agent (collectively referred to as "contractor") to whom responsibility for performance is delegated to meet contractually imposed deadlines shall be considered circumstances beyond the control of Respondent (unless the cause of the contractor's late performance was also beyond the contractor's control). Upon occurrence of an event causing delay, or upon becoming aware of a potential for delay, Respondent shall notify the Department by the next working day and shall, within seven calendar days notify the Department in writing of (a) the anticipated length and cause of the delay, (b) the measures taken or to be taken to prevent or minimize the delay, and (c) the timetable by which Respondent intends to implement these

measures. If the parties can agree that the delay or anticipated delay has been or will be caused by circumstances beyond the reasonable control of Respondent, the time for performance hereunder shall be extended. The agreement to extend compliance must identify the provision or provisions extended, the new compliance date or dates, and the additional measures Respondent must take to avoid or minimize the delay, if any. Failure of Respondent to comply with the notice requirements of this paragraph in a timely manner constitutes a waiver of Respondent's right to request an extension of time for compliance for those circumstances.

13. The Department, for and in consideration of the complete and timely performance by Respondent of all the obligations agreed to in this Order, hereby conditionally waives its right to seek judicial imposition of damages or civil penalties for the violations described above up to the date of the filing of this Order. This waiver is conditioned upon Respondent's complete compliance with all of the terms of this Order.

14. This Order is a settlement of the Department's civil and administrative authority arising under Florida law to resolve the matters addressed herein. This Order is not a settlement of any criminal liabilities which may arise under Florida law, nor is it a settlement of any violation which may be prosecuted criminally or civilly under federal law. Entry of this Order does not relieve Respondent of the need to comply with applicable federal, state, or local laws, rules, or ordinances.

15. The Department hereby expressly reserves the right to initiate appropriate legal action to address any violations of statutes or rules administered by the Department that are not specifically resolved by this Order.

16. Respondent is fully aware that a violation of the terms of this Order may subject Respondent to judicial imposition of damages, civil penalties up to \$5,000.00 per day per violation, and criminal penalties.

17. Respondent acknowledges and waives its right to an administrative hearing pursuant to sections 120.569 and 120.57, F.S., on the terms of this Order. Respondent also

acknowledges and waives its right to appeal the terms of this Order pursuant to section 120.68, F.S.

18. Electronic signatures or other versions of the parties' signatures, such as .pdf or facsimile, shall be valid and have the same force and effect as originals. No modifications of the terms of this Order will be effective until reduced to writing, executed by both Respondent and the Department, and filed with the clerk of the Department.

19. The terms and conditions set forth in this Order may be enforced in a court of competent jurisdiction pursuant to sections 120.69 and 403.121, F.S. Failure to comply with the terms of this Order constitutes a violation of section 403.161(1)(b), F.S.

20. This Consent Order is a final order of the Department pursuant to section 120.52(7), F.S., and it is final and effective on the date filed with the Clerk of the Department unless a Petition for Administrative Hearing is filed in accordance with Chapter 120, F.S. Upon the timely filing of a petition, this Consent Order will not be effective until further order of the Department.

21. Persons who are not parties to this Consent Order, but whose substantial interests are affected by it, have a right to petition for an administrative hearing under sections 120.569 and 120.57, Florida Statutes. Because the administrative hearing process is designed to formulate final agency action, the filing of a petition concerning this Consent Order means that the Department's final action may be different from the position it has taken in the Consent Order.

The petition for administrative hearing must contain all of the following information:

- a) The OGC Number assigned to this Consent Order;
- b) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any, which shall be the address for service purposes during the course of the proceeding;
- c) An explanation of how the petitioner's substantial interests will be affected by the Consent Order;

- d) A statement of when and how the petitioner received notice of the Consent Order;
- e) Either a statement of all material facts disputed by the petitioner or a statement that the petitioner does not dispute any material facts;
- f) A statement of the specific facts the petitioner contends warrant reversal or modification of the Consent Order;
- g) A statement of the rules or statutes the petitioner contends require reversal or modification of the Consent Order; and
- h) A statement of the relief sought by the petitioner, stating precisely the action petitioner wishes the Department to take with respect to the Consent Order.

The petition 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 at 2295 Victoria Avenue, Fort Myers, Florida 33902. Failure to file a petition within the 21-day period constitutes a person's waiver of the right to request an administrative hearing and to participate as a party to this proceeding under sections 120.569 and 120.57, Florida Statutes. Before the deadline for filing a petition, a person whose substantial interests are affected by this Consent Order may choose to pursue mediation as an alternative remedy under section 120.573, Florida Statutes. Choosing mediation will not adversely affect such person's right to request an administrative hearing if mediation does not result in a settlement. Additional information about mediation is provided in section 120.573, Florida Statutes and Rule 62-110.106(12), Florida Administrative Code.

22. Rules referenced in this Order are available at
<http://www.dep.state.fl.us/legal/Rules/rulelist.htm>

FOR THE RESPONDENT:

Gary A. Deremer
President

Date

DONE AND ORDERED this ____ day of _____, 20__, in _____, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION

Jon Iglehart
District Director
South District

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

Clerk

Date

Copies furnished to:

Lea Crandall, Agency Clerk
Mail Station 35

COUNTRY WALK UTILITIES, INC.

February 16, 2018

Mr. Jon M. Iglehart
Director of District Management
Florida Department of Environmental Protection
South District Office
2295 Victoria Avenue, Suite 364
Ft. Myers, FL 33902-2549

RE: Country Walk Utilities, Inc. – Water System PWS ID #6284114
Highland County, FL

Dear Mr. Iglehart:

Country Walk Utilities, Inc. (Country Walk) is in receipt of your letter along with the draft Consent Order No. 17-0914, regarding the above-referenced water system.

Please note that all the water quality issues with this water system pre-date the effective date of our ownership of the system. Country Walk specifically addressed this with the Florida Department of Environmental Protection (FDEP) in its letter dated September 16, 2014 (Attached). This situation existed prior to Country Walk acquiring the utility. As previously stated, the FDEP had issued a Consent Order to the prior owner, which was subsequently modified by FDEP to eliminate the requirement for additional treatment.

Following the transfer of ownership, we coordinated diligently with the FDEP and the Homeowners Association (HOA) to address any water quality issues and to secure any necessary funding to accomplish the necessary corrective actions. A FDEP representative (Juan Robles) attended a HOA meeting with Country Walk to discuss the situation in February 2016. The alternative prescribed treatment methodology pursuant to Chapter 62-555.315(5)(a), Florida Administrative Code (FAC) was discussed at the HOA meeting by both Country Walk and the FDEP representative.

Subsequent to this meeting, FDEP issued an exceedance letter dated April 7, 2016, requesting Country Walk to formally address the issue. At the February 2016 HOA meeting, the residents were presented the potential costs and impact on rates. Country Walk offered for the residents (HOA) to contribute a portion or all of the costs in order to minimize the impact on rates.

The HOA responded through a letter dated April 25, 2016 indicating that the HOA and residents decided that it would be in all parties' best interest for Country Walk to proceed forward and

fund the total amount of the cost of the treatment system. Country Walk worked with FDEP and permitted the new system. The Chairman of the Water Committee at Country Walk HOA also worked closely with FDEP in order to move expeditiously on the project. (See Attached) Subsequent meetings were held with the HOA to inform the residents of the progress of the installation and anticipated completion date.

Country Walk and U.S. Water Service Corporation also met with your staff to discuss the status of compliance by the facility and to review the short term and long term options available to the facility to comply with your Agency's requirements.

Country Walk agreed that the facility should take immediate measures to address any water quality issues in an expeditious manner. Accordingly, upon securing all the approvals from the FDEP and the HOA, Country Walk was able to design, permit and construct the necessary corrective measures to bring the facility into compliance with the applicable drinking water standards for the disinfection byproducts. The system was installed and cleared by FDEP on August 23, 2017 and the system was placed into service in September 2017. Subsequent to the installation and operation of the new treatment system, the residents have expressed that it is "the best water they have ever tasted."

As such, Country Walk is seriously concerned over the complexity of FDEP enforcement action, especially the excessive and unnecessary fines that are imposed by the consent order on this very small water system with only sixty service connections. FDEP was fully aware and apprised of the situation over the past several years and the efforts undertaken by Country Walk, the new owner. Country Walk intends to request an administrative hearing on this matter. I have attached additional documentation for your review on this matter. Wherefore, Country Walk hereby requests a ninety (90) day extension of time to file for an administrative hearing to resolve this matter with your staff.

With that said, Country Walk believes that the facility has provided your agency with all the necessary corrective measures to allow the system to continue to operate. Country Walk also offers that the facility has already spent significant amounts of funds on the system upgrades and systems improvements over the past few years to improve its overall efficiency. The fourth quarter 2017 DBP Compliance Summary Report is attached for your review. These samples taken on November 29, 2017 (TTHM=38.82, HAA5=16.97) indicate that the newly installed treatment is working and will take a couple quarter sampling before the RAA is below the MCL (TTHM=80, HAA5=60).

Mr. Jon Iglehart
February 16, 2018

Page 3 of 3

Country Walk would appreciate the understanding and cooperation extended by you and your staff in resolving all issues of mutual concern in an amicable manner. Please feel free to contact me at your convenience should you have any questions. I can be reached directly at (727) 848-8292. Your continued cooperation in resolving this matter is most appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "Trendell", with a stylized flourish at the beginning.

Troy Rendell
Vice President
Investor Owned Utilities
// for Country Walk Utilities, Inc.

Attachments

Cc: Gary Deremer, U.S. Water
Mo Kader, U.S. Water

Country Walk Utilities, Inc.

September 16, 2014

Mr. Gordon Romeis, EC
Florida Department of Environmental Protection
South District
P.O. Box 2549
Fort Myers, FL 33902

RE: Country Walk Utilities, Inc.
PWS ID – 6284114
Compliance Inspection – July 2014

Dear Gordon,

In accordance with the FDEP inspection letter dated July 7, 2014, U.S. Water Corporation has designed a system to remove the sulfides for the Country Walk Utilities, Inc. (Country Walk) water treatment system. However, this designed system will potentially cost approximately \$100,000 or higher to properly treat the well water. As you know this is a significant amount of money for 68 customers to absorb.

Country Walk is a privately owned regulated water and wastewater utility. The utility's rates are regulated by the Florida Public Service Commission. If Country Walk is required to undertake this project by FDEP, it will have no alternative then to seek additional rate relief under Section 367.081, Florida Statutes (F.S.) for recovery. Pursuant to Section 367.081(2)(a)2a, F.S., the cost of this government required treatment system would be passed onto the utility's ratepayers.

Prior to purchasing this water system, the current owners of Country Walk held a meeting with the customers to discuss the potential treatment of the water supply for sulfides. In the meeting, it was explained what the potential cost was going to be and the impact to the customers. At the meeting, the customers indicated that they were not willing to take on this financial burden for potential treatment.

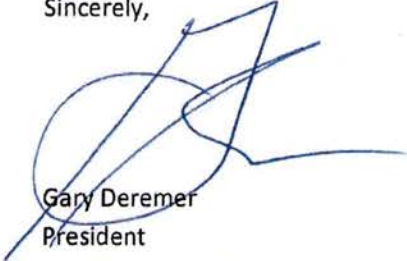
We propose to have another customer meeting with the residents to discuss this issue further and would like for FDEP to attend the meeting to explain to the customers why this is necessary. As you are also aware, this issue has existed for awhile now and the previous owner of the utility was not required to undertake this project. The previous owner had its Consent Order modified by FDEP to eliminate this requirement for additional treatment. This has previously been discussed with the FDEP.

5320 Captains Court, New Port Richey, FL 34652
Mailing: c/o 4939 Cross Bayou Boulevard, New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

We appreciate the concern for the customers' potable water service but we are currently having no issues with the water or any customer complaints at this time about the water quality. In addition, we have not failed any test relating to the well or water supply.

If you have any questions please contact Mr. Ron DeRossett at (727) 848-8292. Thank you and I look forward to your response concerning this issue.

Sincerely,



Gary Deremer
President
Country Walk Utilities, Inc.

Cc: Andrew Maurey, Florida Public Service Commission
J.R. Kelly, Office of Public Counsel

[Type text]



Water and Wastewater Operations, Maintenance, Engineering, Management

July 9, 2014

Ms. Jennifer Carpenter
Assistant Director of District Management
Florida Department of Environmental Protection
P.O. Box 2549
Fort Myers, FL 33902-2549

RE: Compliance Assistance Offer
Country Walk Utility
PWS ID No. 628-4114, Highlands County

Dear Ms. Carpenter:

Thank you for your letter of July 7, 2014, offering a Compliance Assistance Offer to resolve the following areas of concern noted on the Compliance Inspection Report of July 3, 2014:

1. We have prepared a preliminary conceptual design with a cost estimate to address the hydrogen sulfide issues at this utility. However, preparation of a final design with all the necessary construction and bidding documents will be pending prior approval of the construction budget by the Florida Public Service Commission. In order to accomplish this task, a rate case will need to be filed with the Florida Public Service Commission. We will keep you informed about any progress in the future.
2. The hydropneumatic tank will be inspected and cleaned within the next sixty (60) days.
3. The Cross Connection Control Plan has been prepared in accordance with the newly revised Cross Connection Control Rule 62-555.360, F.A.C. and, therefore, is in compliance with the new rule.

We trust that the above response would be adequate to resolve your concerns and that no further action is necessary at this time.

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

Phone: 727-848-8292 ~ Fax: 727-848-7701 ~ Toll Free: 866-753-8292

Ms. Jennifer Carpenter
July 9, 2014

Page 2 of 2

Please feel free to contact us at your convenience should you have any questions. We can be reached directly at (727) 243-5875. Your continued cooperation in resolving this matter is most appreciated.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mo Kader", with a stylized, flowing script.

Mo Kader, P.E.
Engineering Services
U.S. Water Services Corporation

MK/mk

Cc: Ron Derossette, US Water
Gary Deremer, Country Walk



**FLORIDA DEPARTMENT OF
ENVIRONMENTAL PROTECTION**

SOUTH DISTRICT
P.O. BOX 2549
FORT MYERS, FL 33902-2549
SouthDistrict@dep.state.fl.us

RICK SCOTT
GOVERNOR

CARLOS LOPEZ-CANTERA
LT GOVERNOR

HERSCHEL T. VINYARD JR.
SECRETARY

October 6, 2014

Mr. Gary Deremer, President
Country Walk Utilities, Inc.
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
gderemer@uswatercorp.com

Re: Highlands County PW
Country Walk Utilities, Inc.
PWS ID No. 6284114
Compliance Inspection – July 2014

Dear Mr. Deremer:

Thank you for your letter regarding the removal of sulfides from the Country Walk water treatment system. The Department has reviewed the concerns that you related regarding the cost of treatment and the fact that there have been no customer complaints for water quality issues. We have discussed this situation with our division office for guidance on potential courses of action.

I would like to schedule a meeting with you or your representatives and the customers to discuss options for resolution of this matter. My schedule is open for the latter part of November. Please contact me regarding specifics for the meeting location, date, and time.

If you have any questions, please contact me at the letterhead address or call 239-344-5688, or by e-mail at Gordon.Romeis@dep.state.fl.us.

Sincerely,

Jon M. Iglehart
Director of District Management

cc: Ron DeRossett, rderossett@uswatercorp.net
Andrew Maurey, Florida Public Service Commission
J.R. Kelly, Office of Public Counsel

Ron Derossett

From: Russ Holmes
Sent: Monday, April 11, 2016 5:39 PM
To: rderossett@uswatercorp.net
Cc: juan.robles@dep.state.fl.us; Barry Witthuhn; George Grine; Tom Moran
Subject: FW: DEP Compliance Letter

Follow Up Flag: Follow up
Flag Status: Completed

Ron,

Received this letter from Patty Baron informing me that we have a two month extension to submit a plan of corrective action. Country Walk HOA will be holding a meeting within the next few week to finalize our decision on what action our HOA should take in this matter. I will contact you and let you know as soon as a decision has been made. Thanks for working with our community and will look forward to getting thing moving on this project.

Russ Holmes
Water Committee Chairman

From: Patty.Baron@dep.state.fl.us
To: mr.russholmes@hotmail.com
Subject: FW: DEP Compliance Letter
Date: Mon, 11 Apr 2016 18:28:26 +0000

Mr. Holmes, the Department will allow a two month extension for Country Walk to submit a plan of corrective action for exceeding the Operational Evaluation Level for Haloacetic Acids following the samples collected on February 24, 2016.

From: Russ Holmes [mailto:]
Sent: Friday, April 08, 2016 5:02 PM
To: Baron, Patty
Cc: rderossett@uswatercorp.net; Robles, Juan
Subject: DEP Compliance Letter

Hello Patty,

My name is Russ Holmes and I am the chairman of the Water Committee at Country Walk HOA in Lake Placid, Highlands County. I was notified of a letter from Deanna Newburg, DEP South District, to Mr. Gary Deremer of US Water (Country Walk Utilities, Inc.). The letter dated April 7, 2016 referred to a problem we have with the THM's and the HAA5's at the water plant (PWS ID 6284114) located in our community. Country Walk Utilities is being asked to provide a schedule of when and how the issue will be addressed by April 22, 2016. We are aware of the problem and have been working closely with Juan Robles from the DEP and Country Walk Utilities. We are doing research to determine if the solution that is being proposed by Country Walk Utilities is the best solution for our community. We have asked Country Walk Utilities to allow us a couple of months to finish our research so that our community can stand together and be confident that the solution that is implemented is in our best interests. At this point I would like to ask for the DEP to work with us on this issue

Ron Derossett

From: Russ Holmes
Sent: Friday, April 08, 2016 5:02 PM
To: patty.baron@dep.state.fl.us
Cc: rderossett@uswatercorp.net; juan.robles@dep.state.fl.us
Subject: DEP Compliance Letter

Follow Up Flag: Follow up
Flag Status: Completed

Hello Patty,

My name is Russ Holmes and I am the chairman of the Water Committee at Country Walk HOA in Lake Placid, Highlands County. I was notified of a letter from Deanna Newburg, DEP South District, to Mr. Gary Deremer of US Water (Country Walk Utilities, Inc.). The letter dated April 7, 2016 referred to a problem we have with the THM's and the HAA5's at the water plant (PWS ID 6284114) located in our community. Country Walk Utilities is being asked to provide a schedule of when and how the issue will be addressed by April 22, 2016. We are aware of the problem and have been working closely with Juan Robles from the DEP and Country Walk Utilities. We are doing research to determine if the solution that is being proposed by Country Walk Utilities is the best solution for our community. We have asked Country Walk Utilities to allow us a couple of months to finish our research so that our community can stand together and be confident that the solution that is implemented is in our best interests. At this point I would like to ask for the DEP to work with us on this issue and give Country Walk Utilities an extension on the April 22 date. We would be very grateful if you could work with us and Country Walk Utilities on this issue.

Sincerely,

Russ Holmes
Water Committee Chairman
mr.russholmes@hotmail.com
863-699-0410

cc:
Ron Derossett
Juan Robles

COUNTRY WALK HOMEOWNERS ASSOCIATION
3143 Bluebird Avenue
Lake Placid, FL 33852

April 25, 2016

Mr. Gary Deremer, President
Country Walk Utilities, Inc.
4939 Cross Bayou Blvd.
New Port Richie, FL 34652

Dear Mr. Deremer:

We appreciate the options given by Country Walk Utilities in the funding of the equipment needed to upgrade the water facility.

After much study and discussion, it was decided it would be in all parties' best interest that Country Walk Homeowners Association not participate in the funding of this project.

Please proceed with your planned improvements.

Thank you.

A handwritten signature in black ink, appearing to read "Skook Wright", with a stylized flourish at the end.

