

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** October 15, 2013  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Penelope D. Buys, Engineering Specialist III, Division of Engineering  
**RE:** Docket No. 120209-WS - Application for increase in water and wastewater rates in Marion, Orange, Pasco, Pinellas, and Seminole Counties by Utilities, Inc. of Florida.

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Please place the attached correspondence in the docket referenced above.



**FLORIDA DEPARTMENT OF  
ENVIRONMENTAL PROTECTION**  
13051 North Telecom Parkway  
Temple Terrace, Florida 33637-0926

RICK SCOTT  
GOVERNOR

HERSCHEL T. VINYARD JR.  
SECRETARY

September 11, 2013

Mr. Patrick Flynn  
Utilities, Inc.  
[pcflyn@uiwater.com](mailto:pcflyn@uiwater.com)

Re: Summertree Water Treatment Plant  
Facility ID Number 651-1423  
Pasco County

Dear Mr. Flynn:

Department personnel conducted a compliance inspection of the above-referenced facility on August 30, 2013. Based on the information provide during the inspection, the water system was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records.

The Department appreciates your efforts to maintain this water system in compliance with state and federal rules. Should you have any questions or comments, please contact Gerald Foster at (813) 470-5784 or via e-mail at: [Gerald.Foster@dep.state.fl.us](mailto:Gerald.Foster@dep.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads 'Danielle D. Henry'.

Danielle D. Henry  
Environmental Manager  
Compliance Assurance Program  
Southwest District  
Florida Department of Environmental Protection

Ec: Steve Habery, [shabery@uiwater.com](mailto:shabery@uiwater.com)  
Lee Neal, [wlnéal@uiwater.com](mailto:wlnéal@uiwater.com)

SYSTEM	Water system: <u>SUMMERTREE</u>	System PWS #: <u>6511423</u>	Inspection Date: <u>08/30/2013</u>
	Inspector: <u>GERALD FOSTER</u>	Person(s) contacted: <u>WILL STEVENS</u>	System Type: <u>C</u>
System address: <u>SEE REMARKS</u>		City: <u>NEW PORT RICHEY</u>	State: <u>FL</u> Zip: <u>34654</u>
OWNER	Owner name: <u>UTILITIES INC. OF FLORIDA (ATTN: PATRICK FLYNN)</u>	Owner title: <u>OWNER</u>	
	Owner address: <u>200 WEATHERSFIELD AVENUE</u>	City: <u>ALTAMONTE SPRINGS</u>	State: <u>FL</u> Zip: <u>32714</u>
	Owner phone: <u>407-869-1919</u>	Email: <u>PCFlynn@uiwater.com</u>	
Operator required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No", Operator sections not applicable)		Operator class & cert. number: <u>C 8012</u>	
Operator name: <u>STEVE HABERY</u>		Phone: <u>727-934-9137</u>	

S = SATISFACTORY U = UNSATISFACTORY ~ = NOT APPLICABLE \* = SEE COMMENT BELOW

SOURCE - WELL INFORMATION				
Well Number/Well ID #	Well 1	Well 2	Well 13	Well 17
	AAB4622	AAB4621	AAB4624	AAB4623
Well head sealed? (Pad/conduit/openings)	S	S	S	S
Well casing 12" above grade?	S	S	S	S
Casing vent compliant? (2003)	S	S	S	S
Check valve compliant?	S	S	S	S
Raw tap compliant?	S	S	S	S
Flowmeter/Timeclock	S	S	S	S
Well Pad Compliant?	S	S	S	S
Security measures compliant?	S	S	S	S

STORAGE		
Tank(s)/Type(s)	3	Hydro Hydro Hydro
Inspections compliant? (annual/5yr)	S	Next inspections due 2014; See Remarks
Pressure Gauge Compliant	S	
Pressure relief valve provided? (hydro)	S	
Security measures compliant?	S	

TREATMENT	
O & M logbook compliant?	S
O & M manual compliant?	S
Auxiliary Power	S Generators located at WTP 13/17 and WTP 2
Loss of chlorine alarm compliant?	S ORP ChemLogic Probes + Alarms and Auto-Dialers
Treated sample tap provided?	S

DISTRIBUTION		
Water system map compliant?	Yes	
Flushing of dead ends compliant?	Yes	
Valve maintenance compliant?	Yes	
Chlorine residual > 0.2 mg/L	Yes	

HYPO	
Cl solution NSF approved?	S
Cl storage complaint	* See Recommendations
Chlorinator	S Model: Stenner, Chem-Tech pumps used.

