



February 15, 2016

VIA OVERNIGHT DELIVERY

RECEIVED-FPSC
2016 FEB 16 AM 10:22
COMMISSION
CLERK

Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Docket No. 150269-WS; Application for limited proceeding water rate increase in Marion, Pasco, and Seminole Counties, by Utilities, Inc. of Florida.
Our File No. 30057.224

Dear Ms. Stauffer:

The following are the responses of Utilities, Inc. of Florida, ("Utility") to the Staff's First Data Request dated January 26, 2016:

1. Please provide a revised Schedule No. 4 for Seminole County correcting the mathematical error in the calculation of the rate base in Columns (a) and (d), i.e. Accumulated Depreciation and CIAC added rather than subtracted.

Response: See Attachment "1-1".

2. Please provide documentation verifying that the Bulk Rate for water is \$3.57/Kgal as shown on Schedule No. 19 for Pasco County – Phase II

Response: See Attachment "1-2".

3. Please provide an updated Schedule No. 17 showing the actual amounts for calendar year 2015 for Pasco County - Phase II.

Response: See Attachment "1-3".

4. Please provide Schedule No. 10 for Pasco County – Phase II.

Response: See Attachment "1-4".

5. Please provide copies of your most recent Primary and Secondary Water Quality test results.

Response: See Attachment "1-5" containing the results of the most recent Primary and Secondary Contaminants Water Quality tests for the water systems located in Marion, Pasco and Seminole counties.

6. Please provide copies of monthly operation reports for water from 01/2014-12/2014 which includes:

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

Response: Tom Ballinger of Commission staff clarified for the Utility that Item #6 was inartfully phrased. Staff requested instead that the Utility identify the Crystal Lake well pump's output in gallons per minute and compare that value to the hydraulic capacity of the interconnecting pipeline currently under construction. See Attachment "1-6" Crystal Lake Sanitary Survey 06-26-14 wherein the well yield of the Crystal Lake borehole is identified as 240 gpm. The well pump's output was actually 175 gpm. The interconnection between the two systems is comprised of 8-inch thick walled HDPE pipe that has an inside diameter that is approximately the same inside diameter as 6-inch C900 PVC pipe. The design engineer for this project, CPH Engineers, specified the pipe size and wall thickness based on their analysis of future conditions. They identified a pipe size that would be sufficient to withstand the traffic load at the County Road 46A road crossing as well as the head conditions imparted by the additional water demand placed on the Ravenna Park high service pumps by the addition of the Crystal Lake customers' peak hour water demand at the farthest point in the distribution system. The largest pipe in the Crystal Lake system is 4-inch pipe. The sizing of the interconnection as essentially 6-inch pipe reflects the effort to reduce head loss in the system and thus minimize purchased power costs once the interconnection was in service. It also insures that all of the Crystal Lake customers will have adequate pressure and flow at their taps.

7. Please provide the monthly totals of metered water sold for each month between 01/2014-12/2014.

Response: See Attachment "1-7".

8. If applicable, please provide copies of any written orders from other agencies (such as DEP), which required the plant addition(s) to be made in Pasco County.

Response: There are no written orders generated from agencies other than the PSC regarding the plant addition(s) in Pasco County. The water quality analysis conducted by the Utility was in response to the directive contained in the Commission's Order in the previous UIF rate case docket.

9. If applicable, please provide copies of any written orders from other agencies (such as DEP), which required the utility to construct the interconnection in Seminole County.

Response: There are no written orders generated from other agencies regarding the construction of the interconnection in Seminole County. The project was initiated after the failure of the sole water supply well at Crystal Lake water system.

10. If applicable, please provide copies of any written orders from other agencies (such as DEP) for the service line replacements in Marion County.

Response: There are no written orders generated from other agencies regarding the replacement of service lines in Marion County. However, representatives of the Southwest Florida Water Management District indicated verbally that the Utility's per capita consumption rate was slightly greater than the District's guideline of 150 gpdpc. The service line replacement project was designed to remedy that fact.

11. For the plant addition in Pasco County, please provide the date the project was completed.

Response: August 31, 2015.

12. For the interconnection in Seminole County, please provide the date the projected was completed.

Response: July 14, 2015.

13. For the service line replacement in Marion County, please provide the date the projected was completed.

Response: April 30, 2015.

14. Please provide bids received for the plant additions in Pasco County

Response: See Attachment "1-14", CPH Contract for Summertree WQ Analysis.

15. Please provide bids received to construct the interconnection in Seminole County

Response: See Attachment "1-15", CL-RP CEI Services Proposal 041315; Crystal Lake Bid CFT 031915; Crystal Lake Bid ECO 031915; and Crystal Lake Bid Traverse 031915.

16. Please provide bids received for the service line replacement in Marion County.

Response: See Attachment "1-15", Service Line Replacement Bid Boykin; GH Service Line Replacement Bid CFT; and GH Service Line Replacement Bid Traverse.

17. Please provide a list of all service complaints received by the utility from December 2015 and four years prior. Please include an explanation of how each complaint was resolved.

Response: See Attachment "1-17" that identify service complaints received between January 1, 2011 and December 31, 2015 for each system in Marion, Pasco and Seminole counties including the resolution of each complaint.

18. For All Counties - On Schedule No. 13, the billing determinants appear to be combined for residential and general service. Please provide billing determinants for residential and general service separately.

Response: See Attachment "1-18".

19. For Marion County and Pasco County - Please provide a billing analysis for each class of service by meter size for calendar year 2014.

Response: See Attachment "1-19".

20. For Marion County and Pasco County – Please provide a calculation of revenues at present rates using the billing analysis.

Response: See Attachment "1-20".

21. For Pasco County - On Schedule No. 15, it appears there are duplicate bills in your calculation of lost irrigation revenue. Please remove the duplicate bills and provide a revised Schedule No. 15, along with any fall-out schedules affected by this revision.

Response: See Attachment "1-21". There are no fallout revised schedules from these changes.

Should you or Staff have any questions regarding this filing, please do not hesitate to give me a call.

Very truly yours,



MARTIN S. FRIEDMAN
For the Firm

MSF/
Enclosures

cc: John Hoy (via email, w/o enclosures)
Patrick Flynn (via email, w/o enclosures)
Danijela Janjic, Esquire (via email, w/o enclosures)
Erik Sayler, Esquire (via email, w/o enclosures)

ATTACHMENT "1-1"

UTILITIES, INC. of FLORIDA - SEMINOLE COUNTY

Schedule No. 4

WATER LIMITED PROCEEDING

RATE BASE AND RATE OF RETURN AFTER LIMITED PROCEEDING RATE INCREASE

Water

Line No.		(a)	(b)	(c)	(d)	Reference
		<u>12/31/14 Balance</u>	<u>Adjustments to 2014 Balance</u>	<u>Limited Proceeding Considerations</u>	<u>Balance After Limited Proceeding Considerations (columns a + b + c)</u>	
1	Utility Plant in Service	4,959,910	-	\$98,033	\$5,057,943	Schedule 6 and notes below
2	Land	-	-	-	-	
3	Retirements	-	-	-	-	Schedule 7 and notes below
4	Subtotal: Utility Plant in Service	\$4,959,910	\$0	\$98,033	\$5,057,943	
5	Accumulated Depreciation	(\$731,234)	\$0	(\$1,400)	(\$732,634)	Schedule 9
6	Contributions in Aid of Construction (CIAC)	(1,086,341)	-	-	(1,086,341)	Schedule 8
7	Advances for Construction	(636)	-	-	(636)	
8	Accumulated Amortization of CIAC	851,354	-	-	851,354	Schedule 9
9	Working Capital Allowance	76,575	-	499	77,074	Schedule 14
10	Rate Base	\$4,069,628	\$0	\$97,132	\$4,166,760	lines (4) through (9)
11	Operating Income	\$214,457	\$0	\$24,248	\$238,705	Schedule 5
12	Rate of Return	5.27%			5.73%	line (8) / line (7)
		-1.52%			4.56%	

ATTACHMENT "1-2"

Pasco County Utilities
 14236 Sixth Street
 Dade City, FL 33523
 (352) 521-4285

Pasco County Utilities
Rates and Charges
Effective October 1, 2014
 utilcustserv@pascocountyfl.net

Pasco County Utilities
 7536 State St. – P.O. Box 2139
 New Port Richey, FL 34656-2139
 New Port Richey (727) 847-8131
 Land O' Lakes (813) 235-6012

Meter Size	Installation	Relocation	Calibration	Water Wet Tap ¹	Residential Reclaimed System Connection	Water/Sewer or Sewer Only Owner Deposit	Water/Sewer or Sewer Only Tenant Deposit	Water Only Owner	Water Only Tenant	Water ²	Sewer ³
¾" to 1"	\$276.00	\$312.00	\$193.00	\$445.00	\$445.00	\$180.00	\$216.00	\$60.00	\$72.00	\$7.83	\$17.34
1" to 1 ¼"	\$334.00	\$312.00	\$193.00	\$445.00	\$445.00	\$450.00	\$540.00	\$150.00	\$180.00	\$19.58	\$43.35
1 ½"	\$590.00	Actual Cost	\$258.00	\$665.00	\$665.00	\$900.00	\$1080.00	\$300.00	\$360.00	\$39.15	\$86.70
2"	\$669.00	Actual Cost	\$258.00	\$964.00	\$964.00	\$1439.00	\$1727.00	\$481.00	\$577.00	\$62.64	\$138.72
3"	N/A		Bulk \$193	\$310.00	\$310.00	\$2879.00	\$3455.00	\$961.00	\$1153.00	\$117.45	\$260.10
4"	N/A		Bulk \$193	\$310.00	\$310.00	\$4498.00	\$5398.00	\$1502.00	\$1802.00	\$195.75	\$433.50
6"	N/A		Bulk \$193	\$310.00	\$310.00	\$8996.00	\$10796.00	\$2951.00	\$3542.00	\$391.50	\$867.00
8"	N/A		Bulk \$193	\$310.00	\$310.00	\$14394.00	\$17273.00	\$4722.00	\$5666.00	\$626.40	\$1387.20
10"	N/A		Bulk \$193	\$310.00	\$310.00						
12"	N/A		Bulk \$193	\$310.00	\$310.00						

PER UNIT WATER CHARGES 5/8" & ¾" ONLY	Base Rate = \$7.83	SEWER CHARGES	Base Rate = \$17.34
1,000 to 6,000 gallons	\$2.70 per 1,000 gallons	Base rate plus \$5.10 per each 1,000 gallons of metered water.	
6,001 to 9,000 gallons	\$3.63 per 1,000 gallons	Maximum monthly residential sewer (capped 10,000 gallons 5/8" & ¾")	\$68.34
9,001 to 15,000 gallons	\$4.59 per 1,000 gallons	Sewer only customers with no water meter (5/8", ¾", 1" and 1 ¼" calculated)	\$68.34
>15,001 and over	\$5.53 per 1,000 gallons	Sewer Wet Tap ^{1A}	\$1001.00
		There is no maximum sewer charge on commercial accounts.	

FIRE LINE SERVICE (no meter)	OTHER SERVICE FEES AND CHARGES
Flat fee based on size of service (monthly)	Activation Fee (next day) \$57.00
2" and under \$2.96	Activation Fee (same day) \$98.00
3" \$5.55	Emergency service call (after hours) \$203.00
4" \$9.24	Meter reading request (special) \$75.00 ⁴
6" \$18.50	Disconnect/Reconnect Fee for nonpayment \$129.00
8" \$29.59	Grease Inspection \$97.00 per inspection
10" \$42.54	Septage/Grease disposal \$79.64 per each 1,000 gallons
Fire Hydrant Installation \$5884.00 per hydrant	Sludge Processing \$130.26 per 1,000 gallons
Fire Hydrant Service \$17.17 per hydrant per mo.	System Pressure Testing \$160.00 per test
Fire Hydrant Flow Test \$160.00	Re-inspection of Engineering Inspection Fee \$60.00 per re-inspection

BULK WATER AND WASTEWATER		
	Less than 1.5 MGD	1.5 MGD or greater
Bulk Water	\$3.57 per 1,000 gallons	\$3.30 per 1,000 gallons
Bulk Wastewater	\$4.04 per 1,000 gallons	\$4.04 per 1,000 gallons
		Capital Recovery Surcharge
		\$0.68 per 1,000 gallons
		\$1.00 per 1,000 gallons

RECLAIMED WATER (for irrigation)		
Bulk Reuse Irrigation	\$0.50 per 1,000 gallons	Surplus Rate \$0.23 per 1,000 gallons of reuse water used (to the nearest 1k/gal)
Residential Reuse Irrigation	\$4.97 Backflow prevention device	Wet Weather Rate Commercial TBD
	\$6.08 Reclaimed water	Backflow Device \$59.60 per device – tested annually

¹ County provides labor and materials up to a 2" tap.
^{1A} Over a 2" tap, the customer provides labor and materials; the County performs the tap.
² Minimum monthly water bill.
³ Minimum monthly sewer bill.

ATTACHMENT "1-3"

UTILITIES, INC. of FLORIDA - PASCO COUNTY - Phase II
O&M Variance Analysis
as of 12/31/2015

Schedule No. 17

	YTD	Ph. 2: Reduction to expenses
TOTAL OPERATING EXPENSES		
PURCHASED WATER EXPENSE	-	
	<----	
	corrected for misclassified expenses coded to	
	Orangewood.	
PURCHASED SEWER TREATMENT	203,374	
ELEC PWR - WATER SYSTEM	10,453	(10,453.00)
ELEC PWR - SWR SYSTEM	4,545	
CHEMICALS	11,769	(11,769.00)
METER READING	-	
BAD DEBT EXPENSE	(26)	
BILLING & CUSTOMER SERVICE	573	
EMPLOYEE BENEFITS	-	No change in FTE's in Pasco
IT DEPARTMENT	-	
MISCELLANEOUS EXPENSE	226	
OFFICE EXPENSE	715	
OFFICE UTILITIES/MAINTENANC	1,447	
OUTSIDE SERVICE EXPENSE	2,166	(1,260.00) 3 alarm accounts will terminate at the wells. However, the equipment will be shifted to lift station locations in Pasco.
REGULATORY COMMISSION EXP	-	
RENT EXPENSE	-	
SALARIES & WAGES	83,045	(3,000.00) Nominal reduction in O/T from fewer alarms after hours; no change in FTE's within Pasco
TRAVEL EXPENSE	154	
FLEET TRANSPORTATION EXPENS	-	(1,000.00) Fewer call outs for alarms after hours
MAINTENANCE TESTING	7,746	(6,000.00) No well sampling; POE sampling at one site instead of three; continue TC sampling of dist system
MAINTENANCE-WATER PLANT	15,127	(15,127.00) All WTP's & wells to be demo'd; no maint exp of buildings, pumps, wells, instrumentation, hydro tanks, fencing
MAINTENANCE-SEWER PLANT	9,560	
MAINTENANCE-WTR&SWR PLANT	(2,717)	0.00
SEWER RODDING	-	
SLUDGE HAULING	-	
OPERATING EXPENSES CONSOL	\$ 348,154	(48,609.00) <---- Total O&M reductions after well abandonments

ATTACHMENT "1-4"

INC. of FLORIDA - PASCO COUNTY - Phase II
 VITATED PROCEEDING
 OF INCREASES IN TAXES OTHER THAN INCOME

Schedule No. 10

NARUC A/C Description	(a) Net Increase	
408.1 Regulatory Assessment Fee (RAF)		
Annualized Revenue for the 12 Months Ended 12/31/2014	\$ -	Schedule 13
Historic Revenue at 12/31/14	\$ 1,035,064.00	Per JDE
 Net Increase in Annualized Revenue	 \$ -	 line 2 - line 3
 RAF	 \$ 0.05	 Per PSC
 Increase in RAF (Fee is 4.5%)	 \$ -	 line 4 * line 5
		<----- this is already included in Phase I Rate!
402.11 Property Taxes		
Increased Utility Plant in Service (UPIS)	\$ -	Schedule 6
Retirements	\$ (555,057.69)	Schedule 7
Accumulated Depreciation	\$ -	Schedule 9
 Net Taxable Increase	 \$ (555,057.69)	 line 8 through line 10
 Pasco County Millage Rate	 \$ 0.02	 Per County
 Net Increase in Property Taxes	 \$ (9,492.93)	 line 11 * line 12
 Total Increase to Taxes Other Than Income	 \$ (9,492.93)	

ATTACHMENT "1-5"

MARION

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Phone #: 407-339-5984

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION(to be completed by lab)

Date Sample(s) Received: 02/10/15

PWS ID (From Page 1): _____

Sample Number (From Page 1): 258466DW1

Lab Assigned Report # or Job ID: 258466

Group(s) analyzed and 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 checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input type="checkbox"/> Single Sample	<input checked="" type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input checked="" type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acids	<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		
<input type="checkbox"/> Asbestos					

LAB CERTIFICATION

I, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature: _____



Date: 03/05/15

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MAR 20 2015

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (circle or highlight group(s) above)

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

630 Glden Hills 3.2

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

Report Number / Job ID: 258466DW1
PWS ID (From Page 1): 642076

INORGANIC CONTAMINANTS
62-550.310(1)

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	1.71		EPA300.0	0.200	02/10/15	05:00 PM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/10/15	05:00 PM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/11/15		E83018
1010	Barium	2	mg/L	0.00200	U	EPA200.8	0.00200	02/11/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/11/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/11/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/12/15		E83018
1025	Fluoride	4.0	mg/l	0.290		EPA300.0	0.200	02/10/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/11/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/18/15		E83018
1036	Nickel	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/11/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/11/15		E83018
1052	Sodium	160	mg/L	7.39		EPA200.7	0.500	02/12/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/11/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/11/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/11/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 258466DW1
PWS ID (From Page 1): 642076 Revised 3/31/15