Skook Wright
President
Country Walk Homeowners Association

U.S. Water[®]

Services Corporation

Water and Wastewater Operations, Maintenance, Engineering, Management

Ms. Deanna Newburg, Manager
Florida Department of Environmental Protection
P.O. Box 2549
Fort Myers, FL 33902-2549

May 3, 2016

RE: Compliance Assistance Offer
Country Walk Utilities, Inc. WTP
PWS ID No. 628-4114, Highlands County

Dear Ms. Newburg:

Thank you for your letter of April 7, 2016, offering a Compliance Assistance Offer to resolve the water quality issues at this facility which are related to the disinfection byproducts levels in the treated potable water at this water system. We would like to inform you that, following our meetings and discussions with the customers served by this water system and the Florida Public Service Commission, we have received the necessary approvals to proceed with the design modifications to the existing water treatment plant to remove hydrogen sulfide prior to the addition of chlorine. These proposed design modifications will involve the addition of a forced-draft aeration system with all the necessary appurtenances and pH adjustment instruments to maximize the efficiency of hydrogen sulfide removal.

Accordingly, we have initiated the design process, and we expect to submit complete design plans of the proposed modifications along with all the required permit application(s) to your permitting section within the next four (4) weeks.

We trust that the above response would be adequate to resolve your concerns and that no further action is necessary at this time. Please feel free to contact us at your convenience should you have any questions. We can be reached directly at (727) 243-5875. Your continued cooperation in resolving this matter is most appreciated.

Sincerely,



Mo Kader, P.E.
Engineering Services
U.S. Water Services Corporation

MK/mk
Attachment
Cc: Gary Deremer, Country Walk



OPERATIONAL EVALUATION REPORT

I. GENERAL INFORMATION

A. Water System Information:

PWSID	628-4114				
PWS Name	Country Walk Utilities, Inc.				
PWS Address	29 Lakeside Trail				
City	Lake Placid	State	FL	Zip Code	33582

B. Report Prepared by:

Name	Mo Kader, P.E.				
Title	Professional Engineer				
Date Prepared	May 3, 2016				
Telephone	727-243-5875	Email	mkader@uswatercorp.net		

II. MONITORING RESULTS

- A. Provide the compliance monitoring location where the operational evaluation level (OEL) was exceeded (if there was more than one location where the OEL was exceeded, attach an additional copy of Page 1, and complete Items II.A. and II.B. for each additional location).

Distribution system monitoring point located at 3143 Bluebird Ave (Rec Hall/Clubhouse).

Note: The location name or number should correspond to a location name or number in your Stage 2 D/DBPR compliance monitoring plan required under 40 CFR 141.622.

B. Monitoring Results for the Location Identified in Item II.A.

1. Check TTHM and/or HAA5 to indicate which result(s) caused the OEL exceedance: ☐ TTHM ☐ HAA5
2. Enter your results for TTHM and/or HAA5 (whichever you checked above).

	Quarter			Operational Evaluation Value*
	Result from This Quarter	Result from Previous Quarter	Result from 2 Quarters Ago	
	A	B	C	
Date sample was collected	02/24/16	11/04/15	08/05/15	
TTHM (µg/L)	82.0	64.61	86.62	78.8
HAA5 (µg/L)	70.0	66.28	43.22	62.38

* The operational evaluation value is calculated by summing the two previous quarters' TTHM or HAA5 results plus twice the current quarter's TTHM or HAA5 result and then dividing by four. If the value exceeds 80 µg/L for TTHM or 60 µg/L for HAA5, an OEL exceedance has occurred.

III. OPERATIONAL EVALUATION FINDINGS

- A. Is the Department allowing you to limit the scope of your operational evaluation (see the memorandum attached as Page 3)? ☐ Yes ☒ No

If NO, proceed to Items III.B. through III.E. If YES, you may stop here.

OPERATIONAL EVALUATION REPORT (continued)

PWSID

- B. Did **distribution operational practices**—including storage tank operations, excess storage capacity, and distribution system flushing—cause or contribute to your OEL exceedance(s)? ☐ Yes ☒ No ☐ Possibly

If YES or POSSIBLY, explain (attach additional pages if necessary).

N/A

Note: Refer to Chapter 3 in the USEPA's Stage 2 D/DBPR Operational Evaluation Guidance Manual.

- C. Did **treatment operational practices**—including treatment changes or problems—cause or contribute to your OEL exceedance(s)? ☒ Yes ☐ No ☐ Possibly

If YES or POSSIBLY, explain (attach additional pages if necessary).

High chlorine dosage in the treatment process to alleviate/oxidize the hydrogen sulfide have contributed to the HAA5's exceedances. Therefore, by removing the hydrogen sulfide from the raw water prior to the addition of chlorine, much less chlorine dosage will be needed. As a result, the formation of disinfection byproducts in the water distribution system will be greatly minimized and the water quality will improve significantly.

Note: Refer to Chapter 4 in the USEPA's Stage 2 D/DBPR Operational Evaluation Guidance Manual.

- D. Did **source water**—including changes in sources or source water quality—cause or contribute to your OEL exceedance(s)? ☒ Yes ☐ No ☐ Possibly

If YES or POSSIBLY, explain (attach additional pages if necessary).

The presence of hydrogen sulfide in the raw water has contributed to the DBP's exceedances.

Note: Refer to Chapter 5 in the USEPA's Stage 2 D/DBPR Operational Evaluation Guidance Manual.

- E. List steps that could be considered to minimize future OEL exceedances (attach additional pages if necessary).

A forced-draft aeration process with pH adjustment will be added to the treatment process for hydrogen sulfide removal. This proposed modification to the treatment process will improve the water quality significantly and will result in minimizing the formation of DBP's in the distribution system.

----- Forwarded message -----

From: <tmoran583@gmail.com>

Date: Feb 24, 2016 4:47 PM

Subject: Country Walk (Lake Placid) Water

To: "GDeremer@uswatercorp.com" <GDeremer@uswatercorp.com>, "Jon.Iglehart@dep.stste.fl.us" <Jon.Iglehart@dep.stste.fl.us>, "Juan.Robles@dep.state.fl.us" <Juan.Robles@dep.state.fl.us>

Cc:

Thanks for the meeting 2 weeks ago.

If you get a chance; could you forward a PDF copy of the water distribution system and the treatment plant.

Also, can you forward a PDF copy of the proposed treatment plant.

Has chloramines been considered?

Thanks

Tom Moran, P.E.

32 Quail Roost road

Country Walk

Sent from [Mail](#) for Windows 10

--

Christopher Saliba

Regional Manager

Cell: [\(813\) 416-3992](tel:(813)416-3992)



Florida Department of Environmental Protection

South District
Post Office Box 2549
Fort Myers, Florida 33902-2549
SouthDistrict@dep.state.fl.us

Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Noah Valenstein
Secretary

POTABLE WATER CLEARANCE - FINAL

August 23, 2017

Country Walk Utilities, Inc.
Gary Deremer, President
4939 Cross Bayou Blvd.
New Port Richey, FL 34652
mkader@uswatercorp.net

Clearance Type: Final
Highlands County
Permit Number: 345713-001-WC
PWS Name: Country Walk Utilities, Inc.
PWS ID: 6284114
Project Name: Country Walk WTP – Hydrogen Sulfide Removal System

Dear Mr. Deremer:

This letter acknowledges receipt of the certification, dated August 7, 2017, for the subject water treatment plant modification. The submitted information demonstrates the system expansion has been constructed in accordance with the FDEP Permit Number above and related plans and materials and that satisfactory bacteriological tests were conducted in accordance with the AWWA standards. Based on the certification and satisfactory bacteriological results, the Department is clearing the system for service.

If you have any questions or comments regarding this partial clearance, please contact Andrew Price by telephone at 239-344-5621 or by e-mail at Andrew.Price@dep.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "O. James Oni".

O. James Oni
Professional Engineer
Water Facilities
Florida Department of Environmental Protection

cc: Keith Keegan, P.E. kkeegan@uswatercorp.net

COUNTRY WALK UTILITIES, INC.

January 12, 2018

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

*Re: Application for Staff Assisted Rate Case (SARC) in Highlands County by
Country Walk Utilities, Inc.*

Dear Commission Clerk,

Country Walk Utilities, Inc. (Country Walk or Utility) submits its application for a staff assisted rate case (SARC) in Highlands County. In support of its application, Country Walk submits the following information.

Need for Rate Relief

Country Walk's last SARC was in Docket No. 010403-WU, which was approved in PSC Order No. PSC-01-2385-PAA-WU, issued December 10, 2001, or seventeen years ago.

Forced Draft Aeration Treatment System Addition – the primary need for rate relief is directly related to the required new force draft aeration treatment system which was recently installed and cleared by the Florida Department of Environmental Protection (FDEP). This new system was placed into operation in approximately September 2017. The water source in the potable water well has very high levels of hydrogen sulfides. In order to treat this issue, Country Walk previously utilized high levels of chlorine. However, these high levels of chlorine caused Country Walk to exceed the Disinfection By-Product maximum contamination levels based on the rolling annual average for both Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAA5s). As a result, the FDEP became involved and required Country Walk to address these issues. Country Walk responded to FDEP through a letter dated September 16, 2014 requesting that the FDEP attend a customer meeting with the Homeowners' Association (HOA) to discuss the issue.

Both Country Walk and FDEP met with the customers' HOA in February 2016. The situation was explained to the residents by both the FDEP and Country Walk. Country Walk presented the alternative prescribed treatment methodology pursuant to Chapter 62-555.315(5)(a), Florida Administrative Code. Subsequent to this meeting, FDEP issued a exceedance letter dated April 7, 2016, requesting Country Walk to formally address the issue. At the February 2016 HOA meeting, the residents were presented the potential costs and impact on rates. Country Walk offered for the residents (HOA) to contribute a portion or all of the costs in order to minimize the impact on rates. This potential contribution would have lowered the net Rate Base and the utility would not earn any return on the investment. The HOA responded through a letter dated April

25, 2016 indicating that the HOA and residents decided that it would be in all parties' best interest for Country Walk to proceed forward and fund the total amount of the cost of the treatment system. Country Walk worked with FDEP and permitted the new system. The Chairman of the Water Committee at Country Walk HOA also worked closely with FDEP in order to move expeditiously on the project. Subsequent meetings were held with the HOA to inform the residents of the progress of the installation and anticipated completion date. The system was installed and cleared by FDEP on August 23, 2017 and the system was placed into service in September 2017. Subsequent to the installation and operation of the new treatment system, the residents have expressed that it is "the best water they have ever tasted." U.S. Water Service Corporation was able to minimize and reduce the cost of the project and also subsidized some of the costs so as not to pass on the full cost to the residents. This was a very successful cooperative effort with both the residents, HOA, and FDEP and received all parties full support.

In addition to the capital costs, several of the operational costs were also increased. This was due to the addition of two new chemicals for the process to work, including sulfuric acid and caustic. Also, it is anticipated that the electrical (purchase power) costs may increase due to additional pumping, blowers, additional chemical feed pumps, and high service pumps. Country Walk has not requested pro forma increases for these anticipated increases at this time. However, as discussed below, Country Walk is requesting a year-end rate base. Finally, Country Walk is requesting annualized adjustments to Depreciation Expense and Accumulated Depreciation to recognize a full year of depreciation. The system has only received 1 – 2 months of depreciation up through the requested test year of November 30, 2017.

Year End Water Rate Base

Country Walk is requesting test year for the SARC for the twelve month ending November 30, 2017. In addition, Country Walk is requesting a Year End rate base for its water system since the additional capital costs for the new forced draft aeration treatment system represent a significant portion of the water plant in service. If an average rate base were utilized, Country Walk would not be afforded the opportunity to recover its allowed rate of return on the new investment and would be put in the position of requesting a subsequent SARC at a later date.

This is consistent with past Commission practice. (See: Order Nos. PSC-2017-0428-PAA-WS, issued November 7, 2017; PSC-98-0763-FOF-SU, issued June 3, 1998; PSC-02-1449-PAA-WS, issued October 21, 2002; PSC-00-1774-PAA-WU, issued September 27, 2000; and PSC-01-0323-PAA-SU, issued February 5, 2001) In the transfer order, Order No. PSC-14-0495-PAA-WU, issued September 17, 2014, the Commission approved Water Utility Plant in Service in the amount of \$89,309. In addition, pursuant to the 2016 Annual Report for Country Walk the Water Plant in Service was \$94,202. For the requested test year ending November 30, 2017, the Water Utility Plant in Service is \$ 230,036, which is an increase of \$135,834, or 144.19%

increase. This represents not only the new replacement well, but also plant improvements to address water.

Pro forma Plant Item

As a result of the customer meeting and HOA, Country Walk is also requesting a pro forma plant item to include a project to "unclog" the service connections (saddles) throughout the community. During the meeting held, customers expressed concerns with low water pressure. After the meeting Country Walk went to three resident's homes and examined the water pressure. It was discovered that due to both the age of the system and high levels of chlorine used to treat the hydrogen sulfides that calcium build up had transpired on the service connections at the saddles. Country Walk successfully dug up and removed the calcium deposits at these homes and increased the water pressure to satisfactory levels. Country Walk believes it is necessary to conduct a complete system-wide project to address the remaining service connections. Attached is an estimate in the amount of \$16,085 – at a cost of \$277.33 for each connection. This project will benefit the remaining customers to unclog the service connections and increase the remaining distribution water pressure.

Pro Forma Expense Items

In addition, Country Walk is requesting approval of two additional pro forma expense items. The first is for the sandblasting and coating of the hydropneumatic storage tank. Country Walk has obtained a estimate of \$5,000 from Crystal Coating, Inc. Country Walk is requesting amortization of this non-recurring item over a 5-year period – or \$1,000/annually. Country Walk is currently scheduling the coating along with other "sister" utilities in Highlands County in order to minimize the costs.

Further, Country Walk revised its Operation and Maintenance Agreement with U.S. Water Service Corporation as of October 1, 2017. This was necessary for two specific reasons. Primarily it was due to the significant change in the water treatment process from a simple "pump and chlorinate" system to the newly installed forced draft aeration treatment process. This process is much more complicated and involves the addition of acid to bring the PH down in order to properly oxidize the hydrogen sulfides prior to the aeration process, and subsequent caustic to bring the PH levels back up prior to distribution. The second reason was to minimize subsidies which were in the previous agreement signed on October 1, 2013. The new agreement has also taken into consideration past Commission decisions on similar agreements with the "sister" utilities.

Country Walk Utilities, Inc.
Application for SARC
January 12, 2018

Respectfully Submitted,

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

Troy Rendell
Vice President
Investor Owned Utilities
//For Country Walk Utilities, Inc.



STAGE 2 TOTAL TRIHALOMETHANES (TTHM) AND HALOACETIC ACIDS FIVE (HAA5) EXAMPLE REPORTING FORMAT

Subpart H systems serving 500 or more persons and ground water systems serving 10,000 or more persons shall complete applicable pages of this format and submit them to the Department within 10 days after the end of any quarter in which TTHM/HAA5 monitoring is required. Systems on routine or reduced quarterly TTHM/HAA5 monitoring shall complete pages 1, 2, and 3 of this format. (Add additional rows to the tables on pages 2 and 3 as necessary.) Systems on reduced annual TTHM/HAA5 monitoring shall complete pages 1 and 4 of this format. Additionally, Subpart H systems seeking to qualify for, or remain on, reduced quarterly or annual TTHM/HAA5 monitoring shall complete page 5 of this format. (Add additional rows to the table on page 5 as necessary.)

D/DBPR = Disinfectant and Disinfection Byproducts Rule; LRAA = locational running annual average; MCL = maximum contaminant level; OE = operational evaluation; RAA = running annual average; TOC = total organic carbon.

QUARTERLY MONITORING PERIOD: 4Q2017

SYSTEM INFORMATION

PWS ID Number: 628-4114

PWS Name: Country Walk

Source Water Type and Population Size Category:

☐ Ground Water:

☐ 10,000 – 99,999

☐ 100,000 – 499,999

☐ ≥ 500,000

☒ Subpart H:

☐ 500 – 3,300

☐ 3,301 – 9,999

☐ 10,000 – 49,999

☐ 50,000 – 249,999

☐ 250,000 – 999,999

☐ 1,000,000 – 4,999,999

☐ ≥ 5,000,000

Monitoring Mode*: ☒ Routine Monitoring ☐ Reduced Monitoring

Monitoring Frequency*: ☒ Quarterly ☐ Annually

Total Number Of Distribution System Monitoring Locations*: 1

Contact Person: Ron DeRossett

Phone Number: 904-540-9765

E-Mail Address (optional): rderossett@uswatercorp.net

Fax Number (optional): 727-849-4219

* See 40 CFR 141.621 and 141.623 for more details.

QUARTERLY MONITORING PERIOD: 4Q2017

PWS ID Number: 628-4114

[illegible]

* Location names or numbers should correspond to those in your Stage 2 D/DBPR compliance monitoring plan required under 40 CFR 141.622.

** If any TTHM OE value at any location exceeds 0.080 mg/L, you must conduct an OE and submit an OE report in accordance with 40 CFR 141.626.

*** If any TTHM LRAA at any location exceeds 0.040 mg/L, you must resume routine quarterly monitoring under 40 CFR 141.621.

QUARTERLY MONITORING PERIOD: 4Q2017

PWS ID Number: 628-4114

[illegible]

* Location names or numbers should correspond to those in your Stage 2 D/DBPR compliance monitoring plan required under 40 CFR 141.622.

** If any HAA5 OE value at any location exceeds 0.060 mg/L, you must conduct an OE and submit an OE report in accordance with 40 CFR 141.626.

Troy Rendell

From: Rita Varona
Sent: Saturday, December 02, 2017 7:25 PM
To: Troy Rendell
Subject: FW: Totten

Troy,

Fyi – I have not responded to either emails. Let me know if you want me to or if you want to handle this matter.

Rita Varona
Billing Supervisor

From: barry [mailto:realty262@aol.com]
Sent: Saturday, December 02, 2017 7:24 PM
To: rvarona@uswatercorp.net
Subject: Totten

Dear Rita,

I have no idea where Mr. Totten is getting his information, and as President of country Walk Home Owners Association, we are not aware of any problems. I certainly hope that Mr. Totten feels by using my name it will put some sort of pressure on USWaters, this is not the case.

Sincerely,
Barry Witthuhn
President
CWHOA

Troy Rendell

From: Pam Banwart
Sent: Saturday, December 09, 2017 9:12 PM
To: trendell@uswatercorp.net; rvarona@uswatercorp.net
Cc: Realty262@aol.com
Subject: Letter from Chuck Tottenham

Please be advised that a recent letter to you from Chuck Totten, 13 Corkwood Ave, Lake Placid included reference to our names and address without our knowledge or permission. Thank you.
Tom & Pam Banwart

Sent from my iPad

Troy Rendell

From: Carl Smith
Sent: Friday, January 19, 2018 10:05 AM
To: Troy Rendell; Ron Derossett
Subject: FW: Water quality at Country Walk
Attachments: keu1.jpg; keu2.jpg

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category

Carl Smith
U.S. Water Services Corporation
4939 Cross Bayou Boulevard
New Port Richey, FL 34652
Cell: 727.835.9522
www.uswatercorp.net

-----Original Message-----

From: Adrienne Pierce [<mailto:maiden77chica@yahoo.com>]
Sent: Friday, January 19, 2018 10:01 AM
To: BD@uswatercorp.net
Subject: Water quality at Country Walk

Hello,

I am a resident of Country Walk in Lake Placid and over the past month, our water quality has tremendously declined.

Please see attached photos of the inside of my Keurig coffee maker, filled with tap water.

My toilets, sinks, and showers are all stained this shade of blue now.
Several residents have also shared the same complaints and we have called you.