MANAGEMENT		
Number of high service pumps?	NA	
Flow meter accuracy checked?	*	See Recommendations
ERP & CCC Plans Onsite?	Yes	CCC Plan located at Orangewood Office

GAS	
Cl room compliant?	~
Scales compliant?	~
Auto switchover provided?	~
Safety (SCBA/Gloves/Airuria Park 11M)	~

OPERATOR		
Operator visits compliant?	Yes	
Plant checked 5 times per week?	Yes	
Last inspection fully compliant? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (see below)		
Have deficiencies been addressed?		NA
Were any of the deficiencies "repeat"?		NA

OTHER	
Aeration	~
pH adjustment	~
Orthophosphate	~
Other: CHLORAMINES	S AMMONIUM SULFATE NOW BEING USED; STENNER AND CHEM-TECH FEED PUMPS

FIELD SAMPLING RESULTS			
Plant Cl (mg/L)	Well 1	Well 2	Wells 13/17
	T: N/A	T: N/A	T: N/A
Distribution Cl mg/L)	F: 2.4 ppm	F: 3.7 ppm	F: 5.0 ppm
	T: N/A	LOCATION: PEAR TREE & SCOTCH PINE	
	F: 1.54 ppm		
	T: N/A	LOCATION: Golf Round dead end	
	F: 0.83 ppm		



**REMARKS AND RECOMMENDATIONS**

**Remarks**

- Inspection conducted during chlorine free burn (August 26 – Sept. 30, 2013)
- System Address (Plants):  
Well 1 – 11128 State Road 52, New Port Richey  
Well 2 – NW of Clubhouse (Paradise Point Way)  
Wells 13/17 – Cocowood Drive (Well 17 is located on Pear Tree Drive)
- Tank inspections were completed in July and August of 2009. The tank at WTP 13/17 is new (2013).
- Aquadene is applied at WTP 2 and WTP 13/17.

**Recommendations**

The packing area at well 13 needs to be adjusted. Excess water spray observed.

**Reminders**

PWS Name: Summertree

PWS ID #: 651-1423

MONITORING & REPORTS		DUE	COMMENTS
Microbiological ("Bacteriological")		Monthly	Disinfectant residuals must be reported individually on bacteriological reports.
Nitrate and Nitrite		2013	Sample at each POE every year.*
Primary Inorganics		2015	Sample at each POE every three years.
Secondaries		2015	Sample at each POE every three years.
Radiologicals	Gross Alpha	2018	Sample at each POE every three, six or nine years.
	Uranium	2018	Sample at each POE every three, six or nine years.
	Radium-226	2018	Sample at each POE every three, six or nine years.
	Radium-228	2018	Sample at each POE every three, six or nine years.
Volatile Organic Contaminants (VOCs)		2015	Sample at each POE every three years.
Synthetic Organic Contaminants (SOCs)		2015	Sample at each POE every three years or submit a Reduced Monitoring Application to waive 2015 testing if approved.
Stage II Disinfection Byproducts (DBPs) <i>Total Trihalomethanes &amp; Haloacetic Acids (5)</i>		July-Sept. 2014	Sample according to approved IDSE plan or DEP Monitoring Plan.
Asbestos		2020	Certification or results due every nine years. Use Form 62-555.900(10), F.A.C.
Lead & Copper		June-Sept. 2015	Sample from sites approved on the Lead and Copper Sampling Plan every three years.
Consumer Confidence Report (CCR) & CCR Certification of Delivery		July 1, 2013	CCR must be delivered by July 1, 2013. The CCR Certification of Delivery must be submitted to the Department by August 10, 2013. Use Form 62-555.900(19) Alternate F.A.C.