Contamr ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/11/15		E83018
1017	Chloride	250	mg/L	15.1		EPA300.0	0.400	02/10/15		E83018
1022	Copper	1	mg/L	0.0302		EPA200.8	0.00100	02/11/15		E83018
1025	Fluoride	4.0	mg/L	0.290		EPA300.0	0.200	02/10/15		E83018
1028	Iron	0.3	mg/L	0.0100	U	EPA200.7	0.0100	02/12/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/12/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/11/15		E83018
1055	Sulfate	250	mg/L	13.1		EPA300.0	1.00	02/10/15		E83018
1095	Zinc	5	mg/L	0.0577		EPA200.8	0.0100	02/11/15		E83018
1905	Color	15	CU	5.00	U	SM2120 B	5.00	02/11/15	12:00 PM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/10/15	03:15 PM	E83018
1925	pH	6.5 -8.5	pH	8.12		SM4500-H B	0.0100	02/11/15	11:46 AM	E83018
1930	Total Dissolved Solids	500	mg/L	260		SM2540 C	2.50	02/12/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/11/15	02:00 PM	E83018

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

Report Number / Job ID: 258466DW1
PWS ID (From Page 1): 642076

VOLATILE ORGANICS
62-550.310(2)(b)

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/18/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/18/15		E83018

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

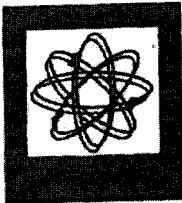
SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 258466DW1
PWS ID (From Page 1): 642076

Contam				Analysis		Analytical		Lab		Extraction Analysis		Analysis		DOH Lab
ID	Contam Name	MCL	Units	Result	Qualifier	Method	MDL	RDL	Date	Date	Time		Cert #	
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/10/15	02/13/15			E83018	
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/10/15	02/13/15			E83018	
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/10/15	02/13/15			E83018	
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/10/15	02/13/15			E83018	
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/10/15	02/13/15			E83018	
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/17/15	02/24/15			E83018	
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/16/15	02/25/15			E83018	
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/12/15			E83018	
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15			E83018	
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15			E83018	
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/11/15	02/18/15			E83018	
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15			E83018	
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/10/15	02/13/15			E83018	
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/10/15	02/13/15			E83018	
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/10/15	02/13/15			E83018	
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15			E83018	
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/11/15	02/18/15			E83018	
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/11/15	02/18/15			E83018	
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/10/15	02/13/15			E83018	
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/10/15	02/13/15			E83018	
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/10/15	02/13/15			E83018	
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/10/15	02/13/15			E83018	
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/10/15	02/13/15			E83018	
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	02/17/15	02/24/15			E83018	
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/10/15	02/13/15			E83018	
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/10/15	02/13/15			E83018	
2931	Dibromochloropropane	0.2	ug/L	0.0195	U	EPA504.1	0.0195	0.02	02/10/15	02/11/15			E83018	
2946	Ethylene Dibromide	0.02	ug/L	0.00977	U	EPA504.1	0.00977	0.01	02/10/15	02/11/15			E83018	
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/10/15	02/13/15			E83018	

FLOWERS

CHEMICAL LABORATORIES INCORPORATED



Flowers Chemical Laboratories, Inc.
481 Newburyport Ave.
Altamonte Springs, FL 32701
Bus: 407-339-5984
Fax: 407-260-6110

Flowers Chemical Labs-South
West Park Industrial Plaza
571 N.W. Mercantile Pl., Ste. 111
Port St. Lucie, FL 34986
Bus: 772-343-8006
Fax: 772-343-8089

Flowers Chemical Labs-North
812 S.W. Harvey Greene Dr.
Madison, FL 32340
Bus: 850-973-6878
Fax: 850-973-6878

Flowers Chemical Labs-Keys
3980 Overseas Highway
Ste. 103
Marathon, FL 33050
Bus: 305-743-8598
Fax: 305-743-8598

www.flowerslabs.com

Client: Utilities Inc. of Florida
Address: Weathersfield Ave.
Altamonte Springs, FL 32714
Phone: (407) 869-1919
Sampled By (PRINT): Marlin Richardson
Sampler Signature: [Signature] Date Sampled: 2/10/15

Public Water System Name: Golden Hills WTP
PWS ID#: 642076
FCL Lab Coordinator: _____
Public Water System Type: Limited Use Commercial / Public
 Community Non-Community Non-transient / Non-Community

COMMENTS: _____

DRINKING WATER - Chain of Custody F.A.C. 62 - 550

ITEM NO.	SAMPLE DESCRIPTION	DATE	TIME	LAB NO.	NUMBER	PRESERVATIVES										Field							
						None	NaOH	HNO ₃	HCl	Na ₂ S ₂ O ₅	ASC. ACID	Primary Inorg.	Secondaries	VOCs	SOCs	NOx/NO ₃	THM	THAA	Pb/Cu	GA / RA228 / Radon	Asbestos	pH	Cl ₂ Res
1	Golden Hills WTP (OE)	2/10/15	7:00 AM	↓	19	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
2				258466 DW1																			
3																							
4																							
5																							
6																							
7																							
8																							
9																							
10																							
Relinquished By / Affiliation		Date	Time	Accepted By / Affiliation		Date	Time	Relinquished By / Affiliation		Date	Time	Accepted By / Affiliation		Date	Time								
<u>[Signature]</u>		2/10/15	9:00 AM	<u>[Signature]</u>		2-10-15	10:30 AM	<u>[Signature]</u>				<u>[Signature]</u>		2/10/15	1746								

• WHITE - Ship with Samples / To Be Returned with Results

• YELLOW - Field Copy / Retain For Your Records

PDW 02-04

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL 33603 Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 2-13-15

PWS ID (From Page 1): _____ Sample Number (From Page 1): 259466 DW1 Lab Assigned Report # or Job ID: 15.1060

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

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

LAB CERTIFICATION

I, James W. Hayes Laboratory Director, 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:  Date: 2-23-15

* 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: Flowers 258466DW1

KNL Report Number/Job ID: 15.1060

PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	2.3	U	EPA 900.0	2.3	3	0.9	2-17-15	0800	E84025
4030	Radium-228	5	pCi/L	0.8	U	EPA Ra-05	0.8	1	0.6	2-20-15	1122	E84025

Reporting Format 62-550.730

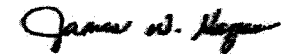
Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
Laboratory Director

Check-Box That Applies To Your Location

Flowers Chemical Laboratories, Inc.
481 Newburyport Ave.
Altamonte Springs, FL 32701
Bus: 407-339-5984
Fax: 407-280-6110

Flowers Chemical Labs-South
West Park Industrial Plaza
571 N.W. Mercantile Pl., Ste. 111
Port St. Lucie, FL 34986
Bus: 772-343-8008
Fax: 772-343-8069

Flowers Chemical Labs-North
812 S.W. Harvey Greene Dr.
Madison, FL 32340
Bus: 850-973-8878
Fax: 850-973-8878

Flowers Chemical Labs-Keys
3980 Overseas Highway, Ste. 103
Marathon, FL 33050
Bus: 305-743-8598
Fax: 305-743-8598



DOWNLOAD REPORTS, INVOICES AND CHAINS OF CUSTODY www.flowerslabs.com

Client KNL Labs	Project Name	P.O. #
Address	Client Contact	FAX
Phone	FCL Project Manager	E-MAIL
Requested Due Date 10 Day Standard	OR <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Rush Charges May Apply

Sampled By (PRINT):	Pick-Up Fee \$	Vehicle Surcharge \$	Sampling Fee \$
---------------------	----------------	----------------------	-----------------

Sampler Signature	Date Sampled	PRESERVATIVES	ANALYSES REQUEST	COMMENTS	Total # Containers
-------------------	--------------	---------------	------------------	----------	--------------------

ITEM NO.	SAMPLE ID	DATE	TIME	MATRIX	(LAB USE ONLY) LAB NO.	PRESERVATIVES					ANALYSES REQUEST		COMMENTS	Total # Containers
						NONE	H ₂ SO ₄	HNO ₃	HCl	Na ₂ S ₂ O ₅	Trace Metals	PA 226		
1	258368WW1	2/10	08:10	WW				✓						2
2	258465DW1	2/10	12:30	DW				✓						2
3	258466DW1	2/10	07:00	DW				✓						2
4	258467DW1	2/10	11:10	DW				✓						2
5	258470DW1	2/10	08:00	DW				✓						2
6	258550DW1	2/10	08:05	DW				✓						3
7	258553DW1	2/10	11:30	DW				✓						2
8	258585WW1	2/10	12:25	WW				✓						1
9	258676WW1	2/11	11:22	WW				✓						2
10														

Handwritten notes in table:
 - Diagonal lines through columns 11 and 12 for items 1-7.
 - "Trace Metals PA 226 PA 228" written vertically in column 11.
 - "15.1058-66" circled in column 13 for item 3.
 - "EPA 00-02" written in column 13 for item 8.
 - "11,940" written in column 13 for item 9.
 - "High solids method used" in column 13 for item 1.
 - "2/23/15" written in column 13 for item 5.

Relinquished By / Affiliation	Date	Time	Accepted By / Affiliation	Date	Time	Relinquished By / Affiliation	Date	Time	Accepted By / Affiliation	Date	Time
						<i>[Signature]</i>	2/10/15	1500	<i>[Signature]</i>		

FINANCE CHARGES APPLIED TO PAST DUE INVOICES

• WHITE - Lab Copy - To Be Scanned
 • YELLOW - Client Copy

ATTACHMENT "1-5"

PASCO

Safe Drinking Water Program Laboratory Reporting Format

TRIES

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

System Name: Orange wood BUTP PWS I.D. #

6	5	1	1	3	1	1
---	---	---	---	---	---	---

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 2448 Arcadia Rd

City: Holiday ZIP Code: 34690

Phone #: 727-934-9137 Fax #: _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 11405345001 Sample Date: 4-29-14 Sample Time: 9 AM PM (circle one)

Sample Location (be specific): well E BUTP Location Code: _____

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One) Reason(s) for Sample (Check all that apply)

<input type="checkbox"/> Distribution <input checked="" type="checkbox"/> Entry Point (to Distribution) <input type="checkbox"/> Plant Tap (not for compliance with 82-550) <input type="checkbox"/> Raw (at well or intake) <input type="checkbox"/> Max Residence Time <input type="checkbox"/> Ave Residence Time <input type="checkbox"/> Near First Customer	<input checked="" type="checkbox"/> Routine Compliance with 82-550 <input type="checkbox"/> Confirmation of MCL Exceedance* <input type="checkbox"/> Composite of Multiple Sites** <input checked="" type="checkbox"/> Other: <u>TRIES</u> Sampling Procedure Used or Other Comments: _____
---	---

*See 82-550.500(5) for requirements and restrictions. And 82-550.512(3) for nitrate or nitrite exceedances. **See 82-550.550(4) for requirements and attach a results page for each site

SAMPLER CERTIFICATION

I, Will Stevens operator, do HEREBY CERTIFY
 (Print Name) (Print Title)

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

Signature: [Signature] Date: 4-29-14

Certified Operator #: 14416 Phone #: 727-934-9137 Sampler's Fax #: _____

Sampler's E-mail: _____

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: 06/30/2014

Address: 9610 Princess Palm Avenue Tampa, FL 33619 Phone #: (813)630-9616

Were any analyses subcontracted? Yes No If yes, please provide DOH certification numbers: { 82574, 882001, 884025 }

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 04/29/2014
PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405345001 Lab Assigned Report # or Job T1405345

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 checked="" type="checkbox"/> All 21 | <input type="checkbox"/> Trihalomethanes | <input checked="" type="checkbox"/> Single Sample | <input checked="" type="checkbox"/> All 14 |
| <input type="checkbox"/> Partial | <input checked="" type="checkbox"/> All Except Dioxin | <input type="checkbox"/> Partial | <input type="checkbox"/> Haloacetic Acids | <input type="checkbox"/> Qtrly Composite** | <input type="checkbox"/> Partial |
| <input checked="" type="checkbox"/> Nitrate | <input type="checkbox"/> Partial | | <input type="checkbox"/> Chlorite | | |
| <input checked="" type="checkbox"/> Nitrite | <input type="checkbox"/> Dioxin Only | | <input type="checkbox"/> Bromate | | |
| <input type="checkbox"/> Asbestos Only | | | | | |

LAB CERTIFICATION

I, Angela Harlan (Print Name), PM (Print Title), do HEREBY CERTIFY

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

Signature: Angela Harlan Date: 5/22/14

* 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 "ND" 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

INORGANIC CONTAMINANTS

62-550 310(1)

Report Number / Job ID: T1405345001

PWS ID (From Page 1)

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	5.8		SM 4500/NO3-F	0.20	04/30/2014	15:09	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500/NO3-F	0.18	04/30/2014	15:09	E84589
1005	Arsenic	0.010	mg/L	0.00092	I	EPA 200.8	0.00015	05/13/2014	16:57	E82574
1010	Barium	2	mg/L	0.014		EPA 200.8	0.00025	05/13/2014	16:57	E82574
1015	Cadmium	0.005	mg/L	0.000085	I	EPA 200.8	0.000056	05/13/2014	16:57	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	05/06/2014	12:57	E82574
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	04/30/2014	15:55	E84589
1025	Fluoride	4.0	mg/L	0.052	I	EPA 300.0	0.017	04/30/2014	17:58	E84589
1030	Lead	0.015	mg/L	0.00048	U	EPA 200.8	0.00048	05/13/2014	16:57	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	04/30/2014	13:16	E84589
1036	Nickel	0.1	mg/L	0.0017	I	EPA 200.7	0.0011	05/06/2014	12:57	E82574
1045	Selenium	0.05	mg/L	0.0012	I	EPA 200.8	0.0012	05/13/2014	16:57	E82574
1052	Sodium	160	mg/L	21		EPA 200.7	0.036	05/06/2014	12:57	E82574
1074	Antimony	0.006	mg/L	0.00018	I	EPA 200.8	0.000031	05/13/2014	16:57	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	05/06/2014	12:57	E82574
1085	Thallium	0.002	mg/L	0.00020	I	EPA 200.8	0.00011	05/13/2014	16:57	E82574

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1405345001

PWS ID (From Page 1)

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	05/06/2014	12:57	E82574
1017	Chloride	250	mg/L	36		EPA 300.0	0.64	04/30/2014	17:56	E84589
1022	Copper	1	mg/L	0.0043		EPA 200.8	0.00022	05/13/2014	16:57	E82574
1025	Fluoride	2.0	mg/L	0.052	I	EPA 300.0	0.017	04/30/2014	17:56	E84589
1028	Iron	0.3	mg/L	0.038	U	EPA 200.7	0.038	05/06/2014	12:57	E82574
1032	Manganese	0.05	mg/L	0.0026		EPA 200.8	0.00011	05/13/2014	16:57	E82574
1050	Silver	0.1	mg/L	0.000054	U	EPA 200.8	0.000054	05/13/2014	16:57	E82574
1055	Sulfate	250	mg/L	18		EPA 300.0	1.3	04/30/2014	17:56	E84589
1095	Zinc	5	mg/L	0.011		EPA 200.8	0.0016	05/13/2014	16:57	E82574
1205	Color	15	PCU	2.7	U	SM18 2120 B	2.7	04/30/2014	16:20	E84589
1920	Odor	3	TON	1.0	U	SM18 2150 B	1.0	04/30/2014	08:00	E84589
1925	pH	6.5 - 8.5	SU	7.8		SM 4500H+B	0.1	04/30/2014	08:33	E84589
1930	Total Dissolved Solids	500	mg/L	300		SM18 2540 C	12	05/05/2014	12:40	E84589
2005	Foaming Agents	0.5	mg/L	0.038	U	SM 5540 C	0.038	05/01/2014	09:00	E82001

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

RADIONUCLIDES
62-550.310(6)

Report Number / Job T1405345001
PWS ID (From Page 1) 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	1.1	I	EPA 200.8	0.70	0.70		05/15/2014	11.22	E82574

- ** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

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

VOLATILE ORGANICS
62-550.310(4)(a)

Report Number / Job ID: T1405345001

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/08/2014	13:44	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	05/08/2014	13:44	E84589
2955	Xylenes (total)	10,000	ug/L	0.48	U	EPA 524.2	0.48	0.5	05/08/2014	13:44	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/08/2014	13:44	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	05/08/2014	13:44	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	05/08/2014	13:44	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/08/2014	13:44	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	05/08/2014	13:44	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	05/08/2014	13:44	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/08/2014	13:44	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/08/2014	13:44	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	05/08/2014	13:44	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	05/08/2014	13:44	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/08/2014	13:44	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	05/08/2014	13:44	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/08/2014	13:44	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	05/08/2014	13:44	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	05/08/2014	13:44	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/08/2014	13:44	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/08/2014	13:44	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/08/2014	13:44	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/l, will not be accepted for compliance.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1405345001

PWS ID (From Page 1)

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	05/06/2014	05/11/2014	16:08	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	05/06/2014	05/11/2014	16:08	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	05/06/2014	05/11/2014	16:08	E82574
2020	Toxaphene	3	ug/L	0.091	U	EPA 508	0.091	1	05/06/2014	05/11/2014	16:08	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	05/02/2014	05/02/2014	19:49	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	05/06/2014	05/09/2014	05:09	E82574
2033	Endosulf	100	ug/L	2.8	U	EPA 548.1	2.8	9	05/03/2014	05/04/2014	13:25	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	05/06/2014	05/06/2014	06:07	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	05/10/2014	05/11/2014	11:30	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	05/07/2014	05/07/2014	03:03	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	05/10/2014	05/11/2014	11:30	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	05/10/2014	05/11/2014	11:30	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	05/02/2014	05/02/2014	19:49	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	05/02/2014	05/02/2014	19:49	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	05/06/2014	05/11/2014	16:08	E82574
2046	Carboluran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	05/07/2014	05/07/2014	03:03	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	05/10/2014	05/11/2014	11:30	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	05/10/2014	05/11/2014	11:30	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	05/06/2014	05/11/2014	16:08	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0057	U	EPA 508	0.0057	0.02	05/06/2014	05/11/2014	16:08	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	05/02/2014	05/02/2014	19:49	E82574
2110	Sivex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	05/02/2014	05/02/2014	19:49	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	05/06/2014	05/11/2014	16:08	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	05/10/2014	05/11/2014	11:30	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	05/02/2014	05/02/2014	19:49	E82574
2383	PCBs	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	05/06/2014	05/11/2014	16:08	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	05/05/2014	05/06/2014	06:39	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	05/05/2014	05/06/2014	06:39	E82574
2959	Chlordane (technical)	2	ug/L	0.048	U	EPA 508	0.048	0.2	05/06/2014	05/11/2014	16:08	E82574

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

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL. 33603 Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 5-1-14

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405345001 Lab Assigned Report # or Job ID: 14.3294

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

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

LAB CERTIFICATION

I, James W. Hayes Laboratory 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: *James W. Hayes* Date: 05-20-14

* 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0012

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

RADIONUCLIDES

62-550.310(6)

Client ID: AEL Tampa T1405345001

KNL Report Number/Job ID: 14.3294
 PWS ID(From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDI	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	2.0		EPA 900.0	0.9	3	0.9	05-16-14	0800	E84025
4020	Radium-226	5	pCi/L	1.3	U	EPA 903.0	0.5	1	0.5	5-13/14	1302	E84025
4030	Radium-228		pCi/L	1.0		EPA Ra-05	1.0	1	0.8	5-18-14	1252	E84025

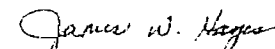
Reporting Format 62-550.730
 Effective January 1995, Revised February 2010.