We have been told multiple times a tech would be here. One was even told a tech is there now, but we can see the system down the street and no one is here.

We are paying \$40 a month for UNDRINKABLE, UNSANITARY water. This is inexcusable. I have to purchase supplemental water to pour into my coffee maker and use for drinking, PLUS pay \$40 to you guys to bathe in/brush my teeth in/do my laundry in/wash my dishes in this disgusting water.

PLEASE MAKE THIS RIGHT! We are extremely frustrated! Put yourself in our shoes!

Thank you for your consideration and help.

Adrienne Pierce
44 Lake Side Trail
Lake Placid, FL 33852

US WATER account #54799494

Troy Rendell

From: Carl Smith
Sent: Friday, January 19, 2018 10:04 AM
To: Troy Rendell; Ron Derossett
Subject: FW: New USWSC web submission from Contact Page

Carl Smith
U.S. Water Services Corporation
4939 Cross Bayou Boulevard
New Port Richey, FL 34652
Cell: 727.835.9522
www.uswatercorp.net

From: BD@uswatercorp.net [mailto:BD@uswatercorp.net]
Sent: Friday, January 19, 2018 9:43 AM
To: BD@uswatercorp.net
Subject: New USWSC web submission from Contact Page

Name

Adrienne Pierce

Email

maiden77chica@yahoo.com

Phone

(863) 214-2235

Intent

Water & Wastewater

Comments

Country Walk's water, which you provide water to, is staining many residents' sinks, toilets, and showers. We cannot drink this water. When we call, no one seems to know what is going on and say a tech will show up. One has not shown up. PLEASE help us. We are paying \$40 a month for water we cannot drink and is ruining our homes! Please and thank you!

Troy Rendell

From: Troy Rendell
Sent: Monday, February 26, 2018 8:01 AM
To: 'chuck.totten@yahoo.com'
Cc: Rita Varona
Subject: RE: 23 Quail Roost the exact date when the new meter was installed.

Good morning,

The date was previously provided by Ms. Varona. The meter was exchanged on December 5, 2017 so we could send your meter out to the independent testing facility as agreed upon. You are correct, I misstated the average for Jan/Feb. Unfortunately, I looked at the "reading" and not the "consumption." I do apologize for that mistake. The averages are simple averages as shown below:

1. Average usage and charges from April through September last year

Meter Number	Read Date	Reading	Consumption	# of Days
0510383	09/01/2017	1062	5	31
0510383	08/01/2017	1057	10	26
0510383	07/06/2017	1047	5	35
0510383	06/01/2017	1042	6	31
0510383	05/01/2017	1036	6	28
0510383	04/03/2017	1030	3	33

54 total usage

6 months

9 Average usage

2. Usage and actual charges for each month for October, November, December, January and February

Old Meter Information

Meter Number	Read Date	Reading	Consumption	# of Days
0510383	12/01/2017	1140	29	30
0510383	11/01/2017	1111	30	30
0510383	10/02/2017	1081	19	31

78 total usage

3 months

26 Average usage

New Meter Information

Meter Number	Read Date	Reading	Consumption	# of Days
35774859	02/01/2018	12	3	30
35774859	01/02/2018	9	9	28

(billed for a total of 10 tgal (9 on new meter plus 1 tgal from old meter when removed)

12 total usage

2	months
Average	
6	usage

From: Chuck Totten [mailto:chuck.totten@yahoo.com]
Sent: Saturday, February 24, 2018 8:48 AM
To: trendell@uswatercorp.net
Cc: Rita Varona
Subject: Re: 23 Quail Roost the exact date when the new meter was installed.

Please provide the exact date when the new meter was installed. Once again I am having difficulty understanding your math... Similar to the wster tests. You stated that the average usage was 10,500 gallons per month after the meter was installed. My January bill shows usage of 10,000 from 1/12/18. My February bill shows usage of 3,000 gallons. How you get an average usage of 10,500 is beyond my comprehension.

You allegedly tested the meter three times and told me each time that the meter was registering properly despite the fact that the meter was registering 10 gallons and we were only getting 7 gallons in the bucket. You keot on telling me as documented in my previous emails that I was being supercharged and a meter could never do that. We now know that is not true.

We also had the water main breaks and I am aware the other neighbors had toilets and water softener systems that were damaged. So there is more than just a meter issue. I was also led to believe the issue was with the Lake Side Trail house.

Simply put... Your explanations do not add up both literally and figuratively. Let's see what the usage is for one more month to see if it is the average of 10,500 that you have suggested.

Sent from Yahoo Mail on Android

On Fri, Feb 23, 2018 at 12:30 PM, Troy Rendell
<trendell@uswatercorp.net> wrote:

Good morning Mr. Totten,

I received your e-mail and the subsequent response from Ms. Varona on your account. As she indicated in her previous e-mail on Monday, February 19, 2018, we received the independent meter test results from MARs which indicated that your meter was over registering by an average of 15.57%. As Ms. Varona also indicated – the prescribed methodology for “Adjustments of Bills for Meter Error” is contained in Rule 25-30.340, Florida Administrative Code. Pursuant to the prescribed methodology the calculated “adjustment” for the previous 12-month period equaled \$135.48. As you and I previously discussed, I authorized a one time credit of \$216.10. This adjustment was \$80.62 more than the calculated adjustment under the Florida Public Service Commission (FPSC) rules. On Thursday, February 22, 2018, Ms. Varona sent you the additional information you requested.

As you can see from the information she sent – the average consumption from April 2017 through September 2017 was 5,833 gallons per month. In October through December, that average went up to 26,000/ month. After the meter was exchanged to perform the agreed up bench test, the average usage in January & February 2018 is now 10,500 /month.

As we previously discussed, the usage is higher at your residence than before. Again, this is with the new meter.

You also requested information on 31 Lakeside Trail and 13 Corkwood Ave – the other properties you own. As you can see from the information sent to you from Ms. Varona, there is absolutely nothing abnormal at either of these two properties.

Since you actually received a credit more than what was prescribed under the FPSC rules, at this point there is nothing further that Country Walk can do in respect to your billing concerns. If still believe that you have an issue, you can contact the FPSC at either 1-800-342-3552 or on their website at www.psc.state.fl.us or (www.floridapsc.com).

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

12/5/17
Troy Rendell

From: Troy Rendell
Sent: Friday, February 23, 2018 12:30 PM
To: 'chuck.totten@yahoo.com'
Cc: Rita Varona
Subject: 23 Quail Roost

Good morning Mr. Totten,

I received your e-mail and the subsequent response from Ms. Varona on your account. As she indicated in her previous e-mail on Monday, February 19, 2018, we received the independent meter test results from MARs which indicated that your meter was over registering by an average of 15.57%. As Ms. Varona also indicated – the prescribed methodology for “Adjustments of Bills for Meter Error” is contained in Rule 25-30.340, Florida Administrative Code. Pursuant to the prescribed methodology the calculated “adjustment” for the previous 12-month period equaled \$135.48. As you and I previously discussed, I authorized a one time credit of \$216.10. This adjustment was \$80.62 more than the calculated adjustment under the Florida Public Service Commission (FPSC) rules. On Thursday, February 22, 2018, Ms. Varona sent you the additional information you requested.

As you can see from the information she sent – the average consumption from April 2017 through September 2017 was 5,833 gallons per month. In October through December, that average went up to 26,000/ month. After the meter was exchanged to perform the agreed up bench test, the average usage in January & February 2018 is now 10,500 /month.

As we previously discussed, the usage is higher at your residence than before. Again, this is with the new meter.

You also requested information on 31 Lakeside Trail and 13 Corkwood Ave – the other properties you own. As you can see from the information sent to you from Ms. Varona, there is absolutely nothing abnormal at either of these two properties.

Since you actually received a credit more than what was prescribed under the FPSC rules, at this point there is nothing further that Country Walk can do in respect to your billing concerns. If still believe that you have an issue, you can contact the FPSC at either 1-800-342-3552 or on their website at www.psc.state.fl.us or (www.floridapsc.com).

Troy Rendell
U.S. Water Services Corporation

U.S. Water
Services Corporation

4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

From: Rita Varona <rvarona@uswatercorp.net>
To: chuck.totten@yahoo.com
Cc: Troy Rendell <trendell@uswatercorp.net>; Linda Johnson <linda.johnson@opus21ms.com>
Sent: Monday, February 19, 2018 2:33 PM
Subject: Meter Test Calculations -

Dear Mr. Totten,

Per my conversation with you earlier today, attached please find a breakdown of how the refund calculation was determined. As stated, the original credit you received prior to the test results was higher than what should have been given. At this time, no additional adjustment is warranted.

The FPSC rule as to how an adjustment is determined is as follows:

25-30.340 Adjustment of Bills for Meter Error.

(1) In meter tests made by the Commission or by the utility at the request of the customer (as provided in Rule 25-30.266, F.A.C.) the accuracy of registration of the meter and its performance in service shall be judged by its averaged error. The average meter error shall be considered to be the algebraic average of the errors at the test rate flows set out in Rule 25-30.263, F.A.C. Any adjustment of charges which is made in accordance with this rule shall be based on the average error thus derived.

(2) Fast meters. Whenever a meter tested is found to register fast in excess of the tolerance permitted under Rule 25-30.262, F.A.C., the utility shall refund to the customer the amount billed in error for one half the period from the time the meter was last tested not to exceed twelve (12) months except that if it can be shown that the error was due to some cause, the date of which can be fixed, the overcharge shall be computed back to but not beyond such date, based upon available records. The refund shall not include any part of the minimum charge.

I hope this information helps to answer any questions you may have. If I can be of further assistance please let me know.

Regards,

Rita Varona
Billing Supervisor

Troy Rendell

From: Rita Varona
Sent: Monday, February 19, 2018 2:33 PM
To: chuck.totten@yahoo.com
Cc: Troy Rendell; Linda Johnson
Subject: Meter Test Calculations -
Attachments: Charled Totten - Bench Test Credit - Calculation.xlsx

Dear Mr. Totten,

Per my conversation with you earlier today, attached please find a breakdown of how the refund calculation was determined. As stated, the original credit you received prior to the test results was higher than what should have been given. At this time, no additional adjustment is warranted.

The FPSC rule as to how an adjustment is determined is as follows:

25-30.340 Adjustment of Bills for Meter Error.

(1) In meter tests made by the Commission or by the utility at the request of the customer (as provided in Rule 25-30.266, F.A.C.) the accuracy of registration of the meter and its performance in service shall be judged by its averaged error. The average meter error shall be considered to be the algebraic average of the errors at the test rate flows set out in Rule 25-30.263, F.A.C. Any adjustment of charges which is made in accordance with this rule shall be based on the average error thus derived.

(2) Fast meters. Whenever a meter tested is found to register fast in excess of the tolerance permitted under Rule 25-30.262, F.A.C., the utility shall refund to the customer the amount billed in error for one half the period from the time the meter was last tested not to exceed twelve (12) months except that if it can be shown that the error was due to some cause, the date of which can be fixed, the overcharge shall be computed back to but not beyond such date, based upon available records. The refund shall not include any part of the minimum charge.

I hope this information helps to answer any questions you may have. If I can be of further assistance please let me know.

Regards,

Rita Varona
Billing Supervisor

BENCH TEST CREDIT CALCULATIONS
Aqua Utilities Florida, Inc.

2/23/2018

BENCH TEST RESULTS AND CREDIT OR BILL DETERMINATION

Low Parameter = 95% High Parameter = 101.50%

City	System	METER BRAND	SIZE	SERIAL#	FLOW RATE	START READING	UNIT GAL	FINISH READING	UNIT GAL	ACTUAL VOLUME	PERCENT-AGE	% Over	% Under
Lake Placid	Country Walk	Precision	5/8"	10383	15 GPM	1142130.1	100	1142243.3	100	113.2	113.20%	2.00%	-2.00%
					2 GPM	1142243.3	10	1142254.4	10	11.1	111.00%	113.20%	0.00%
					.25 GPM	1142254.4	10	1142267.1	10	12.7	127.00%	111.00%	0.00%
										AVERAGE:	117.07%	127.00%	0.00%

NOTE: if "AVERAGE" is > 95% and < 101.5% - there is no Refund: *****

Customer Monthly Usage (000s)

Test for High Parameter:

Customer Monthly Usage (000s)										Test for High Parameter:	% over	Cons over 101.5%	Rate	Refund	
Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Total Consumption					
0	3	6	6	5	10	5	10	10	10	81					
							9	20	19	48					
										0	15.57%				
											15.57%	12.61	\$ 6.17	\$ 77.80	
											15.57%	7.47	\$ 7.72	\$ 57.68	
Total Consumption:										129	TOTAL:				\$ -
															\$ 135.48

Refund Amount: \$ 135.48
Less previous Credit \$ 216.10
NO REFUND DUE \$ (80.62)



February 5, 2018

US Water FGUA
Attn: Jane/Donna
510 HWY 66, Suite 204
Lady Lake, FL 32159

RGA# M-2297

METER BRAND	SIZE	SERIAL#	FLOWRATE	START READING	UNIT GAL	FINISH READING	ACTUAL VOLUME	PERCENTAGE
PRESICION METER US WATER JEAN/DONNA M-2297	5/8"	10383	15 GPM	1142130.1	100	1142243.3	100.19	112.99%
			2 GPM	1142243.3	10	1142254.4	9.65	115.03%
			.25 GPM	1142254.4	10	1142267.1	9.99	127.13%

METER TEST CERTIFICATION

This letter certifies that the following METER serial #10383, was tested on an AWWA approved test bench with a gravimetric weight scale system that is traceable to NIST handbook 44.

MARS COMPANY

MARS Company
3925 SW 13th Street
Ocala, Florida 34474
www.MarsWater.com

Address: 13 Corkwood Ave

Meter Number	Read Date	Reading	Consumption	# of Days	Amount
U422231	02/01/2018	1194	3	30	\$ 34.96
U422231	01/02/2018	1191	4	32	\$ 43.13
U422231	12/01/2017	1187	2	30	\$ 28.79
U422231	11/01/2017	1185	1	30	\$ 22.62
U422231	10/02/2017	1184	1	31	\$ 22.62
U422231	09/01/2017	1183	0	31	\$ 16.45
U422231	08/01/2017	1183	0	24	\$ 16.45
U422231	07/08/2017	1210	3	37	\$ 34.96
U422231	06/01/2017	1207	0	31	\$ 16.45
U422231	05/01/2017	1207	5	28	\$ 47.30
U422231	04/03/2017	1202	4	33	\$ 41.13

Address: 31 Lakeside Trail

Meter Number	Read Date	Reading	Consumption	# of Days	Amount
R221878	02/01/2018	664	5	30	\$ 55.52
R221878	01/02/2018	659	2	32	\$ 37.01
R221878	12/01/2017	657	3	30	\$ 43.18
R221878	11/01/2017	654	3	30	\$ 43.18
R221878	10/02/2017	651	1	31	\$ 30.84
R221878	09/01/2017	650	1	31	\$ 30.84
R221878	08/01/2017	649	1	26	\$ 30.84
R221878	07/06/2017	648	1	35	\$ 30.84
R221878	06/01/2017	647	7	31	\$ 67.86
R221878	05/01/2017	640	9	28	\$ 80.20
R221878	04/03/2017	631	1	33	\$ 30.84

Troy Rendell

From: Rita Varona
Sent: Wednesday, February 21, 2018 8:45 PM
To: Troy Rendell
Subject: FW: Meter Test Calculations -
Attachments: Totten Usage & Billing Information.xls; 23 Quail Roost.pdf; 13 Corkwood Avenue.pdf; 31 Lakeside Trail.pdf

Troy,

Heads up! Mr. Totten has requested the following information which I will send to him tomorrow.

Rita Varona
Billing Supervisor

From: Chuck Totten [mailto:chuck.totten@yahoo.com]
Sent: Tuesday, February 20, 2018 9:55 PM
To: Rita Varona
Subject: Re: Meter Test Calculations -

Dear Rita:

Please provide me with the following information and call me back to further discuss:

Average usage and charges from April through September last year.

Usage and actual charges for each month for October, November, December, January and February

The exact date the new meter was installed.

The average usage and charges since the new meter was installed.

The amount that was previously credited to my account

We also need to look at the billing issues (average usage and cost) with both 13 Corkwood Ave and 31 Lake Side Trail before and after the hurricane Irma.

Here is the problem for the water company from my perspective:

I was led to believe with your initial call after the hurricane that there was an issue with 31 Lake Side Trail property.

I made numerous phone calls to the water company and even talked to one of your service people, but no action was taken by the water company.

I was repeatedly told by the water company techs that the water tests indicated that the meter was working properly.

In fact the tests indicated that I was being overcharged, but the water company techs said I was being undercharged. When the meter reads that I received 10 gallons of water and I only received 7 gallons, I should not have to repeatedly explain to the water company that something is wrong when I was repeatedly told I was being under charged. It took almost three months to test the meter.

From my perspective, it was through the negligence of the water company by not managing the pressure after the hurricane that led to two water lines failing and many households had issues and damages as a direct result. There is a direct cause and affect to the overbilling.

The proof (and I am willing to go to court to prove it) is to look at the average usage from April through September 2017 and compare it to the average usage since the meter was changed. The most damaging issue to the water company from my perspective is that I feel as though I have been repeatedly lied to regarding the water tests and I do not believe that will bode well with any regulatory agency.

I own three houses in Country Walk xand in all cases I have been overcharged, indicating there were other major issues/problems besides a faulty water meter. The meter probably went bad because of the excessive water pressure. With all that being said, you were the only one that I believe was giving me honest answers and I would like to fairly resolve these issues based upon the facts.

Thank you fpr your consideration.

Troy Rendell

To: chuck.totten@yahoo.com
Cc: Rita Varona
Subject: FW: Contact Information

Good morning Chuck,

I apologize that I didn't send my contact information Friday afternoon after we spoke. Unfortunately, I got tied up on other business with my boss and I didn't get a chance to send it. I did receive your voice mail concerning your meter. Just to let you know there was a service order created on Friday to have your meter replaced. This meter has over 1 million gallons of usage registered on it and as we discussed on Friday, water meters typically begin to register slow (not registering all water consumption) when that volume of water has gone through the meter. As we discussed on Friday – with Mr. Rader present – we've conducted field bucket tests on your meter in the past. As I read to you on the phone, only 7 gallons of water was registered during the meter test. The beginning meter reading was 1134(660) with an end reading of 1134(667). So, as we discussed, if the technician obtained 10 gallons of water in his bucket – the water meter was registering slow. If, as you indicated during the phone call – the technician only obtained 7 gallons of water in his bucket – then the meter was accurate. Either way it was not registering fast. We will be sending your old water meter to an independent testing laboratory for a bench test when we replace it.

As we discussed on Friday – I did apply a credit for 30,000 gallons in the amount of \$216.10 to your account. The account now has a credit balance in this amount. This credit wasn't required, but offered as a customer courtesy to address your concerns. As I indicated during our telephone conversation, I can't issue credits on an ongoing basis. The utility is not required to issued "leak adjustments", but we do so on a case by case basis. We discussed that there is high consumption at this address which is continuing. I can't tell you where the water is going once it goes through the meter – but the meter is registering high volumes of water going through it.

As far as the other customers on your list. Mr. Rader was on the phone with us on Friday and I discussed with him that he did in fact have a leak that was repaired by a plumber. He did acknowledge that he called our customer service department when the leak was discovered and repaired. He did receive two leak adjustment credits totaling \$103.43.

Although I cannot discuss specifics of other customers' account with you, I can offer this. With the exception of one customer on your list – I personally authorized adjustments on each of the listed accounts. I worked personally with each of these customers, with the exception of one. Only one other customer on your list received a bill for 30,000 or more. Both of these accounts (including yours) received credits for the excessive usage. No other customer was billed for 30,000 or more. The other customer who I did not address has an average usage or around 2,000 and has never been billed for high consumption. As I stated, all others have already been addressed satisfactorily with the customers.