**TECHNICAL ASSISTANCE PROVIDERS**

FLORIDA RURAL WATER ASSOCIATION  
 2970 Wellington Circle W, Suite 101  
 Tallahassee FL 32309-6885  
 E-Mail: [FRWA@frwa.net](mailto:FRWA@frwa.net)  
 Home Page: <http://www.frwa.net>  
 850.668.2746



**DEFICIENCIES**

NO DEFICIENCIES NOTED

**PICTURES**



Well 1 - FLUVID#  
AAB4622



NaOCl Storage and Feed Pumps  
(Stenner 40 GPD)



Well 1 - 5000 gal  
Hydropneumatic Storage Tank



Well 2 - FLUVID#  
AAB4621



NH<sub>3</sub> Storage and Feed Pumps  
(Stenner 17 GPD  
Chem-Tech 15 GPD)  
Well 1 - Chloramines



Well 2 - Generator



Well 2 - 7500 gal  
Hydropneumatic Storage  
Tank



Aquadene at Well 2



NaOCl Storage and Feed Pumps  
(Stenner 40 GPD, Chem-Tech 15 GPD (backup))



NH<sub>3</sub> Storage and Feed Pumps (Stenner 17 GPD  
Chem-Tech 15 GPD)

Well 2 - Chloramines



Well 13 - FLUVID# AAB4624



Well 17 - FLUWID# AAB4623



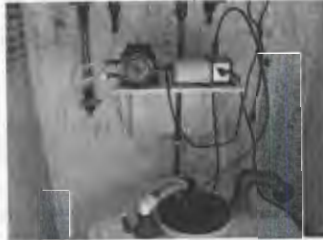
Wells 13/17 - Generator



Wells 13/17 - 10,000 gal  
Hydropneumatic Storage Tank  
Pressure Gauge



NaOCl Storage and Feed Pumps (Stenner 40  
GPD)



NH<sub>3</sub> Storage and Feed Pumps  
(Stenner 40 GPD, Chem-Tech 15 GPD)  
Chloramines

Wells 13/17

INSPECTOR'S SIGNATURE Arnold B. Foster TITLE Environmental Consultant DATE September 11, 2013

REVIEWED BY Donna D. Henry TITLE Environmental Manager DATE September 11, 2013

## Becky Zarate

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**From:** Gibbs, Ana <Ana.Gibbs@dep.state.fl.us>  
**Sent:** Tuesday, September 03, 2013 11:55 PM  
**To:** Armstrong, Brian J.  
**Cc:** Foster, Gerald; Henry, Danielle D.  
**Subject:** FW: Florida Department of Environmental Protection  
**Attachments:** image001.jpg

In case I forget to mention... When Gerald went to the site visit, the residents were meeting with Commissioner Mariano.

Please see summary below regarding our findings.

### *Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



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**From:** Gibbs, Ana  
**Sent:** Tuesday, September 03, 2013 11:50 PM  
**To:** 'richarddevaul@yahoo.com'  
**Cc:** 'arborwood@qualifiedproperty.com'  
**Subject:** RE: Florida Department of Environmental Protection

Good Evening Mr. De Vault,

Thank you for your email below. After speaking with you and your wife last week, and discussing your concerns regarding both the quality of water and whether the utility was appropriately sampling the water, the Florida Department of Environmental Protection conducted a site visit on Friday, August 30, 2013.

The site visit included the three water plants, four wells, and the water lines (including the line associated with your home). In response to your specific claim that the utility may be falsifying water samples, the Department conducted its own onsite chlorine sampling. The sampling showed the facility was in compliance with the Florida Department of Environmental Protection requirements. The chlorine requirements provide an acceptable range. Based on the concerns expressed in your email below regarding the water being "over chlorinated," it is important to note that the chlorine level originally sampled was in the lower portion of the acceptable range. Although the facility was in compliance, due to the concerns expressed by you regarding taste and color, the Department had the facility flush the line while Department staff remained onsite. Flushing brings fresh water through the lines. Fresh water may contain slightly higher levels of chlorine. However, the post flushing sample showed the chlorine level remained in compliance. One of the items discussed during our phone call was your concern regarding bacteria. Chlorine is used as a disinfectant, therefore, knowing the water is properly chlorinated will hopefully bring you some comfort.

The Department also inspected the three water treatment plants to determine the general up keep, to ensure there were no leaks, and to check the pump equipment. The facility was also in compliance in this regard. In summary, no violations were found during the site inspection.

We hope you find this information helpful. We would again encourage you to work directly with the Public Service Commission regarding any rate concerns. Please don't hesitate to call or email me if you have any questions.