- * Qualifier Codes: U – indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page 1 of 1

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

Safe Drinking Water Program Laboratory Reporting Format

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

Tries

System Name: Orange wood BUTP PWS I.D. # 6511311

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 2448 Arcadia Rd

City: Holiday ZIP Code: 34690

Phone # 222-934-9137 Fax #: _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 11405345002 Sample Date: 4-29-14 Sample Time: 9:31 AM PM (circle one)

Sample Location (be specific): Well 3 BUTP Location Code: _____

Diatributant Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 82-550)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- Near First Customer

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

- Routine Compliance with 82-550
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites**
- Other: Tries
- Replacement (of invalidated Sample)
- Special (not for compliance with 82-550)
- Clearance (permitting)

Sampling Procedure Used or Other Comments: _____

*See 82-550.500(5) for requirements and restrictions. And 82-550.512(3) for nitrate or nitrite exceedances.

**See 82-550.580(4) for requirements and attach a results page for each site

SAMPLER CERTIFICATION

I, Will Stevens (Print Name), operator (Print Title), do HEREBY CERTIFY

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

Signature: [Signature] Date: 4-29-14

Certified Operator #: 14416 Phone #: 222-934-9137 Sampler's Fax #: _____

Sampler's E-mail: _____

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: 06/30/2014

ATTACH CURRENT DOH ANALYTE SHEET

Address: 9610 Princess Palm Avenue Tampa, FL 33619 Phone #: (813)630-9616

Were any analyses subcontracted? Yes No If yes, please provide DOH certification numbers: 582574, 582001, 584021

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 04/29/2014

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405345002 Lab Assigned Report # or Job T1405345

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 checked="" type="checkbox"/> Single Sample | <input checked="" type="checkbox"/> All 14 |
| <input type="checkbox"/> Partial | <input checked="" type="checkbox"/> All Except Dioxin | <input type="checkbox"/> Partial | <input type="checkbox"/> Haloacetic Acids | <input type="checkbox"/> Qtrly Composite** | <input type="checkbox"/> Partial |
| <input checked="" type="checkbox"/> Nitrate | <input type="checkbox"/> Partial | | <input type="checkbox"/> Chlorite | | |
| <input checked="" type="checkbox"/> Nitrite | <input type="checkbox"/> Dioxin Only | | <input type="checkbox"/> Bromate | | |
| <input type="checkbox"/> Asbestos Only | | | | | |

LAB CERTIFICATION

I, Angela Harlan (Print Name) PM (Print Title) do HEREBY CERTIFY

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

Signature: *Deeplac Heuda* Date: 5/22/14

* 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**

INORGANIC CONTAMINANTS

62-550.310(1)

Report Number / Job ID: T1405345002

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	4.0		SM 4500NO3-F	0.20	04/30/2014	15:14	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	04/30/2014	15:14	E84589
1005	Arsenic	0.010	mg/L	0.0037		EPA 200.8	0.00015	05/13/2014	17:00	E82574
1010	Barium	2	mg/L	0.027		EPA 200.8	0.00025	05/13/2014	17:00	E82574
1015	Cadmium	0.005	mg/L	0.000056	U	EPA 200.8	0.000056	05/13/2014	17:00	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	05/06/2014	13:01	E82574
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	04/30/2014	15:55	E84589
1025	Fluoride	4.0	mg/L	0.15		EPA 300.0	0.017	04/30/2014	18:21	E84589
1030	Lead	0.015	mg/L	0.0012	I	EPA 200.8	0.00048	05/13/2014	17:00	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	04/30/2014	13:16	E84589
1036	Nickel	0.1	mg/L	0.0035	I	EPA 200.7	0.0011	05/06/2014	13:01	E82574
1045	Selenium	0.05	mg/L	0.0012	U	EPA 200.8	0.0012	05/13/2014	17:00	E82574
1052	Sodium	160	mg/L	47		EPA 200.7	0.026	05/06/2014	13:01	E82574
1074	Antimony	0.005	mg/L	0.00013	I	EPA 200.8	0.000091	05/13/2014	17:00	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	05/06/2014	13:01	E82574
1085	Thallium	0.002	mg/L	0.00011	U	EPA 200.8	0.00011	05/13/2014	17:00	E82574

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

SECONDARY CONTAMINANTS

62-550.320

Report Number / Job ID: T1405345002

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	05/06/2014	13:01	E82574
1017	Chloride	250	mg/L	75		EPA 300.0	0.64	04/30/2014	18:21	E84589
1022	Copper	1	mg/L	0.029		EPA 200.8	0.00022	05/13/2014	17:00	E82574
1025	Fluoride	2.0	mg/L	0.15		EPA 300.0	0.017	04/30/2014	18:21	E84589
1028	Iron	0.3	mg/L	0.19	I	EPA 200.7	0.038	05/06/2014	13:01	E82574
1032	Manganese	0.05	mg/L	0.015		EPA 200.8	0.00011	05/13/2014	17:00	E82574
1050	Silver	0.1	mg/L	0.000054	U	EPA 200.8	0.000054	05/13/2014	17:00	E82574
1055	Sulfate	250	mg/L	18		EPA 300.0	1.3	04/30/2014	18:21	E84589
1095	Zinc	5	mg/L	0.027		EPA 200.8	0.0016	05/13/2014	17:00	E82574
1905	Color	15	PCU	2.7	U	SM18 2120 B	2.7	04/30/2014	16:20	E84589
1920	Odor	3	TON	1.0	U	SM18 2150 B	1.0	04/30/2014	08:00	E84589
1925	pH	6.5 - 8.5	SU	7.5		SM 4500H+B	0.1	04/30/2014	08:33	E84589
1930	Total Dissolved Solids	500	mg/L	400		SM18 2540 C	12	05/05/2014	12:40	E84589
2905	Foaming Agents	0.5	mg/L	0.038	U	SM 5540 C	0.038	05/01/2014	09:00	E82001

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

RADIONUCLIDES
62-550.310(6)

Report Number / Job T1405345002
PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	1.7	I	EPA 200.8	0.70	0.70		05/15/2014	11.25	E82574

- ** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1405345002

PWS ID (From Page 1)

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	05/06/2014	05/11/2014	16:28	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	05/06/2014	05/11/2014	16:28	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	05/06/2014	05/11/2014	16:28	E82574
2020	Toxaphene	3	ug/L	0.091	U	EPA 508	0.091	1	05/06/2014	05/11/2014	16:28	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	05/02/2014	05/02/2014	20:54	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	05/06/2014	05/09/2014	05:30	E82574
2033	Endothal	100	ug/L	2.8	U	EPA 548.1	2.8	9	05/03/2014	05/04/2014	13:40	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	05/06/2014	05/06/2014	06:30	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	05/10/2014	05/11/2014	12:44	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	05/07/2014	05/07/2014	03:40	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	05/10/2014	05/11/2014	12:44	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	05/10/2014	05/11/2014	12:44	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	05/02/2014	05/02/2014	20:54	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	05/02/2014	05/02/2014	20:54	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	05/06/2014	05/11/2014	16:28	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	05/07/2014	05/07/2014	03:40	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	05/10/2014	05/11/2014	12:44	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	05/10/2014	05/11/2014	12:44	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	05/06/2014	05/11/2014	16:28	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0052	U	EPA 508	0.0052	0.02	05/06/2014	05/11/2014	16:28	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	05/02/2014	05/02/2014	20:54	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	05/02/2014	05/02/2014	20:54	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	05/06/2014	05/11/2014	16:28	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	05/10/2014	05/11/2014	12:44	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	05/02/2014	05/02/2014	20:54	E82574
2383	PCBs	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	05/06/2014	05/11/2014	16:28	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	05/05/2014	05/06/2014	06:39	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	05/05/2014	05/06/2014	06:39	E82574
2959	Chlordane (technical)	2	ug/L	0.048	U	EPA 508	0.048	0.2	05/06/2014	05/11/2014	16:28	E82574

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

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL. 33603

Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 5-1-14

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): 71405345002 Lab Assigned Report # or Job ID: 14.3295

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

- | | | | | | |
|--|--|----------------------------------|---|---|----------------------------------|
| Inorganics | Synthetic Organics | Volatile Organics | Disinfection Byproducts | Radionuclides | Secondaries |
| <input type="checkbox"/> All Except Asbestos | <input type="checkbox"/> All 30 | <input type="checkbox"/> All 21 | <input type="checkbox"/> Trihalomethanes | <input checked="" 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 Acids | <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 | | |
| <input type="checkbox"/> Asbestos | | | | | |
| <input type="checkbox"/> Lead | | | | | |

LAB CERTIFICATION

I, James W. Hayes, Laboratory 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: _____ Date: 05-20-14

- * 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: AEL Tampa T140534002

KNL Report Number/Job ID: 14.3295

PWS ID(From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOE Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	3.5		EPA 900.0	2.0	3	1.7	05-16-14	0800	E84025
4020	Radium-226	5	pCi/L	1.3		EPA 903.0	0.5	1	0.5	5-14-14	1302	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.9	5-19-14	0702	E84025

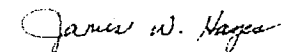
Reporting Format 62-550.310
 Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured not reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

Safe Drinking Water Program Laboratory Reporting Format

TUES

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

System Name: Orangewood BUTP PWS ID. # 6511311

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 2448 Arcadia Rd

City: Holiday ZIP Code: 34690

Phone # 727-934-9135 Fax #: _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: T1455345003 Sample Date: 4-29-14 Sample Time: 9:20 AM PM (circle one)

Sample Location (be specific): Well 2 BUTP Location Code: _____

Dialtinent Residue (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 92-580)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- Near First Customer

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

- Routine Compliance with 92-580
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites**
- Other: TUES
- Replacement (of invalidated sample)
- Special (not for compliance with 92-580)
- Clearance (permitting)

Sampling Procedure Used or Other Comments: _____

*See 92-580.800(6) for requirements and restrictions. And 92-580.512(3) for nitrate or nitrite exceedances.

**See 92-580.880(4) for requirements and attach a results page for each site

SAMPLER CERTIFICATION

I, Will Steugh Operator, do HEREBY CERTIFY
(Print Name) (Print Title)

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

Signature: [Signature] Date: 4-29-14

Certified Operator #: 14416 Phone #: 727-934-9135 Sampler's Fax #: _____

Sampler's E-mail: _____

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: 06/30/2014
ATTACH CURRENT DOH ANALYTE SHEET

Address: 9610 Princess Palm Avenue Tampa, FL 33619 Phone #: (813)630-9616

Were any analyses subcontracted? Yes No If yes, please provide DOH certification numbers: E82574, E82001, E84025
ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 04/29/2014
 PWS ID (From Page 1): 6514311 Sample Number (From Page 1): T1405345003 Lab Assigned Report # or Job T1405345

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 checked="" type="checkbox"/> Single Sample | <input type="checkbox"/> All 14 |
| <input type="checkbox"/> Partial | <input checked="" type="checkbox"/> All Except Dioxin | <input type="checkbox"/> Partial | <input type="checkbox"/> Haloacetic Acids | <input type="checkbox"/> Qtrly Composite** | <input type="checkbox"/> Partial |
| <input checked="" type="checkbox"/> Nitrate | <input type="checkbox"/> Partial | | <input type="checkbox"/> Chlorite | | |
| <input checked="" type="checkbox"/> Nitrite | <input type="checkbox"/> Dioxin Only | | <input type="checkbox"/> Bromate | | |
| <input type="checkbox"/> Asbestos Only | | | | | |

LAB CERTIFICATION *PM*

I, Angela Harlan, 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: Angela Harlan Date: 5/22/14

* 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 "K" 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

INORGANIC CONTAMINANTS
62-550.310(1)

Report Number / Job ID: T1405345003

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	4.2		SM 4500NO3-F	0.20	04/30/2014	15:15	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	04/30/2014	15:15	E84589
1005	Arsenic	0.010	mg/L	0.0036		EPA 200.8	0.00015	05/13/2014	17:03	E82574
1010	Barium	2	mg/L	0.022		EPA 200.8	0.00025	05/13/2014	17:03	E82574
1015	Cadmium	0.005	mg/L	0.000075	I	EPA 200.8	0.000056	05/13/2014	17:03	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	05/06/2014	13:06	E82574
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	04/30/2014	15:55	E84589
1025	Fluoride	4.0	mg/L	0.13		EPA 300.0	0.017	04/30/2014	18:45	E84589
1030	Lead	0.015	mg/L	0.0019		EPA 200.8	0.00048	05/13/2014	17:03	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	04/30/2014	13:16	E84589
1036	Nickel	0.1	mg/L	0.0034	I	EPA 200.7	0.0011	05/06/2014	13:06	E82574
1045	Selenium	0.05	mg/L	0.0022	I	EPA 200.8	0.0012	05/13/2014	17:03	E82574
1052	Sodium	160	mg/L	34		EPA 200.7	0.026	05/06/2014	13:06	E82574
1074	Antimony	0.006	mg/L	0.00012	I	EPA 200.8	0.000091	05/13/2014	17:03	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	05/06/2014	13:06	E82574
1085	Thallium	0.002	mg/L	0.00011	U	EPA 200.8	0.00011	05/13/2014	17:03	E82574

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1405345003

PWS ID (From Page 1)

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	05/06/2014	13:06	E82574
1017	Chloride	250	mg/L	64		EPA 300.0	0.64	04/30/2014	18:45	E84589
1022	Copper	1	mg/L	0.020		EPA 200.8	0.00022	05/13/2014	17:03	E82574
1025	Fluoride	2.0	mg/L	0.13		EPA 300.0	0.017	04/30/2014	18:45	E84589
1028	Iron	0.3	mg/L	0.15	I	EPA 200.7	0.038	05/06/2014	13:06	E82574
1032	Manganese	0.05	mg/L	0.012		EPA 200.6	0.00011	05/13/2014	17:03	E82574
1050	Silver	0.1	mg/L	0.000054	U	EPA 200.8	0.000054	05/13/2014	17:03	E82574
1055	Sulfate	250	mg/L	17		EPA 300.0	1.3	04/30/2014	18:45	E84589
1095	Zinc	5	mg/L	0.031		EPA 200.8	0.0016	05/13/2014	17:03	E82574
1905	Color	15	PCU	2.7	U	SM18 2120 B	2.7	04/30/2014	16:20	E84589
1920	Odor	3	TQN	1.0	U	SM18 2150 B	1.0	04/30/2014	08:00	E84589
1925	pH	6.5 - 8.5	SU	7.4		SM 4500H+B	0.1	04/30/2014	08:33	E84589
1930	Total Dissolved Solids	500	mg/L	390		SM18 2540 C	12	05/05/2014	12:40	E84589
2905	Foaming Agents	0.5	mg/L	0.038	U	SM 5540 C	0.038	05/01/2014	09:00	E82001

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

RADIONUCLIDES
62-550.310(6)

Report Number / Job T1405345003
PWS ID (From Page 1) 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	15	I	EPA 200.8	0.70	0.70		05/15/2014	11.27	E82674

- ** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

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

SYNTHETIC ORGANICS
62-550 310(4)(b)