As I stated on Friday, the utility has worked very closely with the Homeowners Association and we have a very good rapport with the HOA and the board members. We worked closely with the HOA in having the new water treatment system installed and we've received numerous compliments on the improved quality of the water. We will continue to stay in close contact with the HOA and board members in the community. If you have any specific concerns with the water quality – you may wish to contact the Florida Department of Environmental Protection who is the environmental regulator of the utility.

Below is the contact information you requested.

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

From: Rita Varona [mailto:rvarona@uswatercorp.net]

Sent: Saturday, December 02, 2017 10:21 AM

To: Troy Rendell

Subject: FW: Contact Information

Troy,

Fyi – I believe you will want to respond to this email since some of the question Mr. Totten is asking I do not have the expertise or knowledge to answer. If I can be of assistance, please let me know.

Rita Varona

Billing Supervisor

From: Chuck Totten [mailto:chuck.totten@yahoo.com]

Sent: Saturday, December 02, 2017 9:21 AM

To: Rita Varona

Cc: Phama Rader; Barry Witthun; Moran Tom (CW); Cookie Knox; Sue & David Sylvester; Pam Banwart

Subject: Re: Contact Information

Dear Rita:

I decided to forward this correspondence to the president of the association, Barry Witthuhn because myself and others feel that the explanation of our outrageous water bills do not make sense and it appears we are being lied to. Based on knowledge and belief, the following individuals had problems with their water bills along with others I am not aware of:

Paul Wackerly and Alex Casi - 23 Quail Roost Road

Ron and Phama Rader - 35 Fawn Run Road

Tom and Pam Banwart - 9 Corkwood Ave

Denise and Cookie Knox - 56 Lake Side Trail

Dave and Sue Sylvester - 52 Lake Side Trail

Bill and Merle Zimmer - 6 Corkwood Ave

At the last board meeting, it was stated that a number of other residents had also been charged for using about 30,000 of water in a month. Please explain to me how these other billing discrepancies were resolved, other than the 23 Quail Roost Road and 35 Fawn Run Road residences. Just these few identified discrepancies represents more than 10% of our neighborhood who had billing problems after the dramatic increase in water pressure.

It would take a tremendous amount of water pressure to blow out the water main line in **two separate locations** in addition to blowing out Ron Rader's water softener system. Your employees told me that the water pressure increased from 60 psi to 80 psi when the water main burst. How would they know that? It would appear the water pressure would be much greater than 80 psi to burst the water main in two separate places. Please let me know what the maximum amount of pressure the water main lines are designed to withstand. I also would like to know how this spike in water pressure could affect a water meter.

I will also point out that it appears that only people who were actually residing in the neighborhood when the water pressure spike occurred were affected. Much more than 50% of the neighborhood are snow birds or were out of town after the hurricane, that would make the billing problems greater than 20% of the neighborhood who were actually using water at the time. From my perspective, the billing discrepancies were pervasive as direct result of the increase in water pressure that was in the control of

the water company. As Troy confirmed, this was not an act of God as I was previously told by one of your workers.

Barry had stated during the last board meeting that "the water quality is the best it has ever been" after I questioned the unsigned letter taped on my door indicating that the "total Trihalomethanes and Haloacetic Acids violate standards." No one knew who distributed this notice.

I contrast this notice to what what our community was told during the meeting with the water company when first proposing improvements to our water system. At that time, Troy and others told us the water quality was was safe to drink and passed all the regulatory standards. We were also told that these possible carcinogenic bi-products were a direct correlation to the increase in chlorine. Isn't it true, if the water company decreased the amount of chlorine being used that the carcinogenic bi-products would decrease and we could have passed the minimum standards. Your president stated that the water company significantly increased the amount of chlorine being used, which was in the control of the water company. Chlorine also affects our copper water lines. I would like to get a copy of the test results showing the actual increase in the amount of chlorine being used over time relative to the increase in the carcinogenic bi-products. It was just a few months later that we were then told that we had to install the improvements to the water plant because we failed to meet the standards and we would be forced to make the water plant improvements.

Your workers also stated the water quality is excellent when doing the water tests. When I asked what the test results were regarding the Trihalomethanes and Haloacetic Acids levels, I was told that they had not been tested since installing the improvements to the water plant. My question to them was how can they say that the

water quality is excellent, if they do not have the test results to support that assertion. Via this email, I am asking Barry to make available the water quality test results. I was told that Barry should have copies of all the test results for my review.

Thank you for your consideration.
Chuck

From: Chuck Totten <chuck.totten@yahoo.com>
To: Rita Varona <rvarona@uswatercorp.net>
Cc: Phama Rader <phama.rader@yahoo.com>
Sent: Friday, December 1, 2017 6:50 PM
Subject: Re: Contact Information

Dear Rita:

I got a phone call today from Troy and he told me that he was going to email his contact information, but as this time, none has been received.

Similar to Maria, Troy stated that I was benefiting from the water test results that still makes no sense to me and others. Ron Rader also was present and participated in the conversation with Troy.

Troy stated that he would replace the meter because it had over a million gallons of usage on it... but we both agreed that we have no reasonable explanation as to why the water usage spiked after the hurricane with just two people in the house and an average usage of about 6,000 gallons since April 2017 (not 30,000 during the last two months).

I told Troy as I stated to you that I was being overcharged by approximately 30%. Troy stated that the meter was working to my advantage (similar to Maria), which again contradicted with your

employees told Paul Wakerly (tenant) and myself when actually doing the water test on two separate occasions.

Ron Rader and I tested the meter once again on our own today using 2 five gallon buckets. I watched the small meter to the right go around ten times, which should represent one gallon with each revolution. The meter to the left of that would represent ten gallons with one revolution. Once again, the buckets were filled up with approximately seven (7) gallons of water, when the meter actually showed ten gallons were being used. To the life of me, I can not understand how Troy and Maria can rationally be telling me that I was only being charged seven gallons of water when the meter actually read ten gallons. No one understands this, even Tom Moran, who has worked in the industry for years and is our liaison with your water company.

Please forward this information to Troy. Hopefully the new meter will address the problem, but Troy seems to believe that a new meter will actually increase my bill, in addition to the rate increases that are being proposed as a result of the new water system. Based upon the last two months usage of 30,000 gallons, that would equate to a monthly bill of about \$500.00 per month. We need to get this situation resolved quickly. Please let me know when you install a new water meter. I want to track it each week and document the usage until the usage is at a reasonable level as been used in the past.

Thanks,
Chuck

From: Chuck Totten <chuck.totten@yahoo.com>
To: Rita Varona <rvarona@uswatercorp.net>
Cc: Phama Rader <phama.rader@yahoo.com>

Sent: Thursday, November 30, 2017 8:51 PM
Subject: Re: Contact Information

Dear Rita:

Thank you for your contact information. I can not stress enough how disturbing my conversations with Maria were:

Maria told me during two separate conversations (after each water test) that the tests confirmed my water meter was "working fine". This totally contradicted the comments and conclusions made by your employees who tested the meter at 23 Quail Roost Road on two separate occasions.

Maria repeatedly told me that one rotation of the meter was 10 gallons and even though both tests indicated that I was only getting about 7 gallons of water that the meter was "working fine" and that I was financially benefiting from the difference.

In actuality, I was being overcharged by about 30%, but that still does not explain the huge increase in the water bill. It came across to me that Maria knowingly and intentionally tried to mislead me as a customer, despite two separate water tests confirming the results and explaining to her that your employees who actually tested the meter completely contradicted what Maria was telling me.

Ron Rader is my neighbor at 35 Fawn Run Road and witnessed the entire conversation with Maria. Both he and I could not believe what Maria was telling me, which prompted my request for you to call me.

Including Ron, there have been many neighbors who have had problems with their bill since the two main water line breaks from over pressurizing the system.

Ron will call you with his issues tomorrow. He got a phone call similar to me. He was told the water leak was his responsibility

since his meter was continuously running. He had around a \$300 water bill and then paid a plumber \$150 to find out that the increase in water pressure blew out the bottom of his \$2,500 water softener system. He was given an \$80 credit to his bill. From my perspective, those damages should be the water companies responsibility.

During the last water test, one of your employees stated that the increase in water pressure was "an act of God". The hurricane was an act of God, the excess water pressure and water main leaks occurred about a week later, when the pressure was not manually released.

I am aware of numerous neighbors with outrageous water bills after the hurricane, similar to me.

It has been months since we first talked and nothing has been resolved. The water company has inappropriately collected over \$400 for two months use of water at 23 Quail Roost Road. I respectfully ask that my account be adjusted to take an average of usage since April 2016 when my two tenants moved in. As stated, there is no water softener system at that residence and no washing machine. The irrigation system runs off a separate well. Your employees confirmed that the water meter was not continuously running as a result of a leak in the house.

I hope this information helps to resolve our issues. I am looking forward to your call tomorrow.

Thanks,
Chuck

From: Rita Varona <rvarona@uswatercorp.net>

To: chuck.totten@yahoo.com

Sent: Thursday, November 30, 2017 6:58 PM

Subject: Contact Information

Dear Mr. Totten,

It was a pleasure speaking with you this evening. Thank you for allowing me the time to research why the usage has increased the last few months for the water service located at 23 Quail Roost.

I will contact you tomorrow before 3:00 pm. If for some reason you do not hear from me directly, please contact me at 727-372-0115 ext 311.

I look forward to speaking with you tomorrow.

Regards,

Rita Varona

Billing Supervisor

U.S. Water Services Corporation

727-835-0805

4939 Cross Bayou Blvd

New Port Richey, Florida 34652

rvarona@uswatercorp.net

U.S. Water
Services Corporation

www.uswatercorp.com

Troy Rendell

To: Rita Varona
Subject: RE: Contact Information

I just got off the phone – about an hour conversation.. and also Mr. Radar was there.. and talked to him too..

Here's what we are going to do right now... more to come..

For now. Apply a Credit adjustment for 30K gallons for the two months for a Total Credit of (\$226.10) this is derived at: $10K \times \$6.17 + 20K \times 7.72 = \216.10

Place a Service Order to replace the water meter ASAP. This meter has over 1 million gallons of water registered and is registering slow. The next month's bill is also going to be high based on the comparison of the last Billed water meter reading and the meter reading from the service order. I told him to call me back after he receives that bill.

The bigger issue is there is something going on after the meter. The current meter is registering slow. I discussed that once the meter is replaced – the new meter will register all water and if this high consumption continues his bill will be very high. I told him that we can't apply credits indefinitely. He understands and realizes there is an issue that can't be explained.

He thanks me and apologized by stating he isn't trying to be difficult but is just frustrated.

Please let me know when completed.

Thanks.

From: Rita Varona [mailto:rvarona@uswatercorp.net]
Sent: Friday, December 01, 2017 9:26 AM
To: Troy Rendell
Subject: FW: Contact Information

Troy,

Please call me on this customer. His account # is 54797828.

Rita Varona
Billing Supervisor

From: Chuck Totten [mailto:chuck.totten@yahoo.com]
Sent: Thursday, November 30, 2017 8:51 PM
To: Rita Varona
Cc: Phama Rader
Subject: Re: Contact Information

Dear Rita:

Thank you for your contact information. I can not stress enough how disturbing my conversations with Maria were:

Maria told me during two separate conversations (after each water test) that the tests confirmed my water meter was "working fine". This totally contradicted the comments and conclusions made by your employees who tested the meter at 23 Quail Roost Road on two separate occasions.

Maria repeatedly told me that one rotation of the meter was 10 gallons and even though both tests indicated that I was only getting about 7 gallons of water that the meter was "working fine" and that I was financially benefiting from the difference.

In actuality, I was being overcharged by about 30%, but that still does not explain the huge increase in the water bill. It came across to me that Maria knowingly and intentionally tried to mislead me as a customer, despite two separate water tests confirming the results and explaining to her that your employees who actually tested the meter completely contradicted what Maria was telling me.

Ron Rader is my neighbor at 35 Fawn Run Road and witnessed the entire conversation with Maria. Both he and I could not believe what Maria was telling me, which prompted my request for you to call me.

Including Ron, there have been many neighbors who have had problems with their bill since the two main water line breaks from over pressurizing the system.

Ron will call you with his issues tomorrow. He got a phone call similar to me. He was told the water leak was his responsibility since his meter was continuously running. He had around a \$300 water bill and then paid a plumber \$150 to find out that the increase in water pressure blew out the bottom of his \$2,500 water softener system. He was given an \$80 credit to his bill. From my perspective, those damages should be the water companies responsibility.

During the last water test, one of your employees stated that the increase in water pressure was "an act of God". The hurricane was an act of God, the excess water pressure and water main leaks occurred about a week later, when the pressure was not manually released.

I am aware of numerous neighbors with outrageous water bills after the hurricane, similar to me.

It has been months since we first talked and nothing has been resolved. The water company has inappropriately collected over \$400 for two months use of water at 23 Quail Roost Road. I respectfully ask that my account be adjusted to take an average of usage since April 2016 when my two tenants moved in. As stated, there is no water softener system at that residence and no washing machine. The irrigation system runs off a separate well. Your employees confirmed that the water meter was not continuously running as a result of a leak in the house.

I hope this information helps to resolve our issues. I am looking forward to your call tomorrow.

Thanks,
Chuck

From: Rita Varona <rvarona@uswatercorp.net>
To: chuck.totten@yahoo.com
Sent: Thursday, November 30, 2017 6:58 PM
Subject: Contact Information

Dear Mr. Totten,

It was a pleasure speaking with you this evening. Thank you for allowing me the time to research why the usage has increased the last few months for the water service located at 23 Quail Roost.

I will contact you tomorrow before 3:00 pm. If for some reason you do not hear from me directly, please contact me at 727-372-0115 ext 311.

I look forward to speaking with you tomorrow.

Regards,

Rita Varona

Billing Supervisor

U.S. Water Services Corporation

727-835-0805

4939 Cross Bayou Blvd

New Port Richey, Florida 34652

rvarona@uswatercorp.net

U.S. Water
Services Corporation

www.uswatercorp.com



Service Order Input

Service Order Number: 26174

System Functions

Jump To...

OPUS 21

Return

Closed ?

Service Order Type Country Walk - ReRead Dispatch Date 11/22/2017

Selected

Service Center

Dispatch Locations

Available

Requested By

Requested Code

Close Automatically

Default Schedule Date 11/22/2017

Priority 1

Call Back Number (614) 406-7442

Call before close

Information

Service Location Information

Physical Address 23 QUAIL ROOST
LAKE PLACID FL 33852

Route 95

Customer Information

Name TOTTEN, CHRISTINA / CHARLES

Mailing Address 23 QUAIL ROOST
LAKE PLACID FL 33852

Update Address to Service Location's

Account Information

Account Number 54797828

Mailing Address 4386 STINSON DR W
COLUMBUS OH 43214

This account is active on EFT.

Services

Current Acc.	Services	Service Seq #	Charge Type	Meter No.	Service Date	Rate Schedule	Service Class
54797828	Water	0	Metered	0510383	11/22/2017	C. Walk - Res W	Residential

Fees

Selected

Available

Comments

Selected

Default
Comments

Available

Comments

METER ACCURACY TEST NEED AHEAD AND CHECK THE LEAK DETECTOR MR. TOTTEN WANT YOU TO CALL BEFORE ARRIVING SO HE CAN WATCH THE METER BEING TESTED 614-406-7442 HOURS 8-10 AM xxxx Performed bucket test. Start read 1134660. End read 1334667. Meter lid broke off last 3 numbers of SN 383.

[Return](#)

[↑ Move To Top Of The Page ↑](#)

User: Troy Rendell

[Go To eSupport](#)

Last Login: 11/30/2017 01:28 PM

Copyright © 2013 Harris ERP Software, Inc. All Rights Reserved

Country Walk Utilities, Inc

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number 54797828
Bill Date 11/10/2017
Due Date 11/30/2017
Total Amount Due \$232.55

For Service To:
23 QUAIL ROOST

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	10/02/2017	30	1081 Actual	1081	TGAL
	11/01/2017		1111 Actual	1111	
	Total Days:	30		Total Usage: 30	TGAL

\$ Billing Detail

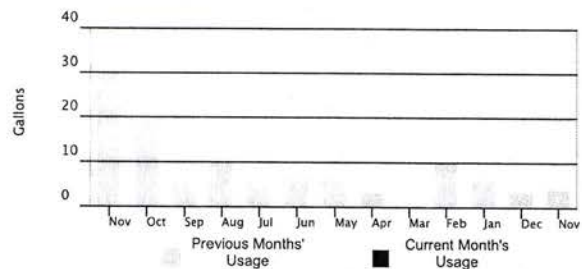
Amount Owed From Last Bill \$147.63
Adjustments \$0.00
Total Payments Received \$147.63
Prior Balance \$0.00

New Charges

Base Charge \$16.45
Water 10 @ 6.170000 \$61.70
Water 20 @ 7.720000 \$154.40
Total Water 30 TGAL Charges \$232.55
Total Current Charges \$232.55

Total Amount Due 11/30/2017 \$232.55

Water Use History



Message Center

- Your statement reflects all payments received and posted through Nov 2, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- Bills are due when rendered, and delinquent if not paid within 20 days. Please remit by the due date to avoid a \$5.00 late charge.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054797828 0023255

Make Checks Payable To:

Country Walk Utilities, Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

☐ Check this box for address
correction or message. Please
print on reverse side.
Acct#: 54797828 23 QUAIL ROOST

CHRISTINA / CHARLES TOTTEN
4386 STINSON DR W
COLUMBUS OH 43214

EFT - No Envelope



DO NOT PAY

DO NOT PAY - account is being drafted for the amount owed.

Country Walk Utilities, Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

Country Walk Utilities, Inc

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number 54797828
Bill Date 10/12/2017
Due Date 11/01/2017
Total Amount Due \$147.63

For Service To:
23 QUAIL ROOST

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	09/01/2017	31	1062 Actual	1062	TGAL
	10/02/2017		1081 Actual	1081	
	Total Days:	31		Total Usage: 19	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$47.30
Adjustments \$0.00
Total Payments Received \$47.30
Prior Balance \$0.00

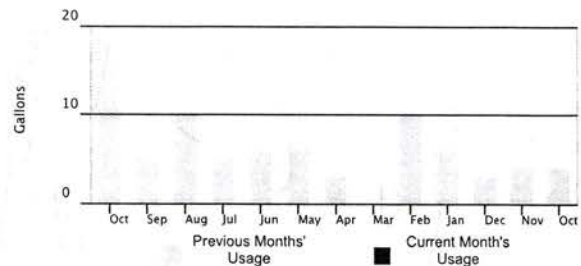
New Charges

Base Charge \$16.45
Water 10 @ 6.170000 \$61.70
Water 9 @ 7.720000 \$69.48

Total Water 19 TGAL Charges \$147.63
Total Current Charges \$147.63

Total Amount Due 11/01/2017 \$147.63

Water Use History



Message Center

- Your statement reflects all payments received and posted through Oct 4, 2017. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- Bills are due when rendered, and delinquent if not paid within 20 days. Please remit by the due date to avoid a \$5.00 late charge.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054797828 0014763

Make Checks Payable To:

Country Walk Utilities, Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

☐ Check this box for address
correction or message. Please
print on reverse side.
Acct#: 54797828 23 QUAIL ROOST

CHRISTINA / CHARLES TOTTEN
4386 STINSON DR W
COLUMBUS OH 43214

EFT - No Envelope



DO NOT PAY

DO NOT PAY - account is being drafted for the amount owed.