Best regards,

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



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**From:** Richard De vaul [mailto:[richarddevaul@yahoo.com](mailto:richarddevaul@yahoo.com)]  
**Sent:** Tuesday, September 03, 2013 1:19 PM  
**To:** Gibbs, Ana  
**Cc:** Jim Johnson  
**Subject:** Re: Florida Department of Environmental Protection

Ana,

*Now, Utilities, Inc. has over chlorinated the water, it cannot be healthy. Of course they will continue to trap foul water in the hydrants unless someone actually does something about it. How about auto bleeders or programmed relief of the hydrants?*

*What about the EPA? Ready to break free from your office and look into the matter? We pay taxes to support federal agencies like the EPA only to have you tell us Utilities, Inc's. testing procedures are trustworthy! Really, you trust the results from a lab, Utilities Inc. is paying for? Is it really that hard to actually do something? You have a valid complaint from us, please act on it. Test the water yourselves.*

*We pay double what customers outside Summertree pay for Pasco County water, only to have it 'foul'.*

*Rick De Vaul*

**From:** "Gibbs, Ana" <[Ana.Gibbs@dep.state.fl.us](mailto:Ana.Gibbs@dep.state.fl.us)>  
**To:** "[richarddevaul@yahoo.com](mailto:richarddevaul@yahoo.com)" <[richarddevaul@yahoo.com](mailto:richarddevaul@yahoo.com)>  
**Sent:** Wednesday, August 21, 2013 2:04 PM  
**Subject:** Florida Department of Environmental Protection



Good Afternoon Mr. De Vault,

Thank you for contacting the Florida Department of Environmental Protection. Your email has been shared with our drinking water compliance staff. They are currently looking into your concerns and will contact you shortly with additional information. In the meantime, if you have any questions please don't hesitate to call me directly. My contact information is below.

Best Regards,

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



----- Forwarded Message -----

**From:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**To:** Richard De vault <[richarddevaul@yahoo.com](mailto:richarddevaul@yahoo.com)>  
**Sent:** Friday, August 16, 2013 9:05 AM  
**Subject:** RE: Bad Water

08/16/2013

RE: Bad Water

Dear Mr. De Vault:

This email is in response to your recent inquiry to the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida, and water quality.

The PSC regulates the rates and services provided by Utilities Inc. of Florida, however water quality issues are regulated by the Florida Department of Environmental Protection. You may wish to contact this agency at the following:

Department of Environmental Protection  
Citizen Services  
3900 Commonwealth Boulevard M.S. 49z  
Tallahassee, Florida 32399  
850-245-2118 (phone)  
850-245-2128 (fax)  
<http://www.dep.state.fl.us/>

Thank you for contacting the Florida Public Service Commission. I regret I cannot be of more assistance regarding this issue. For more information on when to call the PSC, please click on the link: [www.floridapsc.com/publications/consumer/brochure/When\\_to\\_Call\\_the\\_PSC.pdf](http://www.floridapsc.com/publications/consumer/brochure/When_to_Call_the_PSC.pdf). If you have a complaint

regarding a matter regulated by the PSC, please contact us toll free at 1-800-342-3552, by fax at 1-800-511-0809 or by email at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us).

Sincerely,

Angela Calhoun  
Regulatory Consultant  
Office of Consumer Assistance & Outreach

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Richard De vaul [<mailto:richarddevaul@yahoo.com>]

Sent: Thursday, August 15, 2013 7:13 PM

To: [lasparrow@uiwater.com](mailto:lasparrow@uiwater.com); [TGOakley@uiwater.com](mailto:TGOakley@uiwater.com)

Cc: Consumer Contact

Subject: Fw: Bad Water

Lisa Sparrow,

I want a copy of a Florida State Board of Health Certificate indicating complete safety compliance, that is current and correct for OUR water supply.

Understand, this needs to be an independent third party certification on our house. Not some obscure finding based on irrelevant locations.

I trust we understand each other.

We have taken sterilized samples to take to our doctor to pass on to the authorities.

Rick De Vault

----- Forwarded Message -----

From: Lisa Sparrow <[lasparrow@uiwater.com](mailto:lasparrow@uiwater.com)>

To: Richard De vaul <[richarddevaul@yahoo.com](mailto:richarddevaul@yahoo.com)>

Cc: "[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)" <[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)>; Tom G. Oakley <[TGOakley@uiwater.com](mailto:TGOakley@uiwater.com)>

Sent: Thursday, August 15, 2013 6:21 PM

Subject: RE: Bad Water

Mr. De Vault,

I am sorry to hear that the quality of your water is not up to your expectations. I am copying my Chief of Staff so that he can follow-up with our local operations team and find out what's happening. He will be back to you with 24 hours. (Tom – please copy me). Please rest assured that your water is tested in compliance with local, state and federal drinking water requirements and in the unlikely event that it were out of compliance, you would be notified. Our customer's health and safety is our #1 concern.