Report Number / Job ID: T1405345003

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	05/06/2014	05/11/2014	16:49	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	05/06/2014	05/11/2014	16:49	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	05/06/2014	05/11/2014	16:49	E82574
2020	Toxaphene	3	ug/L	0.091	U	EPA 508	0.091	1	05/06/2014	05/11/2014	16:49	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	05/02/2014	05/02/2014	21:26	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 548.2	7.6	0.4	05/06/2014	05/09/2014	05:41	E82574
2033	Endosulf	100	ug/L	2.8	U	EPA 548.1	2.8	9	05/03/2014	05/04/2014	13:55	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	05/06/2014	05/06/2014	06:52	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	05/10/2014	05/11/2014	13:09	E82574
2036	Oxanil	200	ug/L	0.57	U	EPA 531.1	0.57	2	05/07/2014	05/07/2014	04:16	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	05/10/2014	05/11/2014	13:09	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	05/10/2014	05/11/2014	13:09	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	05/02/2014	05/02/2014	21:26	E82574
2041	Diuron	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	05/02/2014	05/02/2014	21:26	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	05/06/2014	05/11/2014	16:49	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	05/07/2014	05/07/2014	04:16	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	05/10/2014	05/11/2014	13:09	E82574
2051	Atechlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	05/10/2014	05/11/2014	13:09	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	05/06/2014	05/11/2014	16:49	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.012	U	EPA 508	0.0052	0.02	05/06/2014	05/11/2014	16:49	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	05/02/2014	05/02/2014	21:26	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	05/02/2014	05/02/2014	21:26	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	05/06/2014	05/11/2014	16:49	E82574
2306	Benzo(a)pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	05/10/2014	05/11/2014	13:09	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	05/02/2014	05/02/2014	21:26	E82574
2383	PCBs	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	05/06/2014	05/11/2014	16:49	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	05/05/2014	05/06/2014	07:52	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	05/05/2014	05/06/2014	07:52	E82574
2959	Chlordane (technical)	2	ug/L	0.048	U	EPA 508	0.048	0.2	05/06/2014	05/11/2014	16:49	E82574

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

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

Address: 3202 N. Florida Ave. Tampa, FL. 33603

ATTACH CURRENT DOH ANALYTE SHEET*

Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 5-1-14

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): 71405345003 Lab Assigned Report # or Job ID: 14.3296

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 type="checkbox"/> All 21 | <input type="checkbox"/> Trihalomethanes | <input checked="" 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 Acids | <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 | | |
| <input type="checkbox"/> Asbestos | | | | | |
| <input type="checkbox"/> Lead | | | | | |

LAB CERTIFICATION

I, James W. Hayes, Laboratory 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: *James W Hayes* Date: 05-20-14

* 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0012

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

RADIONUCLIDES

62-550.310(6)

Client ID: AEL Tampa T1405345003

KNL Report Number/Job ID: 14.3296

PWS ID(From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOE Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	1.3	U	EPA 900.0	1.3	3	1.0	05-16-14	0800	E84025
4020	Radium-226	5	pCi/L	1.4		EPA 903.0	0.4	1	0.5	5-14-14	1302	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.9	5-19-14	0702	E84025

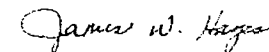
Reporting Format 62-550.730
 Effective January 1995, Revised February 2010

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

Safe Drinking Water Program Laboratory Reporting Format

TRIES

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

System Name: Orange Wood PWS ID # 6511311
 System Type (check one): Community Nontransient Noncommunity Transient Noncommunity
 Address: 2448 Arcadia Rd
 City: Holiday ZIP Code: 34690
 Phone # 727-934-9137 ex # _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler):

Sample Number: T1405149001 Sample Date: 4-23-14 Sample Time: 830 AM PM (circle one)
 Sample Location (be specific): well P Location Code: _____
 Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- Near First Customer

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

- Routine Compliance with 62-550
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites**
- Other _____
- Replacement (of invalidated sample)
- Special (not for compliance with 62-550)
- Clearance (permitting)

Sampling Procedure Used or Other Comments: _____

*See 62-550.500(5) for requirements and restrictions. And 62-550.512(3) for nitrate or nitrite exceedance.

**See 62-550.580(4) for requirements and attach a results page for each site

SAMPLER CERTIFICATION

Will Stevens Operator do HEREBY CERTIFY
 (Print Name) (Print Title)

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

Signature: [Signature] Date: 4-23-14
 Certified Operator ID: C-14416 Phone #: 727-934-9137 Sampler's Fax #: _____

Sampler's E-mail: _____

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: 06/30/2014

ATTACH CURRENT DOH ANALYTE

Address: 9610 Princess Palm Avenue Tampa, FL 33619 Phone #: (813)630-9616

Were any analyses subcontracted? Yes No If yes, please provide DOH certification numbers: E82574, E82001, E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 04/23/2014

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405149001 Lab Assigned Report # or Job T1405149

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 checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input checked="" type="checkbox"/> Single Sample	<input checked="" type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input checked="" type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acids	<input type="checkbox"/> Qtrly Composite**	<input type="checkbox"/> Partial
<input checked="" type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input checked="" type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate		
<input type="checkbox"/> Asbestos Only					

LAB CERTIFICATION

I, Angela Harlan, PM, 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: *Dee Dee Heald* Date: 5/12/14

* 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**

INORGANIC CONTAMINANTS
62-550.310(1)

Report Number / Job ID: T1405149001
PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	8.0		SM 4500NO3-F	0.20	04/24/2014	15:13	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	04/24/2014	15:13	E84589
1005	Arsenic	0.010	mg/L	0.0020	I	EPA 200.8	0.00015	05/08/2014	13:51	E82574
1010	Barium	2	mg/L	0.015		EPA 200.8	0.00025	05/08/2014	13:51	E82574
1015	Cadmium	0.005	mg/L	0.000056	U	EPA 200.8	0.000056	05/08/2014	13:51	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	05/01/2014	15:27	E82574
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	04/30/2014	15:55	E84589
1025	Fluoride	4.0	mg/L	0.077	I	EPA 300.0	0.017	04/24/2014	17:47	E84589
1030	Lead	0.015	mg/L	0.00048	U	EPA 200.8	0.00048	05/08/2014	13:51	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	04/25/2014	13:05	E84589
1036	Nickel	0.1	mg/L	0.0029	I	EPA 200.7	0.0011	05/01/2014	15:27	E82574
1045	Selenium	0.05	mg/L	0.0017	I	EPA 200.8	0.0012	05/08/2014	13:51	E82574
1052	Sodium	160	mg/L	25		EPA 200.7	0.026	05/01/2014	15:27	E82574
1074	Antimony	0.006	mg/L	0.000098	I	EPA 200.8	0.000091	05/08/2014	13:51	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	05/01/2014	15:27	E82574
1085	Thallium	0.002	mg/L	0.00028	I	EPA 200.8	0.00011	05/08/2014	13:51	E82574

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1405149001

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	05/01/2014	15:27	E82574
1017	Chloride	250	mg/L	39		EPA 300.0	0.64	04/24/2014	17:47	E84589
1022	Copper	1	mg/L	0.0035		EPA 200.8	0.00022	05/08/2014	13:51	E82574
1025	Fluoride	2.0	mg/L	0.077	I	EPA 300.0	0.017	04/24/2014	17:47	E84589
1028	Iron	0.3	mg/L	0.038	U	EPA 200.7	0.038	05/01/2014	15:27	E82574
1032	Manganese	0.05	mg/L	0.0053		EPA 200.8	0.00011	05/08/2014	13:51	E82574
1050	Silver	0.1	mg/L	0.000054	U	EPA 200.8	0.000054	05/08/2014	13:51	E82574
1055	Sulfate	250	mg/L	22		EPA 300.0	1.3	04/24/2014	17:47	E84589
1095	Zinc	5	mg/L	0.018		EPA 200.3	0.0016	05/08/2014	13:51	E82574
1905	Color	15	PCU	9.2		SM18 2120 B	2.7	04/25/2014	08:40	E84589
1920	Odor	3	TON	1.0	U	SM18 2150 B	1.0	04/24/2014	09:00	E84589
1925	pH	6.5 - 8.5	SU	7.2		SM 4500H+B	0.1	04/24/2014	12:38	E84589
1930	Total Dissolved Solids	500	mg/L	340		SM18 2540 C	10	04/26/2014	08:09	E84589
2905	Foaming Agents	0.5	mg/L	0.038	U	SM 5540 C	0.038	04/24/2014	13:15	E82001

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

RADIONUCLIDES
62-550.310(6)

Report Number / Job T1405149001
PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	7.3		EPA 200.8	0.14	0.14		05/08/2014	13:51	E82574

- ** the result exceeds 5 pCi/L. a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

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

VOLATILE ORGANICS
62-550.310(4)(a)

Report Number / Job ID: T1405149001

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	19:04	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	05/05/2014	19:04	E84589
2955	Xylenes (total)	10.000	ug/L	0.48	U	EPA 524.2	0.48	0.5	05/05/2014	19:04	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	19:04	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	05/05/2014	19:04	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	05/05/2014	19:04	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/05/2014	19:04	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	05/05/2014	19:04	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	05/05/2014	19:04	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	19:04	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/05/2014	19:04	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	05/05/2014	19:04	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	05/05/2014	19:04	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/05/2014	19:04	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	05/05/2014	19:04	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/05/2014	19:04	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	05/05/2014	19:04	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	05/05/2014	19:04	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	19:04	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	19:04	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	19:04	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/L will not be accepted for compliance.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1405149001

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	04/29/2014	05/05/2014	13:52	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	04/29/2014	05/05/2014	13:52	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	04/29/2014	05/05/2014	13:52	E82574
2020	Toxaphene	3	ug/L	0.091	U	EPA 508	0.091	1	04/29/2014	05/05/2014	13:52	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	04/29/2014	04/29/2014	16:55	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	04/29/2014	05/01/2014	12:04	E82574
2033	Endothall	100	ug/L	2.8	U	EPA 548.1	2.8	9	04/26/2014	04/27/2014	16:10	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	04/30/2014	04/30/2014	02:42	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	05/03/2014	05/03/2014	17:58	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	05/02/2014	05/02/2014	02:18	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	05/03/2014	05/03/2014	17:58	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	05/03/2014	05/03/2014	17:58	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	04/29/2014	04/29/2014	16:55	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	04/29/2014	04/29/2014	16:55	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	04/29/2014	05/05/2014	13:52	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	05/02/2014	05/02/2014	02:18	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	05/03/2014	05/03/2014	17:58	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	05/03/2014	05/03/2014	17:58	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	04/29/2014	05/05/2014	13:52	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.050	U	EPA 508	0.0052	0.02	04/29/2014	05/05/2014	13:52	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	04/29/2014	04/29/2014	16:55	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	04/29/2014	04/29/2014	16:55	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	04/29/2014	05/05/2014	13:52	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	05/03/2014	05/03/2014	17:58	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	04/29/2014	04/29/2014	16:55	E82574
2383	PCBs	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	04/29/2014	05/05/2014	13:52	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	04/25/2014	04/25/2014	21:23	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	04/25/2014	04/25/2014	21:23	E82574
2959	Chlordane (technical)	2	ug/L	0.048	U	EPA 508	0.048	0.2	04/29/2014	05/05/2014	13:52	E82574

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

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL. 33603 Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 04-24-14

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405079001 Lab Assigned Report # or Job ID: 14.3092

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

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

LAB CERTIFICATION

I, James W. Hayes, Laboratory 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: *James W Hayes* Date: 5-7-14

* 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: AEL-T1405149001

KNL Report Number/Job ID: 14.3092

PWS ID(From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	3.8		EPA 900.0	0.8	3	0.8	5-5-14	0800	E84025
4020	Radium-226	5	pCi/L	2.3		EPA 903.0	0.5	1	0.7	5-2-14	1226	E84025
4030	Radium-228		pCi/L	1.5		EPA Ra-05	1.0	1	1.0	5-5-14	1016	E84025

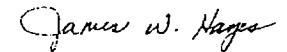
Reporting Format 62-550.730
 Effective January 1995, Revised February 2010

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 1 = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page 1 of 9

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

Safe Drinking Water Program Laboratory Reporting Format

TRIES

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

System Name: Orange Wood PWS ID. # 6512311

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 2448 Arcadia Rd

City: Holiday ZIP Code: 34690

Phone # 727-934-9137 Fax # _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 1140514900 Sample Date: 4-23-14 Sample Time: 845 AM PM (Circle One)

Sample Location (be specific): Well 2 Location Code: _____

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 82-550)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- Near First Customer

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

- Routine Compliance with 82-850
- Replacement (of invalidated Sample)
- Confirmation of MCL Exceedance*
- Special (not for compliance with 82-550)
- Composite of Multiple Sites**
- Clearance (permitting)
- Other: _____

Sampling Procedure Used or Other Comments: _____

*See 82-550.800(6) for requirements and restrictions. And 82-550.512(3) for nitrate or nitrite exceedances. **See 82-550.850(4) for requirements and attach a results page for each site

SAMPLER CERTIFICATION

Will Stevens Operator do HEREBY CERTIFY
 (Print Name) (Print Title)

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

Signature: [Signature] Date: 4-23-14

Certified Operator # C-17416 Phone #: 727-934-9137 Samplers Fax #: _____

Samplers E-mail: _____

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: 06/30/2014

Address: 9610 Princess Palm Avenue Tampa, FL 33619 Phone #: (813)630-9616

Were any analyses subcontracted? Yes No If yes, please provide DOH certification numbers: 882574, 882001, 884025
ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 04/23/2014
PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405149002 Lab Assigned Report # or Job T1405149

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 checked="" type="checkbox"/> All 21 | <input type="checkbox"/> Trihalomethanes | <input checked="" type="checkbox"/> Single Sample | <input checked="" type="checkbox"/> All 14 |
| <input type="checkbox"/> Partial | <input checked="" type="checkbox"/> All Except Dioxin | <input type="checkbox"/> Partial | <input type="checkbox"/> Haloacetic Acids | <input type="checkbox"/> Qtrly Composite** | <input type="checkbox"/> Partial |
| <input checked="" type="checkbox"/> Nitrate | <input type="checkbox"/> Partial | | <input type="checkbox"/> Chlorite | | |
| <input checked="" type="checkbox"/> Nitrite | <input type="checkbox"/> Dioxin Only | | <input type="checkbox"/> Bromate | | |
| <input type="checkbox"/> Asbestos Only | | | | | |

LAB CERTIFICATION *PM*

I, Angela Harlan, _____, 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: Angela Harlan Date: 5/12/14

* 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**

INORGANIC CONTAMINANTS
62-550.310(1)

Report Number / Job ID: T1405149002

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	6.3		SM 4500NO3-F	0.20	04/24/2014	15:14	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	04/24/2014	15:14	E84589
1005	Arsenic	0.010	mg/L	0.0022		EPA 200.8	0.00015	05/08/2014	13:54	E82574
1010	Barium	2	mg/L	0.016		EPA 200.8	0.00025	05/08/2014	13:54	E82574
1015	Cadmium	0.005	mg/L	0.00011	I	EPA 200.8	0.000056	05/08/2014	13:54	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	05/01/2014	15:32	E82574
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	04/30/2014	15:55	E84589
1025	Fluoride	4.0	mg/L	0.083	I	EPA 300.0	0.017	04/24/2014	18:57	E84589
1030	Lead	0.015	mg/L	0.00048	U	EPA 200.8	0.00048	05/08/2014	13:54	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	04/25/2014	13:05	E84589
1036	Nickel	0.1	mg/L	0.0030	I	EPA 200.7	0.0011	05/01/2014	15:32	E82574
1045	Selenium	0.05	mg/L	0.0012	U	EPA 200.8	0.0012	05/08/2014	13:54	E82574
1052	Sodium	160	mg/L	24		EPA 200.7	0.026	05/01/2014	15:32	E82574
1074	Antimony	0.006	mg/L	0.00011	I	EPA 200.8	0.000091	05/08/2014	13:54	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	05/01/2014	15:32	E82574
1085	Thallium	0.002	mg/L	0.00019	I	EPA 200.8	0.00011	05/08/2014	13:54	E82574

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1405149002

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	05/01/2014	15:32	E82574
1017	Chloride	250	mg/L	38		EPA 300.0	0.64	04/24/2014	18:57	E84589
1022	Copper	1	mg/L	0.011		EPA 200.8	0.00022	05/08/2014	13:54	E82574
1025	Fluoride	2.0	mg/L	0.083	I	EPA 300.0	0.017	04/24/2014	18:57	E84589
1028	Iron	0.3	mg/L	0.038	U	EPA 200.7	0.038	05/01/2014	15:32	E82574
1032	Manganese	0.05	mg/L	0.019		EPA 200.8	0.00011	05/08/2014	13:54	E82574
1050	Silver	0.1	mg/L	0.000054	U	EPA 200.8	0.000054	05/08/2014	13:54	E82574
1055	Sulfate	250	mg/L	18		EPA 300.0	1.3	04/24/2014	18:57	E84589
1095	Zinc	5	mg/L	0.013		EPA 200.8	0.0016	05/08/2014	13:54	E82574
1905	Color	15	PCU	4.4	I	SM18 2120 B	2.7	04/25/2014	08:40	E84589
1920	Odor	3	TON	1.0	U	SM18 2150 B	1.0	04/24/2014	09:00	E84589
1925	pH	6.5 - 8.5	SU	7.4		SM 4500H+B	0.1	04/24/2014	12:38	E84589
1930	Total Dissolved Solids	500	mg/L	310		SM18 2540 C	10	04/26/2014	08:09	E84589
2905	Foaming Agents	0.5	mg/L	0.038	U	SM 5540 C	0.038	04/24/2014	13:15	E82001

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

RADIONUCLIDES
62-550.310(6)

Report Number / Job T1405149002
PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	2.1		EPA 200.8	0.14	0.14		05/08/2014	13:54	E82574

** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.

**** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

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

VOLATILE ORGANICS
62-550.310(4)(a)