Country Walk Utilities, Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

Billing History Report

March - tenant
Mould in

Name CHRISTINA / CHARLES TOTTEN
Account# 54797828
Service Type Water at Service Location 23 QUAIL ROOST
From: 12/01/2013
To: 12/01/2017

Bill Date	Bill Days	Consumption	Total Charges
10/08/2015	28	2.0000	27.48
11/06/2015	31	4.0000	41.13
12/11/2015	30	4.0000	41.13
01/11/2016	33	3.0000	34.96
02/10/2016	30	3.0000	34.96
03/11/2016	30	4.0000	41.13
04/11/2016	31	2.0000	28.79
05/09/2016	30	7.0000	59.64
06/10/2016	30	4.0000	41.13
07/08/2016	28	5.0000	47.30
08/09/2016	31	3.0000	34.96
09/12/2016	31	4.0000	41.13
10/13/2016	29	4.0000	41.13
11/10/2016	32	4.0000	41.13
12/13/2016	30	3.0000	34.96
01/10/2017	33	6.0000	53.47
02/10/2017	29	10.0000	78.15
03/15/2017	28	0.0000	16.45
04/12/2017	33	3.0000	34.96
05/12/2017	28	6.0000	53.47
06/12/2017	31	6.0000	53.47
07/12/2017	35	5.0000	47.30
08/10/2017	26	10.0000	78.15
09/11/2017	31	5.0000	47.30
10/12/2017	31	19.0000	147.63
11/10/2017	30	30.0000	232.55
Totals	789	156.0000	1,433.86
Averages		6.0000	55.15

7K-8K

$$19-5 = 14 \quad \frac{1}{2} \quad 7$$

$$30-5 = 25 \quad \frac{1}{2} \quad 13$$

$$20K$$

$$20K @ 7.72 = 154.40$$

$$9K @ 1.55 = 13.95$$

$$(7.72 - 6.17) \quad \$168.35$$

RITA - 727 372-0115
ext 304



Service Order Input

Service Order Number: 26174

System Functions

Jump To...

OPUS 21

[Return](#)

Closed ?

Service Order Type Country Walk - ReRead Dispatch Date 11/22/2017

Selected

Service Center

Dispatch Locations

Available

Requested By

Requested Code

Close Automatically

Default Schedule Date 11/22/2017

Priority 1

Call Back Number (614) 406-7442

Call before close

Information

Service Location Information

Physical Address 23 QUAIL ROOST
LAKE PLACID FL 33852

Route 95

Customer Information

Name TOTTEN, CHRISTINA / CHARLES

Mailing Address 23 QUAIL ROOST
LAKE PLACID FL 33852

Update Address to Service Location's

Account Information

Account Number 54797828

Mailing Address 4386 STINSON DR W
COLUMBUS OH 43214

This account is active on EFT.

Services

Current Acc.	Services	Service Seq #	Charge Type	Meter No.	Service Date	Rate Schedule	Service Class
54797828	Water	0	Metered	O510383	11/22/2017	C. Walk - Res W	Residential

Fees

Selected Available

Comments

Selected

Default
Comments

Available

Comments METER ACCURACY TEST NEED AREAD AND CHECK THE LEAK DETECTOR MR. TOTTEN WANT YOU TO CALL BEFORE
ARRIVING SO HE CAN WATCH THE METER BEENING TESTED 614-406-7442 HOURS 8-10 AM xxxx Performed
bucket test. Start read 1134660. End read 1334667. Meter lid broke off last 3 numbers of SN 383.

Billing History Report

Name WILLIAM ZIMMER
 Account# 39595268
 Service Type Water at Service Location 6 CORKWOOD AVENUE
 From: 12/01/2014
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
12/09/2014	34	3.0000	34.56
01/13/2015	28	1.0000	22.36
02/06/2015	33	2.0000	28.46
03/06/2015	27	2.0000	28.46
04/08/2015	28	1.0000	22.36
05/11/2015	35	2.0000	28.46
06/09/2015	30	2.0000	28.46
07/08/2015	23	1.0000	18.40
07/08/2015	7	0.0000	3.79
08/10/2015	31	2.0000	28.79
09/08/2015	30	2.0000	28.79
10/08/2015	30	2.0000	28.79
11/06/2015	31	2.0000	28.79
12/11/2015	30	2.0000	28.79
01/11/2016	33	2.0000	28.79
02/10/2016	30	2.0000	28.79
03/11/2016	30	7.0000	59.64
04/11/2016	28	0.0000	16.45
05/16/2016	32	0.0000	16.45
06/13/2016	31	3.0000	34.96
07/11/2016	28	1.0000	22.62
08/10/2016	31	2.0000	28.79
09/15/2016	31	1.0000	22.62
10/21/2016	30	1.0000	22.62
11/14/2016	31	1.0000	22.62
12/13/2016	30	1.0000	22.62
01/10/2017	33	4.0000	41.13
02/10/2017	29	1.0000	22.62
03/15/2017	28	2.0000	28.79
04/12/2017	33	1.0000	22.62
05/12/2017	28	4.0000	41.13
06/12/2017	31	1.0000	22.62
07/12/2017	35	2.0000	28.79
08/10/2017	26	2.0000	28.79
09/11/2017	31	1.0000	22.62
10/12/2017	31	1.0000	22.62
11/10/2017	30	2.0000	28.79
Totals	1,097	66.0000	996.75
Averages		1.8333	27.69

Billing History Report

Name WILLIAM ZIMMER
 Account# 39595268
 Service Type Water at Service Location 6 CORKWOOD AVENUE
 From: 12/01/2014
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
12/09/2014	34	3.0000	34.56
01/13/2015	28	1.0000	22.36
02/06/2015	33	2.0000	28.46
03/06/2015	27	2.0000	28.46
04/08/2015	28	1.0000	22.36
05/11/2015	35	2.0000	28.46
06/09/2015	30	2.0000	28.46
07/08/2015	23	1.0000	18.40
07/08/2015	7	0.0000	3.79
08/10/2015	31	2.0000	28.79
09/08/2015	30	2.0000	28.79
10/08/2015	30	2.0000	28.79
11/06/2015	31	2.0000	28.79
12/11/2015	30	2.0000	28.79
01/11/2016	33	2.0000	28.79
02/10/2016	30	2.0000	28.79
03/11/2016	30	7.0000	59.64
04/11/2016	28	0.0000	16.45
05/16/2016	32	0.0000	16.45
06/13/2016	31	3.0000	34.96
07/11/2016	28	1.0000	22.62
08/10/2016	31	2.0000	28.79
09/15/2016	31	1.0000	22.62
10/21/2016	30	1.0000	22.62
11/14/2016	31	1.0000	22.62
12/13/2016	30	1.0000	22.62
01/10/2017	33	4.0000	41.13
02/10/2017	29	1.0000	22.62
03/15/2017	28	2.0000	28.79
04/12/2017	33	1.0000	22.62
05/12/2017	28	4.0000	41.13
06/12/2017	31	1.0000	22.62
07/12/2017	35	2.0000	28.79
08/10/2017	26	2.0000	28.79
09/11/2017	31	1.0000	22.62
10/12/2017	31	1.0000	22.62
11/10/2017	30	2.0000	28.79
Totals	1,097	66.0000	996.75
Averages		1.8333	27.69

Billing History Report

Name DAVID SYLVESTER
 Account# 49195280
 Service Type Water at Service Location 52 LAKESIDE TRAIL
 From: 12/01/2014
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
12/09/2014	34	4.0000	40.66
01/13/2015	28	3.0000	34.56
02/06/2015	32	5.0000	46.76
03/06/2015	28	4.0000	40.66
04/08/2015	28	3.0000	34.56
05/11/2015	35	4.0000	40.66
06/09/2015	30	3.0000	34.56
07/08/2015	23	0.0000	12.30
07/08/2015	7	0.0000	3.79
08/10/2015	31	0.0000	16.45
09/08/2015	30	0.0000	16.45
10/08/2015	30	0.0000	16.45
11/06/2015	31	4.0000	41.13
12/11/2015	30	4.0000	41.13
01/11/2016	33	4.0000	41.13
02/10/2016	30	3.0000	34.96
03/11/2016	30	5.0000	47.30
04/11/2016	31	3.0000	34.96
05/09/2016	30	5.0000	47.30
06/10/2016	30	3.0000	34.96
07/08/2016	28	0.0000	16.45
08/09/2016	31	0.0000	16.45
09/12/2016	31	0.0000	16.45
10/13/2016	29	0.0000	16.45
11/10/2016	32	2.0000	28.79
12/13/2016	30	4.0000	41.13
01/10/2017	33	3.0000	34.96
02/10/2017	29	5.0000	47.30
03/15/2017	28	3.0000	34.96
04/12/2017	33	4.0000	41.13
05/12/2017	28	5.0000	47.30
06/12/2017	31	3.0000	34.96
07/12/2017	35	0.0000	16.45
08/10/2017	26	4.0000	41.13
09/11/2017	31	1.0000	22.62
10/12/2017	35	0.0000	16.45
11/03/2017	0	-4.0000	-24.68
11/10/2017	26	2.0000	28.79
Totals	1,097	89.0000	1,137.82
Averages		2.4054	30.75

Billing History Report

Name DENNIS KNOX
 Account# 25195250
 Service Type Water at Service Location 56 LAKESIDE TRAIL
 From: 12/01/2014
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
12/09/2014	34	8.0000	65.06
01/13/2015	28	4.0000	40.66
02/06/2015	32	11.0000	84.89
03/06/2015	28	7.0000	58.96
04/08/2015	28	3.0000	34.56
05/11/2015	35	7.0000	58.96
06/09/2015	30	7.0000	58.96
07/08/2015	23	6.0000	48.90
07/08/2015	7	2.0000	16.13
08/10/2015	31	10.0000	78.15
09/08/2015	30	7.0000	59.64
10/08/2015	30	9.0000	71.98
11/06/2015	31	17.0000	132.19
12/24/2015	30	13.0000	101.31
01/11/2016	33	8.0000	65.81
02/10/2016	30	4.0000	41.13
03/11/2016	30	4.0000	41.13
04/11/2016	31	4.0000	41.13
05/09/2016	30	3.0000	34.96
06/10/2016	30	5.0000	47.30
07/08/2016	28	4.0000	41.13
08/09/2016	31	5.0000	47.30
09/12/2016	31	3.0000	34.96
10/13/2016	29	6.0000	53.47
11/10/2016	32	3.0000	34.96
12/13/2016	30	4.0000	41.13
01/10/2017	33	4.0000	41.13
02/10/2017	29	4.0000	41.13
03/15/2017	28	4.0000	41.13
04/12/2017	33	2.0000	28.79
05/12/2017	28	3.0000	34.96
06/12/2017	31	4.0000	41.13
07/12/2017	35	3.0000	34.96
08/10/2017	26	3.0000	34.96
09/11/2017	31	3.0000	34.96
10/12/2017	31	11.0000	85.87
10/18/2017	0	0.0000	-38.57
11/10/2017	30	2.0000	28.79
Totals	1,097	207.0000	1,844.00
Averages		5.5946	49.84

Billing History Report

Name TOM BANWART
 Account# 45995276
 Service Type Water at Service Location 9 CORKWOOD AVENUE
 From: 12/01/2014
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
12/09/2014	34	3.0000	34.56
01/13/2015	28	3.0000	34.56
02/06/2015	33	1.0000	22.36
03/06/2015	27	7.0000	58.96
04/08/2015	28	1.0000	22.36
05/11/2015	35	4.0000	40.66
06/09/2015	30	2.0000	28.46
07/08/2015	23	1.0000	18.40
07/08/2015	7	0.0000	3.79
08/10/2015	31	2.0000	28.79
09/08/2015	30	0.0000	16.45
10/08/2015	30	2.0000	28.79
11/06/2015	31	2.0000	28.79
12/11/2015	30	4.0000	41.13
01/11/2016	33	3.0000	34.96
02/10/2016	30	4.0000	41.13
03/11/2016	30	2.0000	28.79
04/11/2016	31	1.0000	22.62
05/09/2016	30	2.0000	28.79
06/10/2016	30	1.0000	22.62
07/08/2016	28	0.0000	16.45
08/09/2016	31	1.0000	22.62
09/12/2016	31	0.0000	16.45
10/13/2016	29	0.0000	16.45
11/10/2016	32	3.0000	34.96
12/13/2016	30	3.0000	34.96
01/10/2017	33	1.0000	22.62
02/10/2017	29	6.0000	53.47
03/15/2017	28	6.0000	53.47
04/12/2017	33	3.0000	34.96
05/12/2017	30	5.0000	47.30
06/12/2017	36	1.0000	22.62
06/19/2017	0	-2.0000	-12.34
07/12/2017	30	0.0000	16.45
07/12/2017	0	1.0000	6.17
08/16/2017	34	31.0000	240.27
09/11/2017	0	0.0000	-32.55
09/11/2017	21	1.0000	30.84
10/12/2017	0	0.0000	-5.00
10/12/2017	31	1.0000	30.84
11/10/2017	30	2.0000	28.79
11/10/2017	0	-62.0000	-150.66
Totals	1,097	46.0000	1,116.11
Averages		1.2432	30.17

Billing History Report

Name RON AND PHAMA RADER
 Account# 54799049
 Service Type Water at Service Location 35 FAWN RUN
 From: 12/01/2014
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
05/09/2016	18	2.0000	22.05
06/10/2016	30	0.0000	16.45
07/08/2016	28	1.0000	22.62
08/09/2016	31	2.0000	28.79
09/12/2016	31	3.0000	34.96
10/13/2016	29	4.0000	41.13
11/10/2016	32	4.0000	41.13
12/13/2016	30	3.0000	34.96
01/10/2017	33	5.0000	47.30
02/10/2017	29	5.0000	47.30
03/15/2017	28	4.0000	41.13
04/12/2017	33	4.0000	41.13
05/12/2017	28	3.0000	34.96
06/12/2017	31	0.0000	16.45
07/12/2017	35	1.0000	22.62
08/10/2017	26	0.0000	16.45
09/11/2017	31	0.0000	16.45
10/12/2017	35	25.0000	193.95
11/10/2017	26	9.0000	71.98
11/17/2017	0	-3.0000	-18.51
11/17/2017	0	-11.0000	-84.92
Totals	564	61.0000	688.38
Averages		3.0500	34.42

Billing History Report

Name CHRISTINA / CHARLES TOTTEN
 Account# 54797828
 Service Type Water at Service Location 23 QUAIL ROOST
 From: 12/01/2014
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
10/08/2015	28	2.0000	27.48
11/06/2015	31	4.0000	41.13
12/11/2015	30	4.0000	41.13
01/11/2016	33	3.0000	34.96
02/10/2016	30	3.0000	34.96
03/11/2016	30	4.0000	41.13
04/11/2016	31	2.0000	28.79
05/09/2016	30	7.0000	59.64
06/10/2016	30	4.0000	41.13
07/08/2016	28	5.0000	47.30
08/09/2016	31	3.0000	34.96
09/12/2016	31	4.0000	41.13
10/13/2016	29	4.0000	41.13
11/10/2016	32	4.0000	41.13
12/13/2016	30	3.0000	34.96
01/10/2017	33	6.0000	53.47
02/10/2017	29	10.0000	78.15
03/15/2017	28	0.0000	16.45
04/12/2017	33	3.0000	34.96
05/12/2017	28	6.0000	53.47
06/12/2017	31	6.0000	53.47
07/12/2017	35	5.0000	47.30
08/10/2017	26	10.0000	78.15
09/11/2017	31	5.0000	47.30
10/12/2017	31	19.0000	147.63
11/10/2017	30	30.0000	232.55
12/01/2017	0	-30.0000	-216.10
Totals	789	126.0000	1,217.76
Averages		4.6667	45.10

Billing History Report

Name RON AND PHAMA RADER
 Account# 54799049
 Service Type Water at Service Location 35 FAWN RUN
 From: 12/01/2015
 To: 12/04/2017

Bill Date	Bill Days	Consumption	Total Charges
05/09/2016	18	2.0000	22.05
06/10/2016	30	0.0000	16.45
07/08/2016	28	1.0000	22.62
08/09/2016	31	2.0000	28.79
09/12/2016	31	3.0000	34.96
10/13/2016	29	4.0000	41.13
11/10/2016	32	4.0000	41.13
12/13/2016	30	3.0000	34.96
01/10/2017	33	5.0000	47.30
02/10/2017	29	5.0000	47.30
03/15/2017	28	4.0000	41.13
04/12/2017	33	4.0000	41.13
05/12/2017	28	3.0000	34.96
06/12/2017	31	0.0000	16.45
07/12/2017	35	1.0000	22.62
08/10/2017	26	0.0000	16.45
09/11/2017	31	0.0000	16.45
10/12/2017	35	25.0000	193.95
11/10/2017	26	9.0000	71.98
11/17/2017	0	-11.0000	-84.92
11/17/2017	0	-3.0000	-18.51
Totals	564	61.0000	688.38
Averages		3.0500	34.42

Troy Rendell

From: Rita Varona
Sent: Wednesday, November 22, 2017 4:40 PM
To: Dustin Williams
Cc: Troy Rendell; Ron Derossett; Maria Brannan; Linda Johnson
Subject: CW - 23 Quail Roost - Charles Totten
Attachments: Service-Order-Number-26209_23 QUAIL ROOST.pdf

Dustin,

After your meter accuracy test was performed today for the above address, Maria reached out to this customer. METER ACCURACY TEST NEED AHEAD AND CHECK THE LEAK DETECTOR MR. TOTTEN WANT YOU TO CALL BEFORE ARRIVING SO HE CAN WATCH THE METER BEING TESTED 614-406-7442 HOURS 8-10 AM xxxx Performed bucket test. Start read 1134660. End read 1334667. Meter lid broke off last 3 numbers of SN 383.

The customer is not satisfied as he claims he saw 7 gallons in the bucket at the end of the test and was told the meter is old and needs to be changed out. Again, maybe this was not said, but this is what the customer is claiming.

I understand you ran a 10 gallon accuracy test and only 7 gallons of water registered which indicates the meter is slow. This was explained to Mr. Totten. He is also not happy with all of the pressure issues and believes this is the reason why his usage is high on this rental property (he has 3 locations).

He would like another accuracy test to be performed on Tuesday, November 28th between 8:00 am – 10:00 am. Please call him before arriving (his # is on the attached service order).

Since he is making accusations I would recommend you video your accuracy test this time around. Please let me know if there is anything we can assist you with. He was informed if he is still not satisfied after the second accuracy test, we can send his meter out for testing but he would be responsible for the cost if the meter shows it was within the specified guidelines.

Troy this customer has called several times and I believe he may eventually file a complaint so we are attempting to assist in any way we can.