Thank you for reaching out and again I apologize for this inconvenience.

Regards

Lisa Sparrow

From: Richard De vaul [<mailto:richarddevaul@yahoo.com>]

Sent: Thursday, August 15, 2013 4:06 PM

To: Lisa Sparrow  
Cc: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)  
Subject: Bad Water

Lisa,

We live at 11631 White Ash Drive, New Port Richey, FL 34654. We are in the Arborwood portion of the Summertree Subdivision off State Route 52.

For the past three weeks our drinking water has been foul! It smells like sulfur, tastes bad, and has been black with bacteria at times. I seriously doubt that it would pass health department standards. We are taking a sample to our doctor. My wife has been diagnosed with an autoimmune disease which might be further aggravated by your bad water.

Your local serviceman and line supervisors have been trying to fix the problem, without success. We are tired of calling the local office, only to have the problem persist.

Please get someone out here that can fix the problem. We have tried to be nice, but there are limits to our patience, and it has been reached. If it is not fixed within the next two days we shall first contact Bay News 9 in Tampa, then our attorney. Your company is further depressing our property value with your lousy water. The water did not smell like sulfur when we purchased the property in June of 2011 and it hasn't until three weeks ago.

Please make sure that we are not billed for any water used during the later part of July and August 2013.

If you can not fix the problem, please make arrangements for us to live at respectable hotel at your expense, until the water is fit to drink.

Please note that we have copied the Public Service Commission to appraise them of this situation.

Richard L. De Vault, RA (Registered Architect)

727-857-6360

*Please take a few minutes to share your comments on the service you received from the department by clicking on this link. [DEP Customer Survey](#).*

## Becky Zarate

---

**From:** Gibbs, Ana <Ana.Gibbs@dep.state.fl.us>  
**Sent:** Friday, September 06, 2013 11:15 AM  
**To:** amr328@hotmail.com  
**Subject:** Florida Department of Environmental Protection  
**Attachments:** image001.jpg; Aug 26 to Sept 30 2013 UIF Summertree free chlorine burn.pdf

Good Morning Ms. Ryan,

Thank you for taking the time to speak with us yesterday. The Department hopes your meeting went well. We look forward to working with you. As promised, here is a summary of the Department's August 30, 2013 inspection.

This particular site visit was in response to two recent complaints received from residents. The complaints contained various concerns including taste, color, bacteria levels, chlorine levels, and allegations that the utility was not sampling its own water.

A Florida Department of Environmental Protection site inspector conducted a site visit which included the three water plants, four wells, and the water lines. In response to the specific claim that the utility may be falsifying water samples, the Department conducted its own onsite chlorine sampling. The sampling showed the facility was in compliance with the Florida Department of Environmental Protection requirements. The chlorine requirements provide an acceptable range. Despite the concern expressed in one of the emails the Department received regarding the water being "over chlorinated," it is important to note that the chlorine level originally sampled was in the lower portion of the acceptable range.

Although the facility was in compliance, to address the concerns expressed regarding taste and color, the Department had the facility flush the line while Department staff remained onsite. Flushing brings fresh water through the lines. Fresh water may contain slightly higher levels of chlorine. However, the post flushing sample showed the chlorine level remained in compliance. Chlorine is used as a disinfectant, therefore, knowing the water is properly chlorinated will hopefully bring comfort to residents who are concerned regarding both bacteria and chlorine levels.

The Department also inspected the three water treatment plants to determine the general up keep, to ensure there were no leaks, and to check the pump equipment. The facility was also in compliance in this regard.

The Department inspector smelled the water, touched the water, and splashed the water around his face to further investigate concerns regarding the odor and color. During the August 30, 2013 inspection, there were no odors or discoloration observed. In summary, no violations were found during the site inspection.

Lastly, attached is the free chlorine burn notification you should have received.

We hope you find this information helpful. We would again encourage you to work directly with the Public Service Commission regarding any rate concerns.

Please don't hesitate to call or email me if you have any questions. My contact information, including my direct line is below. Again, we appreciated your time yesterday and look forward to working with you in the future.

Have a great weekend,  
Ana

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



Please take a few minutes to share your comments on the service you received from the department by clicking on this link. [DEP Customer Survey](#).