Report Number / Job ID: T1405149002

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	19:52	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	05/05/2014	19:52	E84589
2955	Xylenes (total)	10,000	ug/L	0.48	U	EPA 524.2	0.48	0.5	05/05/2014	19:52	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	19:52	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	05/05/2014	19:52	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	05/05/2014	19:52	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/05/2014	19:52	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	05/05/2014	19:52	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	05/05/2014	19:52	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	19:52	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/05/2014	19:52	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	05/05/2014	19:52	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	05/05/2014	19:52	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/05/2014	19:52	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	05/05/2014	19:52	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/05/2014	19:52	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	05/05/2014	19:52	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	05/05/2014	19:52	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	19:52	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	19:52	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	19:52	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/L will not be accepted for compliance.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1405149002

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	04/29/2014	05/05/2014	14:12	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	04/29/2014	05/05/2014	14:12	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	04/29/2014	05/05/2014	14:12	E82574
2020	Toxaphene	3	ug/L	0.091	U	EPA 508	0.091	1	04/29/2014	05/05/2014	14:12	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	04/29/2014	04/29/2014	17:26	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	04/29/2014	05/01/2014	12:15	E82574
2033	Endothall	100	ug/L	2.8	U	EPA 548.1	2.8	9	04/26/2014	04/27/2014	16:25	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	04/30/2014	04/30/2014	03:04	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	05/03/2014	05/03/2014	18:22	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	05/02/2014	05/02/2014	02:54	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	05/03/2014	05/03/2014	18:22	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	05/03/2014	05/03/2014	18:22	E82574
2040	Picloran	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	04/29/2014	04/29/2014	17:26	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	04/29/2014	04/29/2014	17:26	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.012	U	EPA 508	0.012	0.1	04/29/2014	05/05/2014	14:12	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	05/02/2014	05/02/2014	02:54	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	05/03/2014	05/03/2014	18:22	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	05/03/2014	05/03/2014	18:22	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	04/29/2014	05/05/2014	14:12	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.049		EPA 508	0.0052	0.02	04/29/2014	05/05/2014	14:12	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	04/29/2014	04/29/2014	17:26	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	04/29/2014	04/29/2014	17:26	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	04/29/2014	05/05/2014	14:12	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	05/03/2014	05/03/2014	18:22	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	04/29/2014	04/29/2014	17:26	E82574
2383	PCBs	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	04/29/2014	05/05/2014	14:12	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	04/25/2014	04/25/2014	21:48	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	04/25/2014	04/25/2014	21:48	E82574
2959	Chlordane (technical)	2	ug/L	0.048	U	EPA 508	0.048	0.2	04/29/2014	05/05/2014	14:12	E82574

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

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL. 33603 Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 04-24-14

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405149002 Lab Assigned Report # or Job ID: 14.3093

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 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 Acids | <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 | | |
| <input type="checkbox"/> Asbestos | | | | | |
| <input type="checkbox"/> Lead | | | | | |

LAB CERTIFICATION

I, James W. Hayes, Laboratory 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: *James W Hayes* Date: 5-7-14

* 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

KNL Report Number/Job ID: 14.3093
 PWS ID(From Page 1): 651-1311

RADIONUCLIDES

62-550.310(6)

Client ID: AEL-T1405149002

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOI Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	3.9		EPA 900.0	1.2	3	1.2	5-5-14	0800	E84025
4020	Radium-226	5	pCi/L	2.4		EPA 903.0	0.5	1	0.7	5-2-14	1226	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.8	5-5-14	1016	E84025

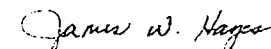
Reporting Format 62-550.730
 Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page 18 of 18

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

Safe Drinking Water Program Laboratory Reporting Format

TRUES

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

System Name: Orange Wood PWS ID # 6511311

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 2448 Arcadia Rd

City: Holiday ZIP Code: 34690

Phone # 727-934-9137 Ext # _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler):

Sample Number: 11405149003 Sample Date: 4-23-14 Sample Time: 907 AM PM (Circle one)

Sample Location (be specific): Wells 3-4 Location Code: _____

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- Near First Customer

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

- Routine Compliance with 62-550
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites**
- Other _____
- Replacement (of Invalidated Sample)
- Special (not for compliance with 62-550)
- Clearance (permitting)

Sampling Procedure Used or Other Comments: _____

*See 62-550.900(6) for requirements and restrictions. And 62-550.512(3) for criteria of MCL exceedances.

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

SAMPLER CERTIFICATION

I, Will Stevens (Print Name) Operator (Print Title), do HEREBY CERTIFY

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

Signature: *Will Stevens* Date: 4-23-14

Certified Operator # 14416 Phone # 727-934-9137 Sampler's Fax # _____

Sampler's E-mail: _____

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: 06/30/2014

ATTACH CURRENT DOH ANALYTE

Address: 9610 Princess Palm Avenue Tampa, FL 33619 Phone #: (813)630-9616

Were any analyses subcontracted? Yes No If yes, please provide DOH certification numbers: E82574, E82001, E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 04/23/2014

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405149003 Lab Assigned Report # or Job T1405149

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 checked="" type="checkbox"/> All 21 | <input type="checkbox"/> Trihalomethanes | <input checked="" type="checkbox"/> Single Sample | <input checked="" type="checkbox"/> All 14 |
| <input type="checkbox"/> Partial | <input checked="" type="checkbox"/> All Except Dioxin | <input type="checkbox"/> Partial | <input type="checkbox"/> Haloacetic Acids | <input type="checkbox"/> Qtrly Composite** | <input type="checkbox"/> Partial |
| <input checked="" type="checkbox"/> Nitrate | <input type="checkbox"/> Partial | | <input type="checkbox"/> Chlorite | | |
| <input checked="" type="checkbox"/> Nitrite | <input type="checkbox"/> Dioxin Only | | <input type="checkbox"/> Bromate | | |
| <input type="checkbox"/> Asbestos Only | | | | | |

LAB CERTIFICATION

I, Angela Harlan, PM, 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: Angela Harlan Date: 5/12/14

* 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**

INORGANIC CONTAMINANTS
62-550.310(1)

Report Number / Job ID: T1405149003

PWS ID (From Page 1):

651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	5.8		SM 4500NO3-F	0.20	04/24/2014	15:19	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	04/24/2014	15:19	E84589
1005	Arsenic	0.010	mg/L	0.0026		EPA 200.8	0.00015	05/08/2014	13:56	E82574
1010	Barium	2	mg/L	0.0035		EPA 200.8	0.00025	05/08/2014	13:56	E82574
1015	Cadmium	0.005	mg/L	0.000070	I	EPA 200.8	0.000056	05/08/2014	13:56	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	05/01/2014	15:59	E82574
1024	Cyanide	0.2	mg/L	0.0048	U	SM 4500-CN-E	0.0048	04/30/2014	15:55	E84589
1025	Fluoride	4.0	mg/L	0.071	I	EPA 300.0	0.017	04/24/2014	19:21	E84589
1030	Lead	0.015	mg/L	0.00048	U	EPA 200.8	0.00048	05/08/2014	13:56	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	04/25/2014	13:05	E84589
1036	Nickel	0.1	mg/L	0.0019	I	EPA 200.7	0.0011	05/01/2014	15:59	E82574
1045	Selenium	0.05	mg/L	0.0015	I	EPA 200.8	0.0012	05/08/2014	13:56	E82574
1052	Sodium	160	mg/L	26		EPA 200.7	0.026	05/01/2014	15:59	E82574
1074	Antimony	0.006	mg/L	0.00022	I	EPA 200.8	0.000091	05/08/2014	13:56	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	05/01/2014	15:59	E82574
1085	Thallium	0.002	mg/L	0.00028	I	EPA 200.8	0.00011	05/08/2014	13:56	E82574

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1405149003

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	05/01/2014	15:59	E82574
1017	Chloride	250	mg/L	43		EPA 300.0	0.64	04/24/2014	19:21	E84589
1022	Copper	1	mg/L	0.00022	U	EPA 200.8	0.00022	05/08/2014	13:56	E82574
1025	Fluoride	2.0	mg/L	0.071	I	EPA 300.0	0.017	04/24/2014	19:21	E84589
1028	Iron	0.3	mg/L	0.038	U	EPA 200.7	0.038	05/01/2014	15:59	E82574
1032	Manganese	0.05	mg/L	0.0073		EPA 200.8	0.00011	05/08/2014	13:56	E82574
1050	Silver	0.1	mg/L	0.000054	U	EPA 200.8	0.000054	05/08/2014	13:56	E82574
1055	Sulfate	250	mg/L	19		EPA 300.0	1.3	04/24/2014	19:21	E84589
1095	Zinc	5	mg/L	0.0016	U	EPA 200.8	0.0016	05/08/2014	13:56	E82574
1905	Color	15	PCU	3.3	I	SM18 2120 B	2.7	04/25/2014	08:40	E84589
1920	Odor	3	TON	1.0	U	SM18 2150 B	1.0	04/24/2014	09:00	E84589
1925	pH	6.5 - 8.5	SU	7.4		SM 4500H+B	0.1	04/24/2014	12:38	E84589
1930	Total Dissolved Solids	500	mg/L	370		SM18 2540 C	10	04/26/2014	08:09	E84589
2905	Foaming Agents	0.5	mg/L	0.038	U	SM 5540 C	0.038	04/24/2014	13:15	E82001

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

RADIONUCLIDES
62-550.310(6)

Report Number / Job T1405149003
PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium	30	ug/L	5.3		EPA 200.8	0.14	0.14		05/08/2014	13:56	E82574

** the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl. U) of 15pCi/L. If the result for ID 4002 Gross Alpha (Including Uranium) does not exceed 15pCi/L, Combined Uranium need not be measured nor reported.

**** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

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

VOLATILE ORGANICS
62-550.310(4)(a)

Report Number / Job ID: T1405149003

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	20:40	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	05/05/2014	20:40	E84589
2955	Xylenes (total)	10,000	ug/L	0.48	U	EPA 524.2	0.48	0.5	05/05/2014	20:40	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	20:40	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	05/05/2014	20:40	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	05/05/2014	20:40	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/05/2014	20:40	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	05/05/2014	20:40	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	05/05/2014	20:40	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	20:40	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	05/05/2014	20:40	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	05/05/2014	20:40	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	05/05/2014	20:40	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/05/2014	20:40	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	05/05/2014	20:40	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	05/05/2014	20:40	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	05/05/2014	20:40	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	05/05/2014	20:40	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	20:40	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	05/05/2014	20:40	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	05/05/2014	20:40	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/L will not be accepted for compliance.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1405149003

PWS ID (From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0070	U	EPA 508	0.0070	0.01	04/29/2014	05/05/2014	14:32	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0072	U	EPA 508	0.0072	0.02	04/29/2014	05/05/2014	14:32	E82574
2015	Methoxychlor	40	ug/L	0.0069	U	EPA 508	0.0069	0.1	04/29/2014	05/05/2014	14:32	E82574
2020	Toxaphene	3	ug/L	0.092	U	EPA 508	0.092	1	04/29/2014	05/05/2014	14:32	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	04/29/2014	04/29/2014	17:58	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	04/29/2014	05/01/2014	12:25	E82574
2033	Endothall	100	ug/L	2.8	U	EPA 548.1	2.8	9	04/26/2014	04/27/2014	16:40	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	04/30/2014	04/30/2014	03:26	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	1.0	U	EPA 525.2	1.0	0.6	05/03/2014	05/03/2014	18:48	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	05/02/2014	05/02/2014	03:30	E82574
2037	Simazine	4	ug/L	0.20	U	EPA 525.2	0.20	0.07	05/03/2014	05/03/2014	18:48	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.6	U	EPA 525.2	1.6	0.6	05/03/2014	05/03/2014	18:48	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	04/29/2014	04/29/2014	17:58	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	04/29/2014	04/29/2014	17:58	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.013	U	EPA 508	0.013	0.1	04/29/2014	05/05/2014	14:32	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	05/02/2014	05/02/2014	03:30	E82574
2050	Atrazine	3	ug/L	0.17	U	EPA 525.2	0.17	0.1	05/03/2014	05/03/2014	18:48	E82574
2051	Alachlor	2	ug/L	0.28	U	EPA 525.2	0.28	0.2	05/03/2014	05/03/2014	18:48	E82574
2065	Heptachlor	0.4	ug/L	0.0061	U	EPA 508	0.0061	0.04	04/29/2014	05/05/2014	14:32	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.059		EPA 508	0.0053	0.02	04/29/2014	05/05/2014	14:32	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	04/29/2014	04/29/2014	17:58	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	04/29/2014	04/29/2014	17:58	E82574
2274	Hexachlorobenzene	1	ug/L	0.0064	U	EPA 508	0.0064	0.1	04/29/2014	05/05/2014	14:32	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.10	U	EPA 525.2	0.10	0.02	05/03/2014	05/03/2014	18:48	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	04/29/2014	04/29/2014	17:58	E82574
2383	PCBs	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	04/29/2014	05/05/2014	14:32	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0060	U	EPA 504.1	0.0060	0.02	04/25/2014	04/25/2014	22:12	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0062	U	EPA 504.1	0.0062	0.01	04/25/2014	04/25/2014	22:12	E82574
2959	Chlordane (technical)	2	ug/L	0.048	U	EPA 508	0.048	0.2	04/29/2014	05/05/2014	14:32	E82574

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

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL 33603 Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 04-24-19

PWS ID (From Page 1): 651-1311 Sample Number (From Page 1): T1405149003 Lab Assigned Report # or Job ID: 14.3094

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 type="checkbox"/> All 21 | <input type="checkbox"/> Trihalomethanes | <input checked="" 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 Acids | <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 | | |
| <input type="checkbox"/> Asbestos | | | | | |
| <input type="checkbox"/> Lead | | | | | |

LAB CERTIFICATION

I, James W. Hayes, Laboratory 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: *James W Hayes* Date: 5-7-14

* 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: AEL-T1405149003

KNL Report Number/Job ID: 14.3094

PWS ID(From Page 1): 651-1311

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	3.8		EPA 900.0	1.0	3	1.2	5-5-14	0800	E84025
4020	Radium-226		pCi/L	2.1		EPA 903.0	0.5	1	0.7	5-2-14	1226	E84025
4030	Radium-228	5	pCi/L	1.0	U	EPA Ra-05	1.0	1	0.8	5-5-14	1016	E84025

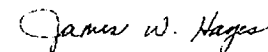
Reporting Format 62-550.730
 Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page 27 of 27

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

Safe Drinking Water Program Laboratory Reporting Format

TRIES

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - please use of Ohio region)

System Name: Summertree PWS ID # 6511423
System Type (check one): Community Nontransient Noncommunity Transient Noncommunity
Address: 0.5 miles East off Little Rd 075152
City: Hudson ZIP Code: 34668
Phone # 727-934-9137 Fax # _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: T1503536001 Sample Date: 3-12-15 Sample Time: 820 AM PM
Sample Location (be specific): well T Location Code: _____
Disinfectant Residual (Residual when reporting results for chloramines and turbidity only): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point to Distribution
- First Use (not for compliance with 92-900)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- First First Customer

Reasons for Sample (Check all that apply)

- Showing Compliance with 92-900
- Confirmation of MCL Exemption*
- Composite of Multiple Uses**
- Other _____
- Pre placement (of investigated Sample)
- Operator (not for compliance with 92-900)
- Clearance (sampling)

Sampling Procedure Used or Other Comments: _____

*See 92-900.900(a) for requirements and restrictions. **See 92-900.900(c) for requirements and check 6 results page for each site.

SAMPLER CERTIFICATION

I, Stephen Habery operator do HEREBY CERTIFY
(Print Name) (Print Title)

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

Signature: _____ Date: 3-12-15
Certified Operator #: 8012 Phone # 727-934-9137 Sampler's Fax # _____
Sampler's E-mail: _____

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: 06/30/2015

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: 582574, 582001, 582535

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED *

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 03/12/2015

PWS ID (From Page 1): 651-1423 Sample Number (From Page 1): T1503536001 Lab Assigned Report # or Job T1503536

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

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

LAB CERTIFICATION

I, Angela Harlan, PM, 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: *Angela Harlan* Date: 4/7/15

* 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**

INORGANIC CONTAMINANTS
62-550.310(1)

Report Number / Job ID: T1503536001

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	0.18	U	SM 4500NO3-F	0.18	03/13/2015	12:20	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	03/13/2015	12:20	E84589
1005	Arsenic	0.010	mg/L	0.00039	U	EPA 200.8	0.00039	03/23/2015	14:24	E82574
1010	Barium	2	mg/L	0.0080		EPA 200.8	0.00062	03/23/2015	14:24	E82574
1015	Cadmium	0.005	mg/L	0.00014	U	EPA 200.8	0.00014	03/23/2015	14:24	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	03/25/2015	11:06	E82574
1025	Fluoride	4.0	mg/L	0.11	U	SM 4500F-C	0.11	04/06/2015	14:53	E84589
1030	Lead	0.015	mg/L	0.0012	U	EPA 200.8	0.0012	03/23/2015	14:24	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	03/17/2015	11:20	E84589
1036	Nickel	0.1	mg/L	0.0011	U	EPA 200.7	0.0011	03/25/2015	11:06	E82574
1045	Selenium	0.05	mg/L	0.0029	U	EPA 200.8	0.0029	03/23/2015	14:24	E82574
1052	Sodium	160	mg/L	9.0		EPA 200.7	0.026	03/25/2015	11:06	E82574
1074	Antimony	0.006	mg/L	0.00023	U	EPA 200.8	0.00023	03/23/2015	14:24	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	03/25/2015	11:06	E82574
1085	Thallium	0.002	mg/L	0.00028	U	EPA 200.8	0.00028	03/23/2015	14:24	E82574

Reporting Format 62-550.730
Effective January 1995. Revised February 2010

*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.