Rita Varona
Billing Supervisor

*** US Water Services Corporation ***
SERVICE ORDER

CHRISTINA / CHARLES TOTTEN
4386 STINSON DR W
COLUMBUS, OH 43214

CUSTOMER INFORMATION

Account 54797828
Property 2558056
Route 95
Service Location 23 QUAIL ROOST

SERVICE ORDER INFORMATION

Type Country Walk - ReRead
Number 26209
Schedule Date 11/28/2017
Taken By USWrvarona
Order Date 11/22/2017 03:38 PM

Comments

SUPERVISOR SPECIAL : 2ND METER ACCURACY TEST TO BE PERFORMED PLEASE CONTACT MR. TROTTON BEFORE ARRIVING AT 614-406-7442 HOURS 8-10 AM - CUSTOMER IS CLAIMING HIGH USAGE DUE TO FAULTY METER / HIGH PRESSURE ISSUES IN SYSTEM

Water

Winter Peak 30
Summer Peak 10
Rate Schedule C. Walk - Res W
Meter # O510383
Read Date _____

Meter Registers

Sequence 1, TGAL:		MXU #			
Current Read	1,111	Multiplier	1.00000	Read Date	11/01/2017
Previous Read	1,081	Multiplier	1.00000	Read Date	10/02/2017
New Read	_____	Multiplier	_____		

Completed By _____
Keyed _____

Date _____ Time _____

Address: 23 Quail Roost

1. Average usage and charges from April through September last year

Meter Number	Read Date	Reading	Consumption	# of Days	Amount
0510383	09/01/2017	1062	5	31	\$ 47.30
0510383	08/01/2017	1057	10	26	\$ 78.15
0510383	07/06/2017	1047	5	35	\$ 47.30
0510383	06/01/2017	1042	6	31	\$ 53.47
0510383	05/01/2017	1036	6	28	\$ 53.47
0510383	04/03/2017	1030	3	33	\$ 54.01

2. Usage and actual charges for each month for October, November, December, January and February

Old Meter Information

Meter Number	Read Date	Reading	Consumption	# of Days	Amount
0510383	12/01/2017	1140	29	30	\$ 224.83
0510383	11/01/2017	1111	30	30	\$ 232.55
0510383	10/02/2017	1081	19	31	\$ 147.63

New Meter Information

Meter Number	Read Date	Reading	Consumption	# of Days	Amount
35774859	02/01/2018	12	3	30	\$ 34.96
35774859	01/02/2018	9	9	28	\$ 78.15

(billed for a total of 10 tgal (9 on new meter plus 1 tgal from old meter when removed))

3. The exact date the new meter was installed

Meter Number	Read Date	Reading
35774859	12/05/2017	0

4. The average usage and charges since the new meter was installed

Meter Number	Read Date	Reading	Consumption	# of Days	Amount
35774859	02/01/2018	12	3	30	\$ 34.96
35774859	01/02/2018	9	9	28	\$ 78.15

5. The amount that was previously credited to my account

Effective Date	Amount
12/1/2017	(\$216.10)

Troy Rendell

From: Troy Rendell
Sent: Monday, December 04, 2017 10:48 AM
To: 'Chuck Totten'
Cc: Rita Varona; 'Phama Rader'; 'Barry Witthun'
Subject: RE: Contact Information - Water Billing Issues

Chuck,

We are going to have the meter sent to an independent testing laboratory for a bench test. That will provide an independent verification of the meter.

Thanks.

From: Chuck Totten [mailto:chuck.totten@yahoo.com]
Sent: Monday, December 04, 2017 10:45 AM
To: Troy Rendell
Cc: Rita Varona; Phama Rader; Barry Witthun
Subject: Re: Contact Information - Water Billing Issues

Dear Troy:

Thank you for your contact information. I am still confused how you can say I was only being billed for 7 gallons of water. To help me better understand the billing discrepancies, I respectfully request to be contacted when the new water meter will be installed. I would like you to do one more water test with the old water meter before replacing it and compare to a water test after the old water meter has been replaced with the new meter. If you believe the meter is working properly, then the test results should be the same.

Thank you again for your assistance to resolve these significant billing discrepancies. I expect another 30,000 gallon water bill this month based on our conversations that will also need to be adjusted.

Troy Rendell

From: Chuck Totten
Sent: Monday, December 04, 2017 10:45 AM
To: Troy Rendell
Cc: Rita Varona; Phama Rader; Barry Witthun
Subject: Re: Contact Information - Water Billing Issues

Dear Troy:

Thank you for your contact information. I am still confused how you can say I was only being billed for 7 gallons of water. To help me better understand the billing discrepancies, I respectfully request to be contacted when the new water meter will be installed. I would like you to do one more water test with the old water meter before replacing it and compare to a water test after the old water meter has been replaced with the new meter. If you believe the meter is working properly, then the test results should be the same.

Thank you again for your assistance to resolve these significant billing discrepancies. I expect another 30,000 gallon water bill this month based on our conversations that will also need to be adjusted.

Chuck

From: Troy Rendell <trendell@uswatercorp.net>
To: chuck.totten@yahoo.com
Cc: Rita Varona <rvarona@uswatercorp.net>
Sent: Monday, December 4, 2017 10:13 AM
Subject: FW: Contact Information

Good morning Chuck,

I apologize that I didn't send my contact information Friday afternoon after we spoke. Unfortunately, I got tied up on other business with my boss and I didn't get a chance to send it. I did receive your voice mail concerning your meter. Just to let you know there was a service order created on Friday to have your meter replaced. This meter has over 1 million gallons of usage registered on it and as we discussed on Friday, water meters typically begin to register slow (not registering all water consumption) when that volume of water has gone through the meter. As we discussed on Friday – with Mr. Rader present – we've conducted field bucket tests on your meter in the past. As I read to you on the phone, only 7 gallons of water was registered during the meter test. The beginning meter reading was 1134(660) with an end reading of 1134(667). So, as we discussed, if the technician obtained 10 gallons of water in his bucket – the water meter was registering slow. If, as you indicated during the phone call – the technician only obtained 7 gallons of water in his bucket – then the meter was accurate. Either way it was not registering fast. We will be sending your old water meter to an independent testing laboratory for a bench test when we replace it.

As we discussed on Friday – I did apply a credit for 30,000 gallons in the amount of \$216.10 to your account. The account now has a credit balance in this amount. This credit wasn't required, but offered as a customer courtesy to address your concerns. As I indicated during our telephone conversation, I can't issue credits on an ongoing basis. The utility is not required to issue "leak adjustments", but we do so on a case by case basis. We discussed that there is high consumption at this address which is continuing. I can't tell you where the water is going once it goes through the meter – but the meter is registering high volumes of water going through it.

As far as the other customers on your list. Mr. Rader was on the phone with us on Friday and I discussed with him that he did in fact have a leak that was repaired by a plumber. He did acknowledge that he called our customer service department when the leak was discovered and repaired. He did receive two leak adjustment credits totaling \$103.43.

Although I cannot discuss specifics of other customers' account with you, I can offer this. With the exception of one customer on your list – I personally authorized adjustments on each of the listed accounts. I worked personally with each of these customers, with the exception of one. Only one other customer on your list received a bill for 30,000 or more. Both of these accounts (including yours) received credits for the excessive usage. No other customer was billed for 30,000 or more. The other customer who I did not address has an average usage or around 2,000 and has never been billed for high consumption. As I stated, all others have already been addressed satisfactorily with the customers.

As I stated on Friday, the utility has worked very closely with the Homeowners Association and we have a very good rapport with the HOA and the board members. We worked closely with the HOA in having the new water treatment system installed and we've received numerous compliments on the improved quality of the water. We will continue to stay in close contact with the HOA and board members in the community. If you have any specific concerns with the water quality – you may wish to contact the Florida Department of Environmental Protection who is the environmental regulator of the utility.

Below is the contact information you requested.

Troy Rendell
U.S. Water Services Corporation

U.S. Water
Services Corporation

4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Fax) 727-848-7701
(E-Mail) trendell@uswatercorp.net

From: Rita Varona [mailto:rvarona@uswatercorp.net]
Sent: Saturday, December 02, 2017 10:21 AM
To: Troy Rendell
Subject: FW: Contact Information

Troy,

Fyi – I believe you will want to respond to this email since some of the question Mr. Totten is asking I do not have the expertise or knowledge to answer. If I can be of assistance, please let me know.

Rita Varona
Billing Supervisor

From: Chuck Totten [mailto:chuck.totten@yahoo.com]
Sent: Saturday, December 02, 2017 9:21 AM
To: Rita Varona
Cc: Phama Rader; Barry Witthun; Moran Tom (CW); Cookie Knox; Sue & David Sylvester; Pam Banwart
Subject: Re: Contact Information

Dear Rita:

I decided to forward this correspondence to the president of the association, Barry Witthuhn because myself and others feel that the explanation of our outrageous water bills do not make sense and it appears we are being lied to. Based on knowledge and belief, the following individuals had problems with their water bills along with others I am not aware of:

Paul Wackerly and Alex Casi - 23 Quail Roost Road
Ron and Phama Rader - 35 Fawn Run Road

Tom and Pam Banwart - 9 Corkwood Ave
Denise and Cookie Knox - 56 Lake Side Trail
Dave and Sue Sylvester - 52 Lake Side Trail

Bill and Merle Zimmer - 6 Corkwood Ave

At the last board meeting, it was stated that a number of other residents had also been charged for using about 30,000 of water in a month. Please explain to me how these other billing discrepancies were resolved, other than the 23 Quail Roost Road and 35 Fawn Run Road residences. Just these few identified discrepancies represents more than 10% of our neighborhood who had billing problems after the dramatic increase in water pressure.

It would take a tremendous amount of water pressure to blow out the water main line in **two separate locations** in addition to blowing out Ron Rader's water softener system. Your employees told me that the water pressure increased from 60 psi to 80 psi when the water main burst. How would they know that? It would appear the water pressure would be much greater than 80 psi to burst the water main in two separate places. Please let me know what the maximum amount of pressure the water main lines are designed to withstand. I also would like to know how this spike in water pressure could affect a water meter.

I will also point out that it appears that only people who were actually residing in the neighborhood when the water pressure spike occurred were affected. Much more than 50% of the neighborhood are snow birds or were out of town after the hurricane, that would make the billing problems greater than 20% of the neighborhood who were actually using water at the time. From my perspective, the billing discrepancies were pervasive as direct result of the increase in water pressure that was in the control of the water company. As Troy confirmed, this was not an act of God as I was previously told by one of your workers.

Barry had stated during the last board meeting that "the water quality is the best it has ever been" after I questioned the unsigned

letter taped on my door indicating that the "total Trihalomethanes and Haloacetic Acids violate standards." No one knew who distributed this notice.

I contrast this notice to what what our community was told during the meeting with the water company when first proposing improvements to our water system. At that time, Troy and others told us the water quality was was safe to drink and passed all the regulatory standards. We were also told that these possible carcinogenic bi-products were a direct correlation to the increase in chlorine. Isn't it true, if the water company decreased the amount of chlorine being used that the carcinogenic bi-products would decrease and we could have passed the minimum standards. Your president stated that the water company significantly increased the amount of chlorine being used, which was in the control of the water company. Chlorine also affects our copper water lines. I would like to get a copy of the test results showing the actual increase in the amount of chlorine being used over time relative to the increase in the carcinogenic bi-products. It was just a few months later that we were then told that we had to install the improvements to the water plant because we failed to meet the standards and we would be forced to make the water plant improvements.

Your workers also stated the water quality is excellent when doing the water tests. When I asked what the test results were regarding the Trihalomethanes and Haloacetic Acids levels, I was told that they had not been tested since installing the improvements to the water plant. My question to them was how can they say that the water quality is excellent, if they do not have the test results to support that assertion. Via this email, I am asking Barry to make available the water quality test results. I was told that Barry should have copies of all the test results for my review.

Thank you for your consideration.
Chuck

From: Chuck Totten <chuck.totten@yahoo.com>
To: Rita Varona <rvarona@uswatercorp.net>
Cc: Phama Rader <phama.rader@yahoo.com>
Sent: Friday, December 1, 2017 6:50 PM
Subject: Re: Contact Information

Dear Rita:

I got a phone call today from Troy and he told me that he was going to email his contact information, but as this time, none has been received.

Similar to Maria, Troy stated that I was benefiting from the water test results that still makes no sense to me and others. Ron Rader also was present and participated in the conversation with Troy.

Troy stated that he would replace the meter because it had over a million gallons of usage on it... but we both agreed that we have no reasonable explanation as to why the water usage spiked after the hurricane with just two people in the house and an average usage of about 6,000 gallons since April 2017 (not 30,000 during the last two months).

I told Troy as I stated to you that I was being overcharged by approximately 30%. Troy stated that the meter was working to my advantage (similar to Maria), which again contradicted with your employees told Paul Wakerly (tenant) and myself when actually doing the water test on two separate occasions.

Ron Rader and I tested the meter once again on our own today using 2 five gallon buckets. I watched the small meter to the right go around ten times, which should represent one gallon with each

revolution. The meter to the left of that would represent ten gallons with one revolution. Once again, the buckets were filled up with approximately seven (7) gallons of water, when the meter actually showed ten gallons were being used. To the life of me, I can not understand how Troy and Maria can rationally be telling me that I was only being charged seven gallons of water when the meter actually read ten gallons. No one understands this, even Tom Moran, who has worked in the industry for years and is our liaison with your water company.

Please forward this information to Troy. Hopefully the new meter will address the problem, but Troy seems to believe that a new meter will actually increase my bill, in addition to the rate increases that are being proposed as a result of the new water system. Based upon the last two months usage of 30,000 gallons, that would equate to a monthly bill of about \$500.00 per month. We need to get this situation resolved quickly. Please let me know when you install a new water meter. I want to track it each week and document the usage until the usage is at a reasonable level as been used in the past.

Thanks,
Chuck

From: Chuck Totten <chuck.totten@yahoo.com>
To: Rita Varona <rvarona@uswatercorp.net>
Cc: Phama Rader <phama.rader@yahoo.com>
Sent: Thursday, November 30, 2017 8:51 PM
Subject: Re: Contact Information

Dear Rita:

Thank you for your contact information. I can not stress enough how disturbing my conversations with Maria were:

Maria told me during two separate conversations (after each water test) that the tests confirmed my water meter was "working fine". This totally contradicted the comments and conclusions made by your employees who tested the meter at 23 Quail Roost Road on two separate occasions.

Maria repeatedly told me that one rotation of the meter was 10 gallons and even though both tests indicated that I was only getting about 7 gallons of water that the meter was "working fine" and that I was financially benefiting from the difference.

In actuality, I was being overcharged by about 30%, but that still does not explain the huge increase in the water bill.

It came across to me that Maria knowingly and intentionally tried to mislead me as a customer, despite two separate water tests confirming the results and explaining to her that your employees who actually tested the meter completely contradicted what Maria was telling me.

Ron Rader is my neighbor at 35 Fawn Run Road and witnessed the entire conversation with Maria. Both he and I could not believe what Maria was telling me, which prompted my request for you to call me.

Including Ron, there have been many neighbors who have had problems with their bill since the two main water line breaks from over pressurizing the system.

Ron will call you with his issues tomorrow. He got a phone call similar to me. He was told the water leak was his responsibility since his meter was continuously running. He had around a \$300 water bill and then paid a plumber \$150 to find out that the increase in water pressure blew out the bottom of his \$2,500 water softener system. He was given an \$80 credit to his bill. From my perspective, those damages should be the water companies responsibility.

During the last water test, one of your employees stated that the increase in water pressure was "an act of God". The hurricane was an act of God, the excess water pressure and water main leaks occurred about a week later, when the pressure was not manually released.

I am aware of numerous neighbors with outrageous water bills after the hurricane, similar to me.

It has been months since we first talked and nothing has been resolved. The water company has inappropriately collected over \$400 for two months use of water at 23 Quail Roost Road. I respectfully ask that my account be adjusted to take an average of usage since April 2016 when my two tenants moved in. As stated, there is no water softener system at that residence and no washing machine. The irrigation system runs off a separate well. Your employees confirmed that the water meter was not continuously running as a result of a leak in the house.

I hope this information helps to resolve our issues. I am looking forward to your call tomorrow.

Thanks,
Chuck

From: Rita Varona <rvarona@uswatercorp.net>
To: chuck.totten@yahoo.com
Sent: Thursday, November 30, 2017 6:58 PM
Subject: Contact Information

Dear Mr. Totten,

It was a pleasure speaking with you this evening. Thank you for allowing me the time to research why the usage has increased the last few months for the water service located at 23 Quail Roost.

I will contact you tomorrow before 3:00 pm. If for some reason you do not hear from me directly, please contact me at 727-372-0115 ext 311.

I look forward to speaking with you tomorrow.

Regards,

Rita Varona

Billing Supervisor

U.S. Water Services Corporation

727-835-0805

4939 Cross Bayou Blvd

New Port Richey, Florida 34652

rvarona@uswatercorp.net

U.S. Water
Services Corporation

www.uswatercorp.com

COUNTRY WALK UTILITIES, INC.

November 3, 2017

Shona McCray
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1259581W – Susan Sylvester – Account # 1259581W

Dear Ms. McCray,

Request: Susan Sylvester questioned the usage on her August bill for consumption in July 2017. She also had concerns with low water pressure. Ms. Sylvester also questioned not having water after Hurricane Irma.

Response: David Sylvester previously contacted the utility concerning the bill in question. The utility sent out a maintenance technician who obtained a re-read of the meter and the meter reading was in line with the billing. In addition, the Sylvester's contacted the utility concerning water flushing at their house back in August. The utility had conducted service line testing for pressure throughout the community recently and this may have caused some of the water usage.

I contacted the customer on November 3, 2017 to discuss their concerns. As a result, I offered a credit of 4,000 gallons (\$24.68) for this usage since the customer was out of the state from May through October. Mr. Sylvester accepted the offer for the credit and was appreciative.

Concerning the pressure: There was a valve open near a flush point which was near the customer's home. The technician closed the valve and the pressure was restored. In addition, I explained that there are known issues with the service lines in the community. Country Walk has planned a service line project to de-calcify the lines throughout the community. The service lines need to be excavated and the calcium deposits removed. Country Walk estimates that the cost would be over \$16,000 for 58 services. The utility plans to move forward with this project in the near future.

Concerning the hurricane: Hurricane Irma was a very large hurricane that went up the interior of the State of Florida. The hurricane caused extensive damage throughout the state. The electrical power was knocked out at Country Walk as a result of the hurricane. Country Walk was able to obtain a generator from the Florida Rural Water Association when it became available and installed it at Country Walk until the power was restored.

This issue has been resolved with the customer. Mr. Sylvester stated that I had been very informative and thanked me for explaining the situation and giving them a credit on their account.

Page 2 of 2
Mrs. Sylvester
PSC - 10/24/14

If you have any questions or concerns please contact me at (727)848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in dark ink, appearing to read "Trendell", written over the word "Sincerely,".

Troy Rendell
Manager of Regulated Utilities
/// For Country Walk Utilities

Request No. 1259581W

Name SYLVESTER ,SUSAN MS.

Business Name

Consumer Information Name: SUSAN SYLVESTER Business Name: Svc Address: 52 LAKE SIDE TRL County: Highlands Phone: (863)-659-1123 City/Zip: Lake Placid / 33852- Account Number: 49195280 Caller's Name: SUSAN SYLVESTER Mailing Address: 52 LAKE SIDE TRL City/Zip: LAKE PLACID ,FL 33852- Can Be Reached: E-Tracking Number: 124834	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480 Utility Information Company: COUNTRY WALK UTILITIES, INC. Attn. Ron DeRossett 1259581W Response Needed From Company? Y Date Due: 11/20/2017 Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 10/27/2017 Time: 08:24 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N
---	--	--

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, October 26, 2017 8:38 PM

To: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 124834

CUSTOMER INFORMATION

Name: Susan Sylvester

Telephone: (863) 659-1123

*Called 10/26/17
no water
pressure*

Request No. 1259581W

Name SYLVESTER ,SUSAN MS.

Business Name

PAGE NO: 1

*798080
10/16*

*50
25629*

Email: activeywl@sbcglobal.net

Address: 52 lake side trail Lake placid FL 33852

BUSINESS INFORMATION

Business Account Name: Susan Sylvester

Account Number: 49195280

Address: 52 lake side trail Lake placid FL 33852

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Other Complaint against Country Walk Utilities, Inc.

Details:

I live in country walk in lake placid Florida and have been here for 8 years. We have had nothing but problems with use utility P.O. box 151245 cape coral fl 33915. First of all when hurricane ima hit it took them 5-7 days to get a generator here for our elderly residents after calls were made to them devondlt we have times where we have no water pressure at all. We keep paying the water bills in fear of our water being turned off with no resolutions from them. We had our water turned off for 5 months and we received a Bill stating 4000 gallons of water were used and when we called them they stated I guess someone is stealing your water I dont think so. Please help country walk residents. They are ripping us off. Help

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Request No. 1259581W

Name SYLVESTER , SUSAN MS.

Business Name

PAGE NO: 2

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Diane Hood

Request No. 1259581W

Name SYLVESTER ,SUSAN MS.

Business Name

PAGE NO: 3

Billing History Report

Name DAVID SYLVESTER
 Account# 49195280
 Service Type Water at Service Location 52 LAKESIDE TRAIL
 From: 10/01/2014
 To: 10/31/2017

Bill Date	Bill Days	Consumption	Total Charges
10/08/2014	32	0.0000	16.26
11/05/2014	28	2.0000	28.46
12/09/2014	34	4.0000	40.66
01/13/2015	28	3.0000	34.56
02/06/2015	32	5.0000	46.76
03/06/2015	28	4.0000	40.66
04/08/2015	28	3.0000	34.56
05/11/2015	35	4.0000	40.66
06/09/2015	30	3.0000	34.56
07/08/2015	7	0.0000	3.79
07/08/2015	23	0.0000	12.30
08/10/2015	31	0.0000	16.45
09/08/2015	30	0.0000	16.45
10/08/2015	30	0.0000	16.45
11/06/2015	31	4.0000	41.13
12/11/2015	30	4.0000	41.13
01/11/2016	33	4.0000	41.13
02/10/2016	30	3.0000	34.96
03/11/2016	30	5.0000	47.30
04/11/2016	31	3.0000	34.96
05/09/2016	30	5.0000	47.30
06/10/2016	30	3.0000	34.96
07/08/2016	28	0.0000	16.45
08/09/2016	31	0.0000	16.45
09/12/2016	31	0.0000	16.45
10/13/2016	29	0.0000	16.45
11/10/2016	32	2.0000	28.79
12/13/2016	30	4.0000	41.13
01/10/2017	33	3.0000	34.96
02/10/2017	29	5.0000	47.30
03/15/2017	28	3.0000	34.96
04/12/2017	33	4.0000	41.13
05/12/2017	28	5.0000	47.30
06/12/2017	31	3.0000	34.96
07/12/2017	35	0.0000	16.45
08/10/2017	26	4.0000	41.13
09/11/2017	31	1.0000	22.62
10/12/2017	35	0.0000	16.45
Totals	1,131	93.0000	1,178.43
Averages		2.5135	31.85

May 201
 Oct 17
 \$24.68

Troy Rendell

From: Dustin Williams
Sent: Tuesday, October 31, 2017 9:40 AM
To: Christopher Berish; Troy Rendell
Cc: Rita Varona; Ron Derossett
Subject: Re: 52 Lake Side Trail - Country Walk Utilities

Andy responded to this one. A flush valve near her home was running temporarily lowering pressure near her home. Andy shut the flusher off and checked the plant and seen there was good pressure.

On Tue, Oct 31, 2017 at 8:09 AM Troy Rendell <trendell@uswatercorp.net> wrote:

Susan Sylvester filed a complaint at the FPSC concerning her service. I see where she called in on 10/26/17 stating there is no water pressure.

Service Order 25629 was dispatched – but I don't see any notes or resolution.

Can you go out and work the Service Order and see why she has no water pressure?

Thanks.

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Mobile) 727-777-2508

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

Troy Rendell

From: barry
Sent: Tuesday, October 31, 2017 2:17 PM
To: trendell@uswatercorp.net
Subject: Re: Water Bill

Dear Troy,

I would like to thank you for your response with helping the Banwart's with their billing problem. Your consideration and personal intervention is greatly appreciated.

Sincerely

Barry Witthuhn, President
Country Walk H.O.A.

-----Original Message-----

From: Troy Rendell <trendell@uswatercorp.net>
To: Pam Banwart <thebanwarts@comcast.net>
Cc: Realty262 <Realty262@aol.com>
Sent: Tue, Oct 31, 2017 1:34 pm
Subject: RE: Water Bill

I want to apologize for the error in your two month's billing. I understand this has been corrected, the credit applied, and that you have been contacted and it was fully explained.

Again – thank you for bring this to our attention and again I apologize for any inconvenience this may have caused.

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Sunday, October 29, 2017 8:18 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr.Rendell. As we were filing the paperwork regarding our "water issue" and "resolution," an additional question arose. We noticed that our Base Charge had been consistently \$16.45 through our 8/16/17 bill. Our 9/11/17 bill and our 10/12/17 bill show an increase to \$24.67 for our Base Charge. We questioned several neighbors and all of them have the \$16.45 Base Charge. Is there a reason for an \$8.22 increase for the past two billing cycles? We look forward to your reply. Thanks for your attention to this matter.

Sincerely,

Tom & Pam Banwart
9 Corkwood Ave
Lake Placid, FL 33852
815-245-0862

Sent from my iPad

On Oct 24, 2017, at 10:09 AM, Troy Rendell <trendell@uswatercorp.net> wrote:

I'm sorry for the confusion on the "balance." I was only referring to the gallonage charges portion of the August Bill. You are correct that after this adjustment is applied the new Total Account balance will be \$45.18.

Troy Rendell

Subject: RE: Water Bill

I want to apologize for the error in your two month's billing. I understand this has been corrected, the credit applied, and that you have been contacted and it was fully explained.
Again – thank you for bring this to our attention and again I apologize for any inconvenience this may have caused.

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Sunday, October 29, 2017 8:18 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr.Rendell. As we were filing the paperwork regarding our "water issue" and "resolution," an additional question arose. We noticed that our Base Charge had been consistently \$16.45 through our 8/16/17 bill. Our 9/11/17 bill and our 10/12/17 bill show an increase to \$24.67 for our Base Charge. We questioned several neighbors and all of them have the \$16.45 Base Charge. Is there a reason for an \$8.22 increase for the past two billing cycles? We look forward to your reply. Thanks for your attention to this matter.

Sincerely,

Tom & Pam Banwart
9 Corkwood Ave
Lake Placid, FL 33852
815-245-0862

Sent from my iPad

On Oct 24, 2017, at 10:09 AM, Troy Rendell <trendell@uswatercorp.net> wrote:

I'm sorry for the confusion on the "balance." I was only referring to the gallonage charges portion of the August Bill. You are correct that after this adjustment is applied the new Total Account balance will be \$45.18.

You're current balance on the account is \$94.54 minus the adjustment that I authorize of \$49.36 equals \$45.18. This includes the most recent payment. I can't explain where the water went either – but it went through the water meter at some point in time.

I'll have Rita make the adjustment. Also I can have someone contact you on the payment.

Have a great day!!

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Tuesday, October 24, 2017 9:09 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr. Rendell. We saw your message late last night, as we were gone all day.

The additional credit of \$49.34/8,000 gallons is much appreciated. The new total balance you have suggested (\$57.05) however does not include an overpayment and two underpayments. Our August payment of \$30 against our base charge of \$16.45 leaves a credit of \$13.55. Our September and October payments of \$30 each were both short .84/\$1.68, as our total bills for both months were \$30.84.

Doing the math, $\$57.05 - \$13.55 = \$43.50$. $\$43.50 + .84 + .84 = \45.18 .

At this point, you should be in receipt of our payment due November 1, bringing all of this current. We are hopeful a payment of \$45.18 will bring our account up to date and our next billing cycle will reflect our "normal" water consumption and the base charge. Please advise us on the best way to make this payment. Thank you for working with us on this matter.

Sincerely,

Tom&Pam Banwart

9Corkwood Ave.

Lake Placid, FL 33852

815-245-0862

PS We remain curious as to where the 31,000 gallons of water went.

Sent from my iPad

On Oct 23, 2017, at 9:11 AM, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning Mr. & Mrs. Banwart,

I looked at the history on your account and can offer an additional credit. I did authorize the credit last Friday which was 1/2 of the difference between what was billed and an "average" of 5,000. That credit was for (\$84.86). The original billed gallonage portion was \$223.82. There was a credit adjustment applied on 9/11/17 in the amount of (\$32.55) to bring the charges down to the lowest gallonage tier. This appears on your September invoice. It appears this was a backbilling issue due to the incorrect meter reading being entered in the past. The meter was tested by an independent testing facility and the meter tested accurate.

I can authorize an additional credit in the amount of (\$49.36) which is for another 8,000 gallons. This will bring the total credits for this invoice to (\$166.77) and brings down the gallonage portion of that previous invoice to \$57.05. = $(223.82 - 32.55 - 84.86 - 49.36)$

I believe this is a fair offer of settlement in this matter. If you agree, I can have the credit adjustment applied today. Also we did remove the \$5.00 late fee since we have been addressing your issue.

Troy Rendell

U.S. Water Services Corporation

<image001.jpg>

4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

-----Original Message-----

From: Pam Banwart [<mailto:thebanwarts@comcast.net>]

Sent: Friday, October 20, 2017 11:35 PM

To: trendell@uswatercorp.net

Cc: Realty262@aol.com

Subject: Water Bill

Dear Mr. Randell,

We received a phone call today from Marie in the billing office. She informed us that our meter had been tested and the results showed it was in proper working order, despite the bucket tests your technicians did.

She further explained how you had adjusted our bill, calculating our average water usage at 5,000 gallons per month.

We have gone through our bills.

- * Our average monthly usage in 2016 was 1.55 TGal.

- * Our average monthly usage from January-July 8, 2017 was 3.33 TGal

- * Our average monthly usage from July 2016-July 8, 2017 was 3.22 TGal

- * From November 2016-July 8, 2017, we used 25,000 gallons of water

- * From July 8, 2017-August 11, 2017, we were billed for 31,000 gallons of water. Please note that during this 34 day period, US Water was installing a new system and we were without water for 3 days. Following the install, we were on a "boil" notice for 2 days and we took 2 showers and flushed our toilets only as needed. We used bottled water for cooking, dishes and drinking. Furthermore, we were out of town for 7 days and there was no water usage. That 34 day billing cycle represents 22 days of us being here and using water.

A new meter was installed. Our water usage has been 1TGal for the last two billing cycles.

There is no way we used 31,000 gallons of water in one billing cycle. We used 31,000 gallons of water from June 3, 2016 through July 8, 2017, which is 13 billing cycles.

There is no way our average usage is 5TGal per billing cycle.

There must be a better solution to this issue. We await your reply. In the meantime, please note that we have already mailed the agreed upon \$30 payment for our 10/12/17 bill, which is due November 1, 2017.

Thank you for your prompt attention to this matter.

Sincerely,

Tom & Pam Banwart

9 Corkwood Avenue

Lake Placid, FL 33852

815-245-0862

Troy Rendell

From: barry
Sent: Tuesday, October 24, 2017 10:19 AM
To: trendell@uswatercorp.net
Subject: Re: Water Bill

Troy,
Thank you for your help in resolving the Banwart billing confusion . Your help has been greatly appreciated and is one more step in creating a harmonious relationship within the community.
Sincerely,
Barry Witthuhn, president
Country Walk HOA

-----Original Message-----

From: Troy Rendell <trendell@uswatercorp.net>
To: Pam Banwart <thebanwarts@comcast.net>
Cc: Realty262 <Realty262@aol.com>; Rita Varona <rvarona@uswatercorp.net>; Linda Johnson <linda.johnson@opus21ms.com>
Sent: Tue, Oct 24, 2017 10:11 am
Subject: RE: Water Bill

I'm sorry for the confusion on the "balance." I was only referring to the gallonage charges portion of the August Bill. You are correct that after this adjustment is applied the new Total Account balance will be \$45.18. You're current balance on the account is \$94.54 minus the adjustment that I authorize of \$49.36 equals \$45.18. This includes the most recent payment. I can't explain where the water went either – but it went through the water meter at some point in time.

I'll have Rita make the adjustment. Also I can have someone contact you on the payment.

Have a great day!!

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Tuesday, October 24, 2017 9:09 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr. Rendell. We saw your message late last night, as we were gone all day. The additional credit of \$49.34/8,000 gallons is much appreciated. The new total balance you have suggested (\$57.05) however does not include an overpayment and two underpayments.

Our August payment of \$30 against our base charge of \$16.45 leaves a credit of \$13.55. Our September and October payments of \$30 each were both short .84/\$1.68, as our total bills for both months were \$30.84.

Doing the math, $\$57.05 - \$13.55 = \$43.50$. $\$43.50 + .84 + .84 = \45.18 .

At this point, you should be in receipt of our payment due November 1, bringing all of this current. We are hopeful a payment of \$45.18 will bring our account up to date and our next billing cycle will reflect our "normal" water consumption and the base charge. Please advise us on the best way to make this payment. Thank you for working with us on this matter.

Sincerely,
Tom&Pam Banwart
9Corkwood Ave.

Troy Rendell

To: Pam Banwart
Cc: Realty262@aol.com; Rita Varona; Linda Johnson
Subject: RE: Water Bill

I'm sorry for the confusion on the "balance." I was only referring to the gallonage charges portion of the August Bill. You are correct that after this adjustment is applied the new Total Account balance will be \$45.18. You're current balance on the account is \$94.54 minus the adjustment that I authorize of \$49.36 equals \$45.18. This includes the most recent payment. I can't explain where the water went either – but it went through the water meter at some point in time.

I'll have Rita make the adjustment. Also I can have someone contact you on the payment.

Have a great day!!

Troy

From: Pam Banwart [mailto:thebanwarts@comcast.net]
Sent: Tuesday, October 24, 2017 9:09 AM
To: Troy Rendell
Cc: Realty262@aol.com
Subject: Re: Water Bill

Good morning Mr. Rendell. We saw your message late last night, as we were gone all day. The additional credit of \$49.34/8,000 gallons is much appreciated. The new total balance you have suggested (\$57.05) however does not include an overpayment and two underpayments. Our August payment of \$30 against our base charge of \$16.45 leaves a credit of \$13.55. Our September and October payments of \$30 each were both short .84/\$1.68, as our total bills for both months were \$30.84. Doing the math, \$57.05-\$13.55=\$43.50. \$43.50+.84+.84=\$45.18. At this point, you should be in receipt of our payment due November 1, bringing all of this current. We are hopeful a payment of \$45.18 will bring our account up to date and our next billing cycle will reflect our "normal" water consumption and the base charge. Please advise us on the best way to make this payment. Thank you for working with us on this matter.

Sincerely,
Tom&Pam Banwart
9Corkwood Ave.
Lake Placid, Fl 33852
815-245-0862

PS We remain curious as to where the 31,000 gallons of water went.

Sent from my iPad

On Oct 23, 2017, at 9:11 AM, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning Mr. & Mrs. Banwart,

I looked at the history on your account and can offer an additional credit. I did authorize the credit last Friday which was 1/2 of the difference between what was billed and an "average" of 5,000. That credit was for (\$84.86). The original billed gallonage portion was \$223.82. There was a credit adjustment

applied on 9/11/17 in the amount of (\$32.55) to bring the charges down to the lowest gallonage tier. This appears on your September invoice. It appears this was a backbilling issue due to the incorrect meter reading being entered in the past. The meter was tested by an independent testing facility and the meter tested accurate.

I can authorize an additional credit in the amount of (\$49.36) which is for another 8,000 gallons. This will bring the total credits for this invoice to (\$166.77) and brings down the gallonage portion of that previous invoice to \$57.05. = (223.82 - 32.55 - 84.86 - 49.36)

I believe this is a fair offer of settlement in this matter. If you agree, I can have the credit adjustment applied today. Also we did remove the \$5.00 late fee since we have been addressing your issue.

Troy Rendell
U.S. Water Services Corporation
<image001.jpg>
4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Fax) 727-848-7701
(E-Mail) trendell@uswatercorp.net

-----Original Message-----

From: Pam Banwart [<mailto:thebanwarts@comcast.net>]
Sent: Friday, October 20, 2017 11:35 PM
To: trendell@uswatercorp.net
Cc: Realty262@aol.com
Subject: Water Bill

Dear Mr. Randell,
We received a phone call today from Marie in the billing office. She informed us that our meter had been tested and the results showed it was in proper working order, despite the bucket tests your technicians did. She further explained how you had adjusted our bill, calculating our average water usage at 5,000 gallons per month.

We have gone through our bills.

- * Our average monthly usage in 2016 was 1.55 TGal.
- * Our average monthly usage from January-July 8, 2017 was 3.33 TGal *Our average monthly usage from July 2016-July 8, 2017 was 3.22 TGal *From November 2016-July 8, 2017, we used 25,000 gallons of water *From July 8, 2017-August 11, 2017, we were billed for 31,000 gallons of water. Please note that during this 34 day period, US Water was installing a new system and we were without water for 3 days. Following the install, we were on a "boil" notice for 2 days and we took 2 showers and flushed our toilets only as needed. We used bottled water for cooking, dishes and drinking. Furthermore, we were out of town for 7 days and there was no water usage. That 34 day billing cycle represents 22 days of us being here and using water.

A new meter was installed. Our water usage has been 1TGal for the last two billing cycles.

There is no way we used 31,000 gallons of water in one billing cycle. We used 31,000 gallons of water from June 3, 2016 through July 8, 2017, which is 13 billing cycles.

There is no way our average usage is 5TGal per billing cycle.

There must be a better solution to this issue. We await your reply. In the meantime, please note that we have already mailed the agreed upon \$30 payment for our 10/12/17 bill, which is due November 1, 2017.

Thank you for your prompt attention to this matter.

Sincerely,

Tom & Pam Banwart

9 Corkwood Avenue

Lake Placid, FL 33852

815-245-0862

Sent from my iPad

Troy Rendell

To: Pam Banwart
Cc: Realty262@aol.com; Rita Varona
Subject: RE: Water Bill

Good morning Mr. & Mrs. Banwart,

I looked at the history on your account and can offer an additional credit. I did authorize the credit last Friday which was 1/2 of the difference between what was billed and an "average" of 5,000. That credit was for (\$84.86). The original billed gallonage portion was \$223.82. There was a credit adjustment applied on 9/11/17 in the amount of (\$32.55) to bring the charges down to the lowest gallonage tier. This appears on your September invoice. It appears this was a backbilling issue due to the incorrect meter reading being entered in the past. The meter was tested by an independent testing facility and the meter tested accurate.

I can authorize an additional credit in the amount of (\$49.36) which is for another 8,000 gallons. This will bring the total credits for this invoice to (\$166.77) and brings down the gallonage portion of that previous invoice to \$57.05. = (223.82 - 32.55 - 84.86 - 49.36)

I believe this is a fair offer of settlement in this matter. If you agree, I can have the credit adjustment applied today. Also we did remove the \$5.00 late fee since we have been addressing your issue.

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

-----Original Message-----

From: Pam Banwart [<mailto:thebanwarts@comcast.net>]

Sent: Friday, October 20, 2017 11:35 PM

To: trendell@uswatercorp.net

Cc: Realty262@aol.com

Subject: Water Bill

Dear Mr. Rendell,

We received a phone call today from Marie in the billing office. She informed us that our meter had been tested and the results showed it was in proper working order, despite the bucket tests your technicians did.

She further explained how you had adjusted our bill, calculating our average water usage at 5,000 gallons per month.

We have gone through our bills.

* Our average monthly usage in 2016 was 1.55 TGal.

* Our average monthly usage from January-July 8, 2017 was 3.33 TGal *Our average monthly usage from July 2016-July 8, 2017 was 3.22 TGal *From November 2016-July 8, 2017, we used 25,000 gallons of water *From July 8, 2017-August 11, 2017, we were billed for 31,000 gallons of water. Please note that during this 34 day period, US Water was installing a new system and we were without water for 3 days. Following the install, we were on a "boil" notice for 2 days and we took 2 showers and flushed our toilets only as needed. We used bottled water for cooking, dishes and drinking. Furthermore, we were out of town for 7 days and there was no water usage. That 34 day billing cycle represents 22 days of us being here and using water.