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1503536001

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	03/25/2015	11:06	E82574
1017	Chloride	250	mg/L	11		EPA 300.0	0.50	03/16/2015	17:51	E82574
1022	Copper	1	mg/L	0.00080	I	EPA 200.8	0.00054	03/23/2015	14:24	E82574
1025	Fluoride	2.0	mg/L	0.11	U	SM 4500F-C	0.11	04/06/2015	14:53	E84589
1028	Iron	0.3	mg/L	0.038	U	EPA 200.7	0.038	03/25/2015	11:06	E82574
1032	Manganese	0.05	mg/L	0.0037	I	EPA 200.8	0.00028	03/23/2015	14:24	E82574
1050	Silver	0.1	mg/L	0.00013	U	EPA 200.8	0.00013	03/23/2015	14:24	E82574
1055	Sulfate	250	mg/L	6.6		EPA 300.0	0.50	03/16/2015	17:51	E82574
1095	Zinc	5	mg/L	0.0041	U	EPA 200.8	0.0041	03/23/2015	14:24	E82574
1905	Color	15	PCU	17		SM 2120 B	2.7	03/13/2015	14:56	E84589
1920	Odor	3	TON	1.0	U	SM 2150 B	1.0	03/13/2015	09:15	E84589
1925	pH	6.5 - 8.5	SU	7.1	Q	SM 4500H+B	0.1	03/13/2015	10:37	E84589
1930	Total Dissolved Solids	500	mg/L	230		SM 2540 C	12	03/17/2015	09:19	E84589
2905	Foaming Agents	0.5	mg/L	0.038	U	SM 5540 C	0.038	03/13/2015	09:50	E82001

Reporting Format 62-550.730
Effective January 1995, Revised February 2010

Page 4 of 6

*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.

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

VOLATILE ORGANICS
62-550.310(4)(a)

Report Number / Job ID: T1503536001

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	09:36	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	03/19/2015	09:36	E84589
2955	Xylenes (total)	10,000	ug/L	0.48	U	EPA 524.2	0.48	0.5	03/19/2015	09:36	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	09:36	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	03/19/2015	09:36	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	03/19/2015	09:36	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	03/19/2015	09:36	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	03/19/2015	09:36	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	03/19/2015	09:36	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	09:36	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	03/19/2015	09:36	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	03/19/2015	09:36	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	03/19/2015	09:36	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	03/19/2015	09:36	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	03/19/2015	09:36	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	03/19/2015	09:36	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	03/19/2015	09:36	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	03/19/2015	09:36	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	09:36	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	09:36	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	09:36	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 ug/L will not be accepted for compliance.

Reporting Format 62-550.730
Effective January 1995, Revised February 2010

*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, G, 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.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1503536001

PWS ID (From Page 1): 651-423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0078	U	EPA 508	0.0078	0.01	03/19/2015	03/23/2015	06:09	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0081	U	EPA 508	0.0081	0.02	03/19/2015	03/23/2015	06:09	E82574
2015	Methoxychlor	40	ug/L	0.0077	U	EPA 508	0.0077	0.1	03/19/2015	03/23/2015	06:09	E82574
2020	Toxaphene	3	ug/L	0.14	U	EPA 508	0.14	1	03/19/2015	03/23/2015	06:09	E82574
2031	Dalapon	200	ug/L	1.0	U,J4	EPA 515.3	1.0	1	03/19/2015	03/23/2015	22:20	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	03/13/2015	03/16/2015	11:26	E82574
2033	Endothall	100	ug/L	2.8	U	EPA 548.1	2.8	9	03/19/2015	03/21/2015	17:08	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	03/25/2015	03/25/2015	16:43	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	03/23/2015	03/29/2015	02:56	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	03/20/2015	03/20/2015	17:24	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	03/23/2015	03/29/2015	02:56	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	03/23/2015	03/29/2015	02:56	E82574
2040	Picloram	500	ug/L	0.23	U,J4	EPA 515.3	0.23	0.1	03/19/2015	03/23/2015	22:20	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	03/19/2015	03/23/2015	22:20	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.014	U	EPA 508	0.014	0.1	03/19/2015	03/23/2015	06:09	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	03/20/2015	03/20/2015	17:24	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	03/23/2015	03/29/2015	02:56	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	03/23/2015	03/29/2015	02:56	E82574
2065	Heptachlor	0.4	ug/L	0.0068	U	EPA 508	0.0068	0.04	03/19/2015	03/23/2015	06:09	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0059	U	EPA 508	0.0059	0.02	03/19/2015	03/23/2015	06:09	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	03/19/2015	03/23/2015	22:20	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	03/19/2015	03/23/2015	22:20	E82574
2274	Hexachlorobenzene	1	ug/L	0.0072	U	EPA 508	0.0072	0.1	03/19/2015	03/23/2015	06:09	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	03/23/2015	03/29/2015	02:56	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	03/19/2015	03/23/2015	22:20	E82574
2383	PCBs	0.5	ug/L	0.12	U	EPA 508	0.12	0.1	03/19/2015	03/23/2015	06:09	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0057	U	EPA 504.1	0.0057	0.02	03/17/2015	03/18/2015	17:46	E82535
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0048	U	EPA 504.1	0.0048	0.01	03/17/2015	03/18/2015	17:46	E82535
2959	Chlordane (technical)	2	ug/L	0.060	U	EPA 508	0.060	0.2	03/19/2015	03/23/2015	06:09	E82574

NOTE: Results indicating non-detection with a reported lab MDL >50% of the MCL 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, 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.

Safe Drinking Water Program Laboratory Reporting Format

TRIES

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - please use all digits except zero)

System Name: Summertree PWID # 6511423

System Type: Community Nontransient Noncommunity Transient Noncommunity

Address: 0.5 miles East off Little Rd 095252

City: Hudson ZIP Code: 34668

Phone # 727-934-9177 Fax # _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler):

Sample Number: 11503536002 Sample Date: 3-12-15 Sample Time: 850 AM PM (Circle one)

Sample Location (see legend): well 2 Location Code: _____

Chloroform Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point to Distribution
- First Use (see note for compliance with SD-667)
- First Use Well or Intake
- Hot Residence Time
- Hot Residence Time
- First First Customer

Reasons for Sample (Check all that apply)

- Routine Compliance with SD-660
- Confirmation of MCL Exceedance*
- Composite of Multiple Uses**
- Other _____
- Replacement (of unsatisfied Sample)
- Special (not for compliance with SD-660)
- Chemical sampling

Sampling Procedure Used or Other Comments: _____

*See SD-660.600(a) for requirements and restrictions. And SD-660.512(b) for state or tribe compliance.

**See SD-660.600(a) for requirements and about 6.400(a) for each use.

SAMPLER CERTIFICATION

Stephen Hebeny operator I HEREBY CERTIFY

(Print Name) (Print Title)

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

Signature: _____ Date: 3-12-15

Control Operator # 8012 Phone # 227-934-9137 Sampler's Fax # _____

Sampler's E-mail: _____

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: 06/30/2015

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: 582574, 582001, 582535

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED *

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 03/12/2015

PWS ID (From Page 1): 651-1423 Sample Number (From Page 1): T1503536002 Lab Assigned Report # or Job T1503536

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

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

LAB CERTIFICATION

I, Angela Harlan, PM, 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: [Signature] Date: 4/7/15

* 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

INORGANIC CONTAMINANTS
 62-550.310(1)

Report Number / Job ID: T1503536002

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	0.18	U	SM 4500NO3-F	0.18	03/13/2015	12:21	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	03/13/2015	12:21	E84589
1005	Arsenic	0.010	mg/L	0.00039	U	EPA 200.8	0.00039	03/23/2015	14:28	E82574
1010	Barium	2	mg/L	0.0086		EPA 200.8	0.00062	03/23/2015	14:28	E82574
1015	Cadmium	0.005	mg/L	0.00014	U	EPA 200.8	0.00014	03/23/2015	14:28	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	03/25/2015	11:48	E82574
1025	Fluoride	4.0	mg/L	0.11	U	SM 4500F-C	0.11	04/06/2015	14:53	E84589
1030	Lead	0.015	mg/L	0.0012	U	EPA 200.8	0.0012	03/23/2015	14:28	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	03/17/2015	11:20	E84589
1036	Nickel	0.1	mg/L	0.0011	U	EPA 200.7	0.0011	03/25/2015	11:48	E82574
1045	Selenium	0.05	mg/L	0.0029	U	EPA 200.8	0.0029	03/23/2015	14:28	E82574
1052	Sodium	160	mg/L	8.7		EPA 200.7	0.026	03/25/2015	11:48	E82574
1074	Antimony	0.006	mg/L	0.00023	U	EPA 200.8	0.00023	03/23/2015	14:28	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	03/25/2015	11:48	E82574
1085	Thallium	0.002	mg/L	0.00028	U	EPA 200.8	0.00028	03/23/2015	14:28	E82574

*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.

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1503536002

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	03/25/2015	11:48	E82574
1017	Chloride	250	mg/L	11		EPA 300.0	0.50	03/16/2015	18:07	E82574
1022	Copper	1	mg/L	0.0063		EPA 200.8	0.00054	03/23/2015	14:28	E82574
1025	Fluoride	2.0	mg/L	0.11	U	SM 4500F-C	0.11	04/06/2015	14:53	E84589
1028	Iron	0.3	mg/L	0.076	I	EPA 200.7	0.038	03/25/2015	11:48	E82574
1032	Manganese	0.05	mg/L	0.0042	I	EPA 200.8	0.00028	03/23/2015	14:28	E82574
1050	Silver	0.1	mg/L	0.00013	U	EPA 200.8	0.00013	03/23/2015	14:28	E82574
1055	Sulfate	250	mg/L	6.1		EPA 300.0	0.50	03/16/2015	18:07	E82574
1095	Zinc	5	mg/L	0.0064	I	EPA 200.8	0.0041	03/23/2015	14:28	E82574
1905	Color	15	PCU	18		SM 2120 B	2.7	03/13/2015	14:58	E84589
1920	Odor	3	TON	1.0	U	SM 2150 B	1.0	03/13/2015	09:15	E84589
1925	pH	6.5 - 8.5	SU	7.0	Q	SM 4500H+B	0.1	03/13/2015	10:41	E84589
1930	Total Dissolved Solids	500	mg/L	240		SM 2540 C	12	03/17/2015	09:19	E84589
2905	Foaming Agents	0.5	mg/L	0.075	I	SM 5540 C	0.038	03/13/2015	09:50	E82001

*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.

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

VOLATILE ORGANICS
62-550.310(4)(a)

Report Number / Job ID: T1503536002

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	10:23	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	03/19/2015	10:23	E84589
2955	Xylenes (total)	10,000	ug/L	0.48	U	EPA 524.2	0.48	0.5	03/19/2015	10:23	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	10:23	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	03/19/2015	10:23	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	03/19/2015	10:23	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	03/19/2015	10:23	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	03/19/2015	10:23	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	03/19/2015	10:23	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	10:23	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	03/19/2015	10:23	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	03/19/2015	10:23	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	03/19/2015	10:23	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	03/19/2015	10:23	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	03/19/2015	10:23	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	03/19/2015	10:23	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	03/19/2015	10:23	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	03/19/2015	10:23	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	10:23	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	10:23	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	10:23	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 µg/L will not be accepted for compliance.

Reporting Format 62-550.730
Effective January 1995, Revised February 2010

*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.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1503536002

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0075	U	EPA 508	0.0075	0.01	03/19/2015	03/23/2015	06:41	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0077	U	EPA 508	0.0077	0.02	03/19/2015	03/23/2015	06:41	E82574
2015	Methoxychlor	40	ug/L	0.0074	U	EPA 508	0.0074	0.1	03/19/2015	03/23/2015	06:41	E82574
2020	Toxaphene	3	ug/L	0.13	U	EPA 508	0.13	1	03/19/2015	03/23/2015	06:41	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	03/19/2015	03/23/2015	23:28	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	03/13/2015	03/16/2015	11:37	E82574
2033	Endothall	100	ug/L	2.8	U	EPA 548.1	2.8	9	03/19/2015	03/21/2015	17:22	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	03/25/2015	03/25/2015	17:05	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	03/23/2015	03/29/2015	03:20	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	03/20/2015	03/20/2015	18:00	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	03/23/2015	03/29/2015	03:20	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	03/23/2015	03/29/2015	03:20	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	03/19/2015	03/23/2015	23:28	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	03/19/2015	03/23/2015	23:28	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.014	U	EPA 508	0.014	0.1	03/19/2015	03/23/2015	06:41	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	03/20/2015	03/20/2015	18:00	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	03/23/2015	03/29/2015	03:20	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	03/23/2015	03/29/2015	03:20	E82574
2065	Heptachlor	0.4	ug/L	0.0065	U	EPA 508	0.0065	0.04	03/19/2015	03/23/2015	06:41	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0057	U	EPA 508	0.0057	0.02	03/19/2015	03/23/2015	06:41	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	03/19/2015	03/23/2015	23:28	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	03/19/2015	03/23/2015	23:28	E82574
2274	Hexachlorobenzene	1	ug/L	0.0068	U	EPA 508	0.0068	0.1	03/19/2015	03/23/2015	06:41	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	03/23/2015	03/29/2015	03:20	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	03/19/2015	03/23/2015	23:28	E82574
2383	PCBs	0.5	ug/L	0.12	U	EPA 508	0.12	0.1	03/19/2015	03/23/2015	06:41	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0057	U	EPA 504.1	0.0057	0.02	03/17/2015	03/18/2015	18:10	E82535
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0048	U	EPA 504.1	0.0048	0.01	03/17/2015	03/18/2015	18:10	E82535
2959	Chlordane (technical)	2	ug/L	0.058	U	EPA 508	0.058	0.2	03/19/2015	03/23/2015	06:41	E82574

NOTE: Results indicating non-detection with a reported lab MDL >50% of the MCL 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, 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.

Safe Drinking Water Program Laboratory Reporting Form

TRIES

PUBLIC WATER SYSTEM INFORMATION (to be completed by submitter - based on SDWA requirements)

System Name: Summertree PW# ID # 6511423
 System Type (check one): Community Nontransient Noncommunity Transient Noncommunity
 Address: 0.5 miles East off Little Rd 09 SR 52
 City: Hudson ZIP Code: 34668
 Phone # 727-934-9137 Fax # _____ E-Mail Address: _____

SAMPLE INFORMATION (to be completed by sampler):

Sample Number: 115A3536003 Sample Date: 3-12-15 Sample Time: 9:00 AM PM (Pre or Post)
 Service Location (see notes): well 5 13-17 share a common Hydro Location Code: _____
 Disinfectant Residual (reported when reporting results for disinfectant and taste/odor only): _____ mg/L Field pH: 7.95

Sample Type (Check Only One)

Reason for Sample Check (if that applies)

- Distribution
- Entry Point to Distribution
- First Fix. PG: for compliance with SD-SD1
- Flow (at well or intake)
- Flow Resistance Time
- Ave Resistance Time
- First First Customer

- Routine Compliance with SD-SD1
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites**
- Other _____
- Sampling Procedure Used or Other Comments: _____
- Pre-Placement (of Investigated Sample)
- Special (not for compliance with SD-SD1)
- Clearance (sampling)

*See SD-SD1.000(a) for requirements and restrictions. And SD-SD1.012(b) for criteria or other considerations.

**See SD-SD1.000(a) for requirements and about 4 results page for each site.

SAMPLER CERTIFICATION

I, Stephen Habery operator do HEREBY CERTIFY
(Print Name) (Print Title)

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

Signature: _____ Date: 3/12/15
 Certified Operator #: 8012 Phone #: 727-934-9137 Sampler Fax #: _____
 Sampler E-mail: _____

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: 06/30/2015

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: 882574, 882001, 882575

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED *

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 03/12/2015

PWS ID (From Page 1): 651-1423 Sample Number (From Page 1): T1503536003 Lab Assigned Report # or Job T1503536

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, Angela Harlan, PM, 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: *Angela Harlan* Date: 4/7/15

* 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**

INORGANIC CONTAMINANTS

62-550.310(1)

Report Number / Job ID: T1503536003

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate	10	mg/L	0.18	U	SM 4500NO3-F	0.18	03/13/2015	12:22	E84589
1041	Nitrite	1	mg/L	0.18	U	SM 4500NO3-F	0.18	03/13/2015	12:22	E84589
1005	Arsenic	0.010	mg/L	0.00039	U	EPA 200.8	0.00039	03/23/2015	14:32	E82574
1010	Barium	2	mg/L	0.0091		EPA 200.8	0.00062	03/23/2015	14:32	E82574
1015	Cadmium	0.005	mg/L	0.00014	U	EPA 200.8	0.00014	03/23/2015	14:32	E82574
1020	Chromium	0.1	mg/L	0.00050	U	EPA 200.7	0.00050	03/25/2015	11:53	E82574
1025	Fluoride	4.0	mg/L	0.11	U	SM 4500F-C	0.11	04/06/2015	14:53	E84589
1030	Lead	0.015	mg/L	0.0012	U	EPA 200.8	0.0012	03/23/2015	14:32	E82574
1035	Mercury	0.002	mg/L	0.000064	U	EPA 245.1	0.000064	03/17/2015	11:20	E84589
1036	Nickel	0.1	mg/L	0.0011	U	EPA 200.7	0.0011	03/25/2015	11:53	E82574
1045	Selenium	0.05	mg/L	0.0029	U	EPA 200.8	0.0029	03/23/2015	14:32	E82574
1052	Sodium	160	mg/L	14		EPA 200.7	0.026	03/25/2015	11:53	E82574
1074	Antimony	0.006	mg/L	0.00023	U	EPA 200.8	0.00023	03/23/2015	14:32	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	03/25/2015	11:53	E82574
1085	Thallium	0.002	mg/L	0.00028	U	EPA 200.8	0.00028	03/23/2015	14:32	E82574

*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, G, 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.

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T1503536003

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	03/25/2015	11:53	E82574
1017	Chloride	250	mg/L	19		EPA 300.0	0.50	03/16/2015	18:24	E82574
1022	Copper	1	mg/L	0.0036		EPA 200.8	0.00054	03/23/2015	14:32	E82574
1025	Fluoride	2.0	mg/L	0.11	U	SM 4500F-C	0.11	04/06/2015	14:53	E84589
1028	Iron	0.3	mg/L	0.38		EPA 200.7	0.038	03/25/2015	11:53	E82574
1032	Manganese	0.05	mg/L	0.0070		EPA 200.8	0.00028	03/23/2015	14:32	E82574
1050	Silver	0.1	mg/L	0.00013	U	EPA 200.8	0.00013	03/23/2015	14:32	E82574
1055	Sulfate	250	mg/L	7.6		EPA 300.0	0.50	03/16/2015	18:24	E82574
1095	Zinc	5	mg/L	0.0073	I	EPA 200.8	0.0041	03/23/2015	14:32	E82574
1905	Color	15	PCU	13		SM 2120 B	2.7	03/13/2015	14:59	E84589
1920	Odor	3	TON	1.0	U	SM 2150 B	1.0	03/13/2015	09:15	E84589
1925	pH	6.5 - 8.5	SU	7.1	Q	SM 4500H+B	0.1	03/13/2015	10:43	E84589
1930	Total Dissolved Solids	500	mg/L	270		SM 2540 C	12	03/17/2015	09:19	E84589
2905	Foaming Agents	0.5	mg/L	0.11	I	SM 5540 C	0.038	03/13/2015	09:50	E82001

*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.

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

VOLATILE ORGANICS

62-550.310(4)(a)

Report Number / Job ID: T1503536003

PWS ID (From Page 1):

651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	11:12	E84589
2380	cis-1,2-Dichloroethylene	70	ug/L	0.45	U	EPA 524.2	0.45	0.5	03/19/2015	11:12	E84589
2955	Xylenes (total)	10,000	ug/L	0.48	U	EPA 524.2	0.48	0.5	03/19/2015	11:12	E84589
2964	Dichloromethane	5	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	11:12	E84589
2968	o-Dichlorobenzene	600	ug/L	0.26	U	EPA 524.2	0.26	0.5	03/19/2015	11:12	E84589
2969	para-Dichlorobenzene	75	ug/L	0.19	U	EPA 524.2	0.19	0.5	03/19/2015	11:12	E84589
2976	Vinyl Chloride	1	ug/L	0.32	U	EPA 524.2	0.32	0.5	03/19/2015	11:12	E84589
2977	1,1-Dichloroethylene	7	ug/L	0.24	U	EPA 524.2	0.24	0.5	03/19/2015	11:12	E84589
2979	trans-1,2-Dichloroethylene	100	ug/L	0.34	U	EPA 524.2	0.34	0.5	03/19/2015	11:12	E84589
2980	1,2-Dichloroethane	3	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	11:12	E84589
2981	1,1,1-Trichloroethane	200	ug/L	0.32	U	EPA 524.2	0.32	0.5	03/19/2015	11:12	E84589
2982	Carbon tetrachloride	3	ug/L	0.27	U	EPA 524.2	0.27	0.5	03/19/2015	11:12	E84589
2983	1,2-Dichloropropane	5	ug/L	0.46	U	EPA 524.2	0.46	0.5	03/19/2015	11:12	E84589
2984	Trichloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	03/19/2015	11:12	E84589
2985	1,1,2-Trichloroethane	5	ug/L	0.39	U	EPA 524.2	0.39	0.5	03/19/2015	11:12	E84589
2987	Tetrachloroethylene	3	ug/L	0.25	U	EPA 524.2	0.25	0.5	03/19/2015	11:12	E84589
2989	Chlorobenzene	100	ug/L	0.35	U	EPA 524.2	0.35	0.5	03/19/2015	11:12	E84589
2990	Benzene	1	ug/L	0.15	U	EPA 524.2	0.15	0.5	03/19/2015	11:12	E84589
2991	Toluene	1,000	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	11:12	E84589
2992	Ethylbenzene	700	ug/L	0.20	U	EPA 524.2	0.20	0.5	03/19/2015	11:12	E84589
2996	Styrene	100	ug/L	0.21	U	EPA 524.2	0.21	0.5	03/19/2015	11:12	E84589

NOTE: Results indicating non-detection with a reported lab MDL > .5 µg/L will not be accepted for compliance.

Reporting Format 62-550.730

Effective January 1995. Revised February 2010

*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 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.

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

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T1503536003

PWS ID (From Page 1): 651-1423

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0073	U	EPA 508	0.0073	0.01	03/19/2015	03/24/2015	03:14	E82574
2010	gamma-BHC (Lindane)	0.2	ug/L	0.0075	U	EPA 508	0.0075	0.02	03/19/2015	03/24/2015	03:14	E82574
2015	Methoxychlor	40	ug/L	0.0072	U	EPA 508	0.0072	0.1	03/19/2015	03/24/2015	03:14	E82574
2020	Toxaphene	3	ug/L	0.13	U	EPA 508	0.13	1	03/19/2015	03/24/2015	03:14	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	03/19/2015	03/24/2015	00:02	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	03/13/2015	03/16/2015	11:48	E82574
2033	Endothall	100	ug/L	2.8	U	EPA 548.1	2.8	9	03/19/2015	03/21/2015	17:36	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	03/25/2015	03/25/2015	17:27	E82574
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	03/23/2015	03/29/2015	03:45	E82574
2036	Oxamyl	200	ug/L	0.57	U	EPA 531.1	0.57	2	03/20/2015	03/20/2015	18:37	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	03/23/2015	03/29/2015	03:45	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	1.5	U	EPA 525.2	1.5	0.6	03/23/2015	03/29/2015	03:45	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	03/19/2015	03/24/2015	00:02	E82574
2041	Dinoseb	7	ug/L	0.86	U	EPA 515.3	0.86	0.2	03/19/2015	03/24/2015	00:02	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.013	U	EPA 508	0.013	0.1	03/19/2015	03/24/2015	03:14	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	03/20/2015	03/20/2015	18:37	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	03/23/2015	03/29/2015	03:45	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	03/23/2015	03/29/2015	03:45	E82574
2065	Heptachlor	0.4	ug/L	0.0063	U	EPA 508	0.0063	0.04	03/19/2015	03/24/2015	03:14	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0055	U	EPA 508	0.0055	0.02	03/19/2015	03/24/2015	03:14	E82574
2105	2,4-D	70	ug/L	1.5	U	EPA 515.3	1.5	0.1	03/19/2015	03/24/2015	00:02	E82574
2110	Silvex (2,4,5-TP)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	03/19/2015	03/24/2015	00:02	E82574
2274	Hexachlorobenzene	1	ug/L	0.0066	U	EPA 508	0.0066	0.1	03/19/2015	03/24/2015	03:14	E82574
2306	Benzo[a]pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	03/23/2015	03/29/2015	03:45	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	03/19/2015	03/24/2015	00:02	E82574
2383	PCBs	0.5	ug/L	0.12	U	EPA 508	0.12	0.1	03/19/2015	03/24/2015	03:14	E82574
2931	1,2-Dibromo-3-Chloropropane	0.2	ug/L	0.0057	U	EPA 504.1	0.0057	0.02	03/17/2015	03/18/2015	18:34	E82535
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0048	U	EPA 504.1	0.0048	0.01	03/17/2015	03/18/2015	18:34	E82535
2959	Chlordane (technical)	2	ug/L	0.056	U	EPA 508	0.056	0.2	03/19/2015	03/24/2015	03:14	E82574

NOTE: Results indicating non-detection with a reported lab MDL >50% of the MCL 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, 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.

ATTACHMENT "1-5"

SEMINOLE

**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: Weatherfield PWS I.D. #

3	5	9	1	4	5	1
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System Type (check one): Community Nontransient Noncommunity Transient Noncommunity
 Address: 200 Weatherfield Ave
 City: Altamonte Springs ZIP Code: 32714
 Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@uiwater.com

SAMPLE INFORMATION (to be completed by sampler)
 Sample Number: 231407DW1 Sample Date: 3/19/14 Sample Time: 1:20 AM PM (Circle One)
 Sample Location (be specific): POE Code: Hydrotank POE hose bibb
 Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

- | | |
|---|--|
| <p><u>Sample Type (Check Only One)</u></p> <p><input type="checkbox"/> Distribution</p> <p><input checked="" type="checkbox"/> Entry Point (to Distribution)</p> <p><input type="checkbox"/> Plant Tap (not for compliance with 62-550)</p> <p><input type="checkbox"/> Raw (at well or intake)</p> <p><input type="checkbox"/> Max Residence Time</p> <p><input type="checkbox"/> Avg Residence Time</p> <p><input type="checkbox"/> Near First Customer</p> | <p><u>Reason(s) for Sample (Check all that apply)</u></p> <p><input checked="" type="checkbox"/> Routine Compliance (with 62-550)</p> <p><input type="checkbox"/> Confirmation of MCL Exceedance*</p> <p><input type="checkbox"/> Composite of Multiple Sites **</p> <p><input type="checkbox"/> Other: _____</p> <p><input type="checkbox"/> Sampling Procedure Used or Other Comments: _____</p> |
|---|--|

* See 62-550.500(6) for requirements and restrictions And 62-550.512(3) for nitrate or nitrite exceedances.
 ** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Allan Finch _____, Operator _____ do HEREBY CERTIFY
 (Print Name) (Print Title)

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

Signature: [Signature] Date: 4-24-14
 Certified Operator #: BK-7806 Phone #: (407)-948-9843 Sampler's Fax: (407) 682-5713
 Sampler's E-Mail: a.finch@uiwater.com

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2014

ATTACH CURRENT DOH ANALYTE SHEET*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 03/19/14

PWS ID (From Page 1): 3591451

Sample Number (From Page 1): 231407DW1

Lab Assigned Report # or Job ID: 231407

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

- All Except Asbestos
 Partial
 Nitrate
 Nitrite
 Asbestos

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, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 04/22/14

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 231407DW1
PWS ID (From Page 1): 3591451

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.0100	U	EPA353.2	0.0100	03/19/14	04:31 PM	E83018
1041	Nitrite (as N)	1	mg/L	0.0200	U	EPA353.2	0.0200	03/19/14	04:31 PM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	03/20/14		E83018
1010	Barium	2	mg/L	0.00565		EPA200.8	0.00200	03/20/14		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	03/20/14		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	03/20/14		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	03/27/14		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	03/25/14		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	03/20/14		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	03/25/14		E83018
1036	Nickel	0.1	mg/L	0.00100	U	EPA200.8	0.00100	03/20/14		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	03/20/14		E83018
1052	Sodium	160	mg/L	12.5		EPA200.7	0.500	03/20/14		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	03/20/14		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	03/20/14		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	03/20/14		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 231407DW1
PWS ID (From Page 1): 3591451

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	03/20/14		E83018
1017	Chloride	250	mg/L	23.7		EPA300.0	0.400	03/25/14		E83018
1022	Copper	1	mg/L	0.00301		EPA200.8	0.00100	03/20/14		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	03/25/14		E83018
1028	Iron	0.3	mg/L	0.0261		EPA200.7	0.0100	03/20/14		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	03/20/14		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	03/20/14		E83018
1055	Sulfate	250	mg/L	6.60		EPA300.0	1.00	03/25/14		E83018
1095	Zinc	5	mg/L	0.0100	U	EPA200.8	0.0100	03/20/14		E83018
1905	Color	15	CU	15.0		SM2120 B	5.00	03/20/14	11:30 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	03/20/14	08:45 AM	E83018
1925	pH	6.5 -8.5	pH	8.16		SM4500-H B	0.0100	03/19/14	04:34 PM	E83018
1930	Total Dissolved Solids	500	mg/L	190		SM2540 C	2.50	03/19/14		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	03/20/14	04:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 231407DW1
PWS ID (From Page 1): 3591451

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	03/19/14		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	03/19/14		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 231407DW1
PWS ID (From Page 1): 3591451

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	03/20/14	03/20/14		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	03/20/14	03/20/14		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	03/20/14	03/20/14		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	03/20/14	03/20/14		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	03/28/14	03/31/14		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	03/21/14	04/01/14		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9		03/26/14		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		03/28/14		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	03/26/14	04/02/14		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		03/25/14		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	03/24/14	03/27/14		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	03/26/14	04/02/14		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	03/28/14	03/31/14		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	03/28/14	03/31/14		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	03/20/14	03/20/14		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		03/25/14		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	03/24/14	03/27/14		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	03/24/14	03/27/14		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	03/20/14	03/20/14		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	03/20/14	03/20/14		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	03/28/14	03/31/14		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	03/28/14	03/31/14		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	03/20/14	03/20/14		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	03/26/14	04/02/14		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	03/28/14	03/31/14		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	03/20/14	03/20/14		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0200	U	EPA504.1	0.0200	0.02	03/20/14	03/20/14		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0100	U	EPA504.1	0.0100	0.01	03/20/14	03/20/14		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	03/20/14	03/20/14		E83018

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: KNL Environmental Testing Florida DOH Certification #: E84025 Certification Expiration Date: June Renewal

ATTACH CURRENT DOH ANALYTE SHEET*

Address: 3202 N. Florida Ave. Tampa, FL, 33603 Phone #: 813-229-2879

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 03-27-14

PWS ID (From Page 1): 3591451 Sample Number (From Page 1): 231407 DW1 Lab Assigned Report # or Job ID: 14-2193

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

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

LAB CERTIFICATION

I, James W. Hayes Laboratory 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: *James W. Hayes* Date: 04-21-14

- * 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 (circle or highlight group(s) above)

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

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: Flowers-231407DW1

KNL Report Number/Job ID: 14.2193

PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	1.1	U	EPA 900.0	1.1	3	0.7	04-16-14	0800	E84025
4020	Radium-226	5	pCi/L	0.6	U	EPA 903.0	0.6	1	0.3	4-16-14	1258	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.9	04-06-14	0907	E84025

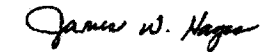
Reporting Format 62-550.730
Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

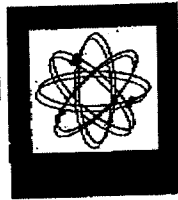
Approved by:



James W. Hayes
Laboratory Director

FLOWERS

CHEMICAL LABORATORIES INCORPORATED



Flowers Chemical Laboratories, Inc.
481 Newburyport Ave.
Altamonte Springs, FL 32701
Bus: 407-339-5984
Fax: 407-280-6110

Flowers Chemical Labs-South
West Park Industrial Plaza
571 N.W. Mercantile Pl., Ste. 111
Port St. Lucie, FL 34986
Bus: 772-343-8006
Fax: 772-343-8089

Flowers Chemical Labs-North
812 S.W. Harvey Greene Dr.
Madison, FL 32340
Bus: 850-973-6878
Fax: 850-973-6878

Flowers Chemical Labs-Keys
3980 Overseas Highway
Ste. 103
Marathon, FL 33050
Bus: 305-743-8598
Fax: 305-743-8598

www.flowerslabs.com

Client: Utilities Inc
Address: 200 Weathersfield Ave
Altamonte Springs, Fl. 32714
Phone: (407) 869-1919

Public Water System Name: Weathersfield
PWS ID#: 359145L
FCL Lab Coordinator: _____
P.O. #: _____
Kit #: _____

Public Water System Type: Limited Use Commercial / Public
 Community Non-Community Non-transient / Non-Community

Comments: _____

Sampled By (PRINT): Allan Finch Date Sampled: 3-19-14
Sampler Signature: [Signature]

DRINKING WATER - Chain of Custody F.A.C. 62 - 550

ITEM NO.	SAMPLE DESCRIPTION	DATE	TIME	LAB NO.	NUMBER	PRESERVATIVES						Primary Inorg.	Secondary Inorg.	VOCs	SOCs	NO ₂ /NO ₃	THM	THAA	Pb/Cu	Pb / RA228 RA228B	Asbestos	pH	Temp	Cl ₂ Res	
						NONE	NaOH	HNO ₃	HCl	Na ₂ S ₂ O ₃															
1	Hydrotank nose bin	3-19-14	1320									✓	✓	✓	✓								26.00	8.15	7.10
2	see attached																								
3																									
4																									
5																									
6																									
7																									
8																									
9																									
10																									

Relinquished By / Affiliation	Date	Time	Accepted By / Affiliation	Date	Time	Relinquished By / Affiliation	Date	Time	Accepted By / Affiliation	Date	Time
<u>[Signature]</u>	3-19-14	1400							<u>[Signature]</u>	3/19/14	1405

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: Bear Lake PWS I.D. # 3590069

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 200 Weathersfield Ave

City: Altamonte Springs ZIP Code: 32714

Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@uiwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 259106DW1 Sample Date: 2/17/15 Sample Time: 10:10 AM PM (Circle One)

Sample Location (be specific): POE Location Code: POE

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One) _____ Reason(s) for Sample (Check all that apply) _____

- | | | |
|---|---|---|
| <input type="checkbox"/> Distribution | <input checked="" type="checkbox"/> Routine Compliance (with 62-550) | <input type="checkbox"/> Replacement (of Invalidated Sample) |
| <input checked="" type="checkbox"/> Entry Point (to Distribution) | <input type="checkbox"/> Confirmation of MCL Exceedance* | <input type="checkbox"/> Special (not for compliance with 62-550) |
| <input type="checkbox"/> Plant Tap (not for compliance with 62-550) | <input type="checkbox"/> Composite of Multiple Sites ** | <input type="checkbox"/> Clearance (permitting) |
| <input type="checkbox"/> Raw (at well or intake) | <input type="checkbox"/> Other: _____ | |
| <input type="checkbox"/> Max Residence Time | <input type="checkbox"/> Sampling Procedure Used or Other Comments: _____ | |
| <input type="checkbox"/> Avg Residence Time | | |
| <input type="checkbox"/> Near First Customer | | |

* See 62-550.500(6) for requirements and restrictions And 62-550.512(3) for nitrate or nitrite exceedances.
** See 62-550.550(4) for requirements and attach a results page for each site.