A new meter was installed. Our water usage has been 1TGal for the last two billing cycles.

There is no way we used 31,000 gallons of water in one billing cycle. We used 31,000 gallons of water from June 3, 2016 through July 8, 2017, which is 13 billing cycles.

There is no way our average usage is 5TGal per billing cycle.

There must be a better solution to this issue. We await your reply. In the meantime, please note that we have already mailed the agreed upon \$30 payment for our 10/12/17 bill, which is due November 1, 2017.

Thank you for your prompt attention to this matter.

Sincerely,

Tom & Pam Banwart

9 Corkwood Avenue

Lake Placid, FL 33852

815-245-0862

Sent from my iPad

Troy Rendell

From: Pam Banwart
Sent: Sunday, October 15, 2017 9:48 PM
To: trendell@uswatercorp.net
Cc: Lorraine Knox
Subject: Country Walk water issues

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category

Mr. Randell,

Our names were not included in the letter you received from our HOA regarding water issues. (We forgot to sign the sheet provided at our recent meeting.) Although we have been working very closely with Rita in your corporate office, our issue is not resolved. We are waiting for the results of our meter testing. The bucket tests performed by two technicians indicated inconsistencies with water usage and meter recordings.

Our problem started with a bill for 31000 gallons of usage in July. We were gone for seven of those billing days, had no water for 3 days while new equipment was being installed and had an additional 2 days of no usage during "boiling order," as we opted to use bottled water. Our average monthly water usage for three years is 3 gallons.

Rita is very familiar with our situation. All of our contacts have been pleasant and reassuring. She called us at 8pm last Thursday to apologize for the "turn off" letter we received in error. Your tech guys were terrific too!

We anxiously await resolution to our issues. Thank you for looking into our community problem.

Tom & Pam Banwart
9 Corkwood Ave.
Lake Placid, FL
815-245-0862

Sent from my iPad

Troy Rendell

To: Lorraine Knox
Cc: Rita Varona
Subject: RE: Country Walk

I understand and no need to apologize. I understand the frustration and I can't explain where the water went either.

Only thing we could do at this point is offer you (a) a field bucket test or a (b) bench test. However for the bench test there is a deposit required and if the meter test results come back accurate, there is no refund of the deposit. I think it is \$25 or so.

I can't explain why the usage was high. The meters only record water that goes through the meter and the meter readers simply write down the meter readings – which are entered into the billing system.

I could offer you a credit of 6,000 gallons. That would be as follows:

1K gallon at \$7.72 = \$ 7.72
5K gallon at \$6.17 = \$30.85
Total Credit **\$38.57**

Would this be acceptable?

From: Lorraine Knox [mailto:cook775815@embarqmail.com]
Sent: Wednesday, October 18, 2017 11:03 AM
To: Troy Rendell
Subject: Re: Country Walk

Plus, I forgot to add, when the bill was 17000 gallons back in 2015, the meter was read wrong and I was credited and billed for actual usage. I have 4 grandchildren two of which are teenagers so of course when their parents bring them up here, my bill is 10,000 gallons, because they don't understand the concept of a 5 minute shower! My point for these 11,000 gals is we used NO WATER at all for 8 days during storm and never had one grandchild come during the rest of the 20 days in the billing period. My bill was read on 10-02-17 and the reading was 1385820, it is now 10-18-17, 16 days later and my reading is 1386480. Meaning in 16 days I only used 660 gallons. So tell me how in 20 days in Sept. I used 11,000 gallons? Sorry I got snippy in the prior email, just so frustrated with US water at this point. I just want someone, anyone, at US water to understand what I am trying to tell you. Thanks for listening, Lorraine Knox

From: "Lorraine Knox" <cook775815@embarqmail.com>
To: "Troy Rendell" <trendell@uswatercorp.net>
Sent: Wednesday, October 18, 2017 9:55:25 AM
Subject: Re: Country Walk

I told the lady when my kids come, of course my usage is high, but I had no kids here and no water for 8 days. Never mind, it doesn't matter anyway what we say! Lorraine Knox

From: "Troy Rendell" <trendell@uswatercorp.net>
To: "Lorraine Knox" <cook775815@embarqmail.com>
Cc: "Rita Varona" <rvarona@uswatercorp.net>

Sent: Wednesday, October 18, 2017 9:09:12 AM
Subject: RE: Country Walk

Good morning Barry and Lorraine,

I looked at these two accounts. For Account 25195250 – Dennis Knox – The billing invoice for October had a meter reading of 1385 as of October 2, 2017. Lorraine called customer service on 10-10-17 and confirmed the reading on the meter was 1385, which matched the reading on the bill. A service order was issued on 10-11-17 to obtain a meter reading. The technician confirmed that the reading on the meter was 1385(820) which matches the meter reading on the bill. I've attached a Billing History for this account which shows that based on past consumption for the past three years is indicative of the usage. There have been months with 11,000; 10,000; 17,000; and 13,000 in the past. We can monitor the account for any abnormal usage going forward.

Account 54795574 – Donna Blanshan. I do not see anything unusual on her billing. She was billed for 5,000 gallons. I've attached her past Billing History for the past 3 years. Her average usage is just under 4,000 gallons. There's nothing unusual with her billing based upon past consumption patterns.

If you have any other concerns or questions, let me know.

Troy

From: Lorraine Knox [mailto:cook775815@embarqmail.com]
Sent: Saturday, October 14, 2017 6:53 PM
To: Trendell@uswatercorp.net
Subject: Country Walk

Hi Troy, here is a list of issues regarding Country Walk water. The first resident is Lorraine and Dennis Knox, 863-465-7060 of 56 Lake Side Trail, Lake Placid, they were told they used 11000 gallons of water for the month, when they used no water at all for 8 days beginning on Sept. 11 thru Sept 17. Their normal usage is between 3000 to 4000 gallons. So 11,000 for 21 days is a little excessive, and they have no water leaks. The second resident is Scott and Donna Blanshan 863-531-3105 of 18 Corkwood Avenue, they used 5000 gallons and the issue here is the high water pressure blew the valve of the side of their house, and they did not know the water was running for over a day. The three other residents that were hit with very excessive water bill have been resolved.

At our monthly Board meeting a lot of residents that complained they have leaking faucets, shower heads, hose valves etc., all caused by the days and days of excessive water pressure. The question will US water reimburse them for any expenses they incurred from the pressure problems?

The next thing is, once our new water system is in place, we had the understanding in case of an emergency power failure, a generator would be permanently installed on the site, the same as Covered Bridge, to alleviate any loss of water service. When Irma hit us and the power went out on Sept. 10, our residents also lost water until a generator was finally brought in Wednesday afternoon Sept. 13. Our residents are 90% over the age of 65 and some are way up in age, it was a very difficult situation for these people. I would like to reassure them in case of any emergency, and we lose power that at least they will have water.

Sincerely, Barry Witthuhn President
Country Walk of Lake Placid HOA

Troy Rendell

From: Troy Rendell
Sent: Monday, September 25, 2017 11:01 AM
To: 'Tom Moran'
Subject: RE: Country Walk

I found out this morning when another resident called me. Dustin the operator says they are out there now. There was a main break and they had to turn the system off to fix the break.

Once the break is fixed – they will get the water system back online.

Sorry for the inconvenience.

From: Tom Moran [<mailto:tmoran583@gmail.com>]
Sent: Monday, September 25, 2017 10:57 AM
To: Troy Rendell
Subject: Country Walk

Troy,

You may have heard that there is no water at Country Walk.

We had relatively high pressure last night about 2200. A resident called the after hours number about 2330; I called about 0400 this morning.

Here's the issue; the development has no water and there is no feedback from US Water regarding the acknowledgement of the outage, cause of the problem and estimated repair time.

Is there an avenue to pursue that may alleviate the issue?

Thanks

Tom

Troy Rendell

From: Troy Rendell
Sent: Monday, September 25, 2017 9:51 AM
To: Ron Derossett; Rita Varona
Cc: Lourdes Ramos
Subject: FW: Water Outage - Country Walk

/See below

From: Dustin Williams [<mailto:dwilliams@uswatercorp.net>]
Sent: Monday, September 25, 2017 9:50 AM
To: Troy Rendell
Subject: Re: Water Outage - Country Walk

We are out here now. We had a mainline break that we can't fix without shutting off the plant. Water should be restored by noon. Thank you

On Mon, Sep 25, 2017 at 9:48 AM Troy Rendell <trendell@uswatercorp.net> wrote:

I just got a call from Robert Richmond – Account 43595273 – Address 19 Fawn Run Road

He says the water is out. It went out either last night or this morning.

Please have someone check on this..

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Mobile) 727-777-2508

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

Troy Rendell

To: Lorraine Knox
Cc: Rita Varona
Subject: RE: Country Walk
Attachments: Billing Statement Account 25195250 Knox 10-12-17.pdf; Billing-History-Report_Account 25195250 - Knox.pdf; Billing-History-Report_Account 54795574 - Blanshan.pdf

Good morning Barry and Lorraine,

I looked at these two accounts. For Account 25195250 – Dennis Knox – The billing invoice for October had a meter reading of 1385 as of October 2, 2017. Lorraine called customer service on 10-10-17 and confirmed the reading on the meter was 1385, which matched the reading on the bill. A service order was issued on 10-11-17 to obtain a meter reading. The technician confirmed that the reading on the meter was 1385(820) which matches the meter reading on the bill. I've attached a Billing History for this account which shows that based on past consumption for the past three years is indicative of the usage. There have been months with 11,000; 10,000; 17,000; and 13,000 in the past. We can monitor the account for any abnormal usage going forward.

Account 54795574 – Donna Blanshan. I do not see anything unusual on her billing. She was billed for 5,000 gallons. I've attached her past Billing History for the past 3 years. Her average usage is just under 4,000 gallons. There's nothing unusual with her billing based upon past consumption patterns.

If you have any other concerns or questions, let me know.

Troy

From: Lorraine Knox [<mailto:cook775815@embarqmail.com>]
Sent: Saturday, October 14, 2017 6:53 PM
To: Trendell@uswatercorp.net
Subject: Country Walk

Hi Troy, here is a list of issues regarding Country Walk water. The first resident is Lorraine and Dennis Knox, 863-465-7060 of 56 Lake Side Trail, Lake Placid, they were told they used 11000 gallons of water for the month, when they used no water at all for 8 days beginning on Sept. 11 thru Sept 17. Their normal usage is between 3000 to 4000 gallons. So 11,000 for 21 days is a little excessive, and they have no water leaks. The second resident is Scott and Donna Blanshan 863-531-3105 of 18 Corkwood Avenue, they used 5000 gallons and the issue here is the high water pressure blew the valve of the side of their house, and they did not know the water was running for over a day. The three other residents that were hit with very excessive water bill have been resolved.

At our monthly Board meeting a lot of residents that complained they have leaking faucets, shower heads, hose valves etc., all caused by the days and days of excessive water pressure. The question will US water reimburse them for any expenses they incurred from the pressure problems?

The next thing is, once our new water system is in place, we had the understanding in case of an emergency power failure, a generator would be permanently installed on the site, the same as Covered Bridge, to alleviate any loss of water service. When Irma hit us and the power went out on Sept. 10, our residents also lost water until a generator was finally brought in Wednesday afternoon Sept. 13. Our residents are 90% over the age of

65 and some are way up in age, it was a very difficult situation for these people. I would like to reassure them in case of any emergency, and we lose power that at least they will have water.

Sincerely, Barry Witthuhn President
Country Walk of Lake Placid HOA

COUNTRY WALK UTILITIES, INC.

December 19, 2016

Shona McCray
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Request No 1230971W – Mr. Michael Aquino – Account # 54797973

Dear Ms. McCray,

Complaint: Mr. Michael Aquino – Account # 54797973 – contacted the PSC concerning his final October 2016 bill and the status of his deposit refund. The customer's last bill was for his final month of service.

Response: After further research, Mr. Aquino's account was credited for the \$15.44 for service after his move out. A Refund Check in the amount of \$62.00 was sent via U.S. Postal Service on December 19, 2016

Resolution: I contacted Mr. Aquino on December 19th and informed him of this action. He was appreciative. This issue has been resolved to the customer's satisfaction.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,



Troy Rendell
Manager of Regulated Utilities
/// For Country Walk Utilities, Inc.

Request No. 1230971W Name AQUINO ,MICHAEL MR. Business Name _____

Consumer Information Name: MICHAEL AQUINO Business Name: Svc Address: 44 LAKE SIDE TRL County: Highlands Phone: City/Zip: Lake Placid / 33852- Account Number: 54797973 Caller's Name: MICHAEL AQUINO Mailing Address: PO BOX 882 City/Zip: CRYSTAL BEACH ,FL 34681 Can Be Reached: E-Tracking Number: 121888	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: SHONNA MCCRAY Entered By: DH Date: 12/15/2016 Time: 13:18 Via: E-FORM Prelim Type: IMPROPER BILLS PO: Disputed Amt: 0.00
	Utility Information Company Code: WU967 Company: COUNTRY WALK UTILITIES, INC. Attn. Ron DeRossett1230971W Response Needed From Company? Y Date Due: 01/09/2017 Fax: (727) 849-5467 R	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Monday, December 05, 2016 12:45 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 121888

CUSTOMER INFORMATION

Name: Michael Aquino
Telephone:
Email:
Address: PO BOX 882 Crystal Beach FL 34681

Request No. 1230971W Name AQUINO ,MICHAEL MR. Business Name _____

PAGE NO: 1

BUSINESS INFORMATION

Business Account Name: Michael Aquino

Account Number: 54797973

Address: 44 Lake Side Trail Lake Placid FL 33852

COMPLAINT INFORMATION

Complaint: Improper Billing against County-Wide Utility Co., Inc.

Details:

This company is continuing to charge me for an account that was closed in 8/31/16. I have contacted their customer service department numerous times to correct this (first contact was on 10/26/16), but nothing has been resolved. They acknowledge that the account is closed, but continue to bill me. They also refuse to return my initial deposit on this account. Please help. "

"From: michael [mailto:kidrugby@hotmail.com]

Sent: Thursday, December 15, 2016 12:10 PM

To: Consumer Contact

Subject: Attn: Angela Calhoun Tracking # 121888

TO: Angela Calhoun

FROM: Michael Aquino

RE: Billing Concern (Tracking# 121888)

DATE: 12/15/2016

Ms. Calhoun,

As per your request, I am attaching a copy of the bill you requested as well as proof of remittance. Having sold this property, the account was closed as of 8/31/16 and a final payment of \$16.45 was posted on 9/17/16. The new owners had service connected on 9/1/16.

The amount of my original deposit was \$62.00, but \$15.44 was deducted from that amount on 10/13/16 due to erroneous billing. I have contacted Country Walk Utilities, Inc. four times to resolve this issue beginning in October. I have spoken with their customer service representatives Linda and Heather as well as Troy with the parent company US Water, but they seem unwilling or unable to correct this issue or release my deposit. I have received numerous promises that they would call me back after they researched and resolved the issue, but have heard nothing. I realize this is a small amount of money, but I consider this a matter of theft. Thanks for your assistance. If you need any further information, please email me: kidrugby@hotmail.com.

Sincerely,
Michael C. Aquino"

Please note the attached customer correspondence

Request No. 1230971W

Name AQUINO, MICHAEL MR.

Business Name

PAGE NO: 2

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
- b) actions taken to resolve the customer's complaint
- c) the company's proposed resolution to the complaint
- d) answers to any questions raised by staff in the complaint
- e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case scanned and emailed to company. Case taken by Diane Hood

Request No. 1230971W

Name AQUINO, MICHAEL MR.

Business Name

PAGE NO: 3

DEC 16 2016

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER ASSISTANCE

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915If you have any questions please contact our customer
service number: 1-888-228-2134

Country Walk Utilities, Inc

Account Number 54797973
Bill Date 10/13/2016
Due Date 11/02/2016
Total Amount Due \$46.56For Service To:
44 LAKESIDE TRAIL

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	09/01/2016	0	331 Actual	331	TGAL
	09/01/2016		333 Actual	333	
Total Days:				Total Usage: 2	TGAL

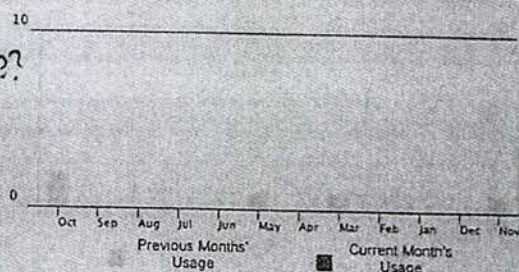
*Tacked to
Troxy on 10*

Billing Detail

Amount Owed From Last Bill \$16.45
 Adjustments \$0.00
 Total Payments Received \$16.45
 Prior Balance \$0.00

New Charges
 Water 2 @ 7.720000 \$15.44
 Total Water 2 TGAL Charges \$15.44
 Apply deposit amount to account balance \$62.00
 Total Current Charges \$-46.56
 Total Amount Due 11/02/2016 \$-46.56

Water Use History

16.45 paid 8/1/15
" " 9/1/15*last bill 8/1-9/1**called 10/26/16 to correct**cancelled 8/31/16
62nd deposit paid
11/2/15*

Message Center

*Complaint to Public Service Commission
Tracking #1888*

- FINAL BILL
- Your statement reflects all payments received and posted through October 4, 2016. Any payments posted after that date will be reflected on your next statement.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will be added to your next bill.
- Bills are due when rendered, and delinquent if not paid within 20 days. Please remit by the due date to avoid a \$5.00 late charge.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054797973 00000000

Make Checks Payable To:
Country Walk Utilities, Inc
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245
☐ Check this box for address
 correction or message. Please
 print on reverse side.
 Acct#: 54797973 44 LAKESIDE TRAIL
Do Not Pay - Currently your account
has a credit balance of

- \$46.56

MICHAEL AQUINO
PO BOX 882
CRYSTAL BEACH FL 34681Country Walk Utilities, Inc
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

Check Details

Close ⊗

Account Number: [REDACTED] Check Number: 1201 Posting Date : 09/27/2016

Print

Front

MICHAEL C. AQUINO
P.O. BOX 882
CRYSTAL BEACH, FL 34681-0882

1201
09/27/2016
300

Pay to the
Order of

Country Walk 9/27/16
sixteen + 45 \$ *1645*



Charles Schwab Bank
Reno, Nevada

High Yield Investor Checking

For *54797773*

Non-Negotiable Image

Back

FOR DEPOSIT ONLY
US AUTOMATED SERVICES CORP
4441 WILSON AVE
TD BANK 000000000000000000000000
11/20/2016



(1234-6782)

Site	Item	NARUC Account Number	Issue Relevance*	Problem	Solution	Regulatory Mandate (M) or Enhancement (E)	Comments	Start Date	Estimated End Date	Total
Country Walk	Services	333	R & WQ	Service lines calcified causing low water pressure	Excavate service saddles, remove calcium deposits, backfill service	E	During and after last customer HOA meeting investigated low pressure complaints – discovered that services were calcified caused by years of high chlorine treatment due to the sulfides in the ground water.	2018	2018	\$16,085.14
Country Walk	Hydro Tank sandblast & recoate	Amortized expense over 5 years	Compliance	Hydro tank requires sandblasting and recoating	Sandblast and Recoate	M	During last tank inspection discovered tank needs to be sandblasted and recoated	2018	2018	\$5,000

*For Issue Relevance, please use DM (Deferred Maintenance), S (Safety), C (Compliance), R (Reliability), or WQ (Water Quality). In the year columns, please include the amount spent and projected to be spent.