I, Allan Finch (Print Name), Operator (Print Title) do HEREBY CERTIFY

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

Signature: [Signature] Date: 3-19-15
Certified Operator #: B-7806 Phone #: (407) 948-9843 Sampler's Fax: (407) 682-5713
Sampler's E-Mail: a.finch@uiwater.com

**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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? Yes No

If yes, please provide DOH certification number(s): E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION(to be completed by lab)

Date Sample(s) Received: 02/17/15

PWS ID (From Page 1): _____

Sample Number (From Page 1): 259106DW1

Lab Assigned Report # or Job ID: 259106

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

Synthetic Organics

Volatile Organics

Disinfection Byproducts

Radionuclides

Secondaries

All Except Asbestos

All 30

All 21

Trihalomethanes

Single Sample

All 14

Partial

All Except Dioxin

Partial

Haloacetic Acids

Qtrly Composite**

Partial

Nitrate

Partial

Chlorite

Nitrite

Dioxin Only

Bromate

Asbestos

LAB CERTIFICATION

I, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/17/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259106DW1
PWS ID (From Page 1): 3590069 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.00750		EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.202		EPA300.0	0.200	02/18/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00110		EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	18.7		EPA200.7	0.500	02/18/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 259106DW1
PWS ID (From Page 1): 3590069 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	30.0		EPA300.0	0.400	02/18/15		E83018
1022	Copper	1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.202		EPA300.0	0.200	02/18/15		E83018
1028	Iron	0.3	mg/L	0.0403		EPA200.7	0.0100	02/18/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/18/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	8.92		EPA300.0	1.00	02/18/15		E83018
1095	Zinc	5	mg/L	0.0145		EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	5.00	U	SM2120 B	5.00	02/17/15	03:45 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/17/15	02:45 PM	E83018
1925	pH	6.5 -8.5	pH	8.11		SM4500-H B	0.0100	02/17/15	02:59 PM	E83018
1930	Total Dissolved Solids	500	mg/L	204		SM2540 C	2.50	02/19/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/17/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259106DW1
PWS ID (From Page 1): 3590069 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259106DW1
PWS ID (From Page 1): 3590069 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/18/15	02/17/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/18/15	02/17/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/18/15	02/17/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/18/15	02/17/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/18/15	02/24/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/18/15	02/17/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/18/15	02/17/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/18/15	02/17/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/18/15	02/17/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	02/17/15	02/24/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/18/15	02/17/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0202	U	EPA504.1	0.0202	0.02	02/18/15	02/17/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0101	U	EPA504.1	0.0101	0.01	02/18/15	02/17/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/18/15	02/17/15		E83018

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES
62-550.310(6)
Client ID: Flowers 259106DW1

KNL Report Number/Job ID: 15.1249
PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	2.2		EPA 900.0	1.4	3	0.9	2-27-15	0800	E84025
4020	Radium-226	5	pCi/L	0.8		EPA 903.0	0.2	1	0.2	3-3-15	1635	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.6	3-4-15	1000	E84025

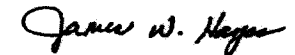
Reporting Format 62-550.730
Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
Laboratory Director

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: Crystal Lake PWS I.D. # 3590258

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 200 Weathersfield Ave

City: Altamonte Springs ZIP Code: 32714

Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@vivwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 259025DW1 Sample Date: 2/17/15 Sample Time: 10:45 AM PM (Circle One)

Sample Location (be specific): City of Sanford Interconnect Code: POE @ Sanford Interconnect

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution) Currently AOELD
- Plant Tap (not for compliance with 62-550) Sanford Interconnect
- Raw (at well or intake)
- Max Residence Time
- Avg Residence Time
- Near First Customer

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

- Routine Compliance (with 62-550)
- Replacement (of Invalidated Sample)
- Confirmation of MCL Exceedance*
- Special (not for compliance with 62-550)
- Composite of Multiple Sites**
- Clearance (permitting)
- Other: _____
- Sampling Procedure Used or Other Comments: _____

* See 62-550.500(6) for requirements and restrictions
And 62-550.512(3) for nitrate or nitrite exceedances.

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

SAMPLER CERTIFICATION

I, Scott Gosnell, Area Manager, do HEREBY CERTIFY
(Print Name) (Print Title)
For Pedro Figueroa that the above public water system and collection information is complete and correct.

Signature: [Signature] Date: 3/19/15
Certified Operator #: 19350 Phone #: 407-682-5651 Sampler's Fax: 407-682-5713
Sampler's E-Mail: sgosnell@vivwater.com

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? Yes No

If yes, please provide DOH certification number(s):

E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 02/17/15

PWS ID (From Page 1): 3590258

Sample Number (From Page 1): 259025DW1

Lab Assigned Report # or Job ID: 259025

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

All Except Asbestos

Partial

Nitrate

Nitrite

Asbestos

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, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/17/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259025DW1
PWS ID (From Page 1): 3590258 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.200	U	EPA300.0	0.200	02/17/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/17/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.0156		EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.855		EPA300.0	0.200	02/17/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	26.3		EPA200.7	0.500	02/18/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 259025DW1
PWS ID (From Page 1): 3590258 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	47.5		EPA300.0	0.400	02/17/15		E83018
1022	Copper	1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.855		EPA300.0	0.200	02/17/15		E83018
1028	Iron	0.3	mg/L	0.0641		EPA200.7	0.0100	02/18/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/18/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	21.5		EPA300.0	1.00	02/17/15		E83018
1095	Zinc	5	mg/L	0.0100	U	EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	5.00	U	SM2120 B	5.00	02/17/15	01:50 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/17/15	01:45 PM	E83018
1925	pH	6.5 -8.5	pH	8.06		SM4500-H B	0.0100	02/17/15	02:59 PM	E83018
1930	Total Dissolved Solids	500	mg/L	278		SM2540 C	2.50	02/19/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/17/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259025DW1
PWS ID (From Page 1): 3590258 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259025DW1
PWS ID (From Page 1): 3590258 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/17/15	02/17/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/17/15	02/17/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/17/15	02/17/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/17/15	02/17/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/18/15	02/24/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/17/15	02/17/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/17/15	02/17/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/17/15	02/17/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/17/15	02/17/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	02/17/15	02/24/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/17/15	02/17/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0206	U	EPA504.1	0.0206	0.02	02/17/15	02/17/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0103	U	EPA504.1	0.0103	0.01	02/17/15	02/17/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/17/15	02/17/15		E83018

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: Flowers 259025DW1

KNL Report Number/Job ID: 15.1247

PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	4.2		EPA 900.0	1.9	3	1.3	2-26-15	0800	E84025
4020	Radium-226	5	pCi/L	0.7		EPA 903.0	0.3	1	0.2	3-3-15	1635	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.6	3-4-15	1000	E84025


Reporting Format 62-550.730
Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
Laboratory Director

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: Jansen PWS I.D. # 3590615

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity
Address: 200 Weatherfield Ave
City: Altamonte Springs ZIP Code: 32714
Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@uiwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 259108DW1 Sample Date: 2/17/15 Sample Time: 11:10 AM PM (Circle One)
Sample Location (be specific): POE Location Code: POE

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Avg Residence Time
- Near First Customer

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

- Routine Compliance (with 62-550)
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites**
- Other: _____
- Replacement (of Invalidated Sample)
- Special (not for compliance with 62-550)
- Clearance (permitting)
- Sampling Procedure Used or Other Comments: _____

* See 62-550.500(6) for requirements and restrictions
And 62-550.512(3) for nitrate or nitrite exceedances.

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

SAMPLER CERTIFICATION

I, Allan Finch (Print Name), Operator (Print Title), do HEREBY CERTIFY

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

Signature: [Signature] Date: 3-19-15
Certified Operator #: D-7806 Phone #: (407) 948-9843 Sampler's Fax: (407) 682-5713
Sampler's E-Mail: afinch@uiwater.com

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? Yes No

If yes, please provide DOH certification number(s):

E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 02/17/15

PWS ID (From Page 1): 3590215

Sample Number (From Page 1): 259108DW1

Lab Assigned Report # or Job ID: 259108

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

All Except Asbestos

Partial

Nitrate

Nitrite

Asbestos

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, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/17/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259108DW1
PWS ID (From Page 1): 3590615 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.282		EPA300.0	0.200	02/18/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00120		EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	17.7		EPA200.7	0.500	02/18/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 259108DW1
PWS ID (From Page 1): 3590615 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	23.7		EPA300.0	0.400	02/18/15		E83018
1022	Copper	1	mg/L	0.0122		EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.282		EPA300.0	0.200	02/18/15		E83018
1028	Iron	0.3	mg/L	0.0501		EPA200.7	0.0100	02/18/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/18/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	5.37		EPA300.0	1.00	02/18/15		E83018
1095	Zinc	5	mg/L	0.0325		EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	5.00	U	SM2120 B	5.00	02/17/15	03:45 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/17/15	02:45 PM	E83018
1925	pH	6.5 -8.5	pH	8.14		SM4500-H B	0.0100	02/17/15	02:59 PM	E83018
1930	Total Dissolved Solids	500	mg/L	178		SM2540 C	2.50	02/19/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/17/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259108DW1
PWS ID (From Page 1): 3590615 Revised

Contarr ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259108DW1
PWS ID (From Page 1): 3590615 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/18/15	02/17/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/18/15	02/17/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/18/15	02/17/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/18/15	02/17/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/18/15	03/03/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/18/15	02/17/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/18/15	02/17/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/18/15	02/17/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/18/15	02/17/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	02/17/15	02/24/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/18/15	02/17/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0203	U	EPA504.1	0.0203	0.02	02/18/15	02/17/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0101	U	EPA504.1	0.0101	0.01	02/18/15	02/17/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/18/15	02/17/15		E83018

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: Flowers 259108DW1

KNL Report Number/Job ID: 15.1250

PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	1.4	U	EPA 900.0	1.4	3	0.8	2-27-15	0800	E84025
4020	Radium-226	5	pCi/L	0.7		EPA 903.0	0.3	1	0.3	3-3-15	1635	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.7	3-4-15	1308	E84025

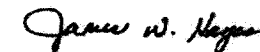
Reporting Format 62-550.730
 Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

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: Little Wekiva PWS I.D. # 3590762

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 200 Weathersfield Ave
City: Allamore Springs ZIP Code: 32714
Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@uwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 259214DW1 Sample Date: 2/18/15 Sample Time: 1:35 AM PM (Circle One)
Sample Location (be specific): POE Location Code: POE

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Avg Residence Time
- Near First Customer

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

- Routine Compliance (with 62-550)
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites **
- Other: _____
- Replacement (of Invalidated Sample)
- Special (not for compliance with 62-550)
- Clearance (permitting)
- Sampling Procedure Used or Other Comments: _____

* See 62-550.500(6) for requirements and restrictions
And 62-550.512(3) for nitrate or nitrite exceedances.

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

SAMPLER CERTIFICATION

I, Allan Finch, Operator do HEREBY CERTIFY
(Print Name) (Print Title)

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

Signature: [Signature] Date: 3-19-15
Certified Operator #: B-7806 Phone #: (407) 948-9843 Sampler's Fax: (407) 682-5713
Sampler's E-Mail: a.finch@uwater.com

**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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? Yes No

If yes, please provide DOH certification number(s):

E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION(to be completed by lab)

Date Sample(s) Received: 02/18/15

PWS ID (From Page 1): _____

Sample Number (From Page 1): 259214DW1

Lab Assigned Report # or Job ID: 259214

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

- All Except Asbestos
- Partial
- Nitrate
- Nitrite
- Asbestos

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, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/17/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259214DW1
PWS ID (From Page 1): 3590762 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.277		EPA300.0	0.200	02/18/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.00500		EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.209		EPA300.0	0.200	02/18/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00110		EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	11.6		EPA200.7	0.500	02/24/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

Report Number / Job ID: 259214DW1
PWS ID (From Page 1): 3590762 Revised

SECONDARY CONTAMINANTS
62-550.320

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	17.5		EPA300.0	0.400	02/18/15		E83018
1022	Copper	1	mg/L	0.0125		EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.209		EPA300.0	0.200	02/18/15		E83018
1028	Iron	0.3	mg/L	0.0661		EPA200.7	0.0100	02/24/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/24/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	7.56		EPA300.0	1.00	02/18/15		E83018
1095	Zinc	5	mg/L	0.0311		EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	5.00	U	SM2120 B	5.00	02/19/15	08:00 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/19/15	08:00 AM	E83018
1925	pH	6.5 -8.5	pH	7.83		SM4500-H B	0.0100	02/18/15	08:03 AM	E83018
1930	Total Dissolved Solids	500	mg/L	210		SM2540 C	2.50	02/21/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/19/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259214DW1
PWS ID (From Page 1): 3590762 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259214DW1
PWS ID (From Page 1): 3590762 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/25/15	02/25/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/25/15	02/25/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/25/15	02/25/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/25/15	03/03/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/25/15	02/25/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	03/03/15	03/09/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0198	U	EPA504.1	0.0198	0.02	02/25/15	02/25/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.00989	U	EPA504.1	0.00989	0.01	02/25/15	02/25/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/25/15	02/25/15		E83018

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES
 62-550.310(6)
 Client ID: Flowers 259214DW1

KNL Report Number/Job ID: 15.1254
 PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	3.2		EPA 900.0	1.2	3	1.0	2-27-15	0800	E84025
4020	Radium-226	5	pCi/L	0.5	U	EPA 903.0	0.5	1	0.4	3-4-15	1113	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.7	3-6-15	1326	E84025

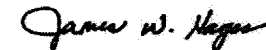
Reporting Format 62-550.730
 Effective January 1995, Revised February 2010.

- Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

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: Oakland Shores PWS I.D. # 3590912

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 200 Weathersfield Ave
City: Altamonte Springs ZIP Code: 32714
Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@wiwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 259215DW1 Sample Date: 2/18/15 Sample Time: 8:05 AM PM (Circle One)
Sample Location (be specific): POE Location Code: POE

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Avg Residence Time
- Near First Customer

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

- Routine Compliance (with 62-550)
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites **
- Other: _____
- Replacement (of Invalidated Sample)
- Special (not for compliance with 62-550)
- Clearance (permitting)
- Sampling Procedure Used or Other Comments: _____

* See 62-550.500(6) for requirements and restrictions
And 62-550.512(3) for nitrate or nitrite exceedances.

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

SAMPLER CERTIFICATION

I, Allan Finch, Operator, do HEREBY CERTIFY
(Print Name) (Print Title)

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

Signature: [Signature] Date: 3-19-15
Certified Operator #: B-7806 Phone #: (407) 948-9843 Sampler's Fax: (407) 682-5713
Sampler's E-Mail: afinch@wiwater.com

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Phone #: 407-339-5984

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Were any analyses subcontracted? Yes No If yes, please provide DOH certification number(s): E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 02/18/15

PWS ID (From Page 1): 3590912

Sample Number (From Page 1): 259215DW1

Lab Assigned Report # or Job ID: 259215

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

Synthetic Organics

Volatile Organics

Disinfection Byproducts

Radionuclides

Secondaries

All Except Asbestos

All 30

All 21

Trihalomethanes

Single Sample

All 14

Partial

All Except Dioxin

Partial

Haloacetic Acids

Qtrly Composite**

Partial

Nitrate

Partial

Chlorite

Nitrite

Dioxin Only

Bromate

Asbestos

LAB CERTIFICATION

I, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/17/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259215DW1
PWS ID (From Page 1): 3590912 Revised

Contarr ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/18/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	30.2		EPA200.7	0.500	02/24/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 259215DW1
PWS ID (From Page 1): 3590912 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	52.9		EPA300.0	0.400	02/18/15		E83018
1022	Copper	1	mg/L	0.0111		EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/18/15		E83018
1028	Iron	0.3	mg/L	0.0238		EPA200.7	0.0100	02/24/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/24/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	9.14		EPA300.0	1.00	02/18/15		E83018
1095	Zinc	5	mg/L	0.0118		EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	5.00		SM2120 B	5.00	02/19/15	08:00 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/19/15	08:00 AM	E83018
1925	pH	6.5 -8.5	pH	7.92		SM4500-H B	0.0100	02/18/15	08:03 AM	E83018
1930	Total Dissolved Solids	500	mg/L	276		SM2540 C	2.50	02/21/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/19/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259215DW1
PWS ID (From Page 1): 3590912 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259215DW1
PWS ID (From Page 1): 3590912 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/25/15	02/25/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/25/15	02/25/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/25/15	02/25/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/25/15	03/03/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.650		EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.860		EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/25/15	02/25/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	03/03/15	03/09/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0202	U	EPA504.1	0.0202	0.02	02/25/15	02/25/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0101	U	EPA504.1	0.0101	0.01	02/25/15	02/25/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/25/15	02/25/15		E83018

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: Flowers 259215DW1

KNL Report Number/Job ID: 15.1255

PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	4.6		EPA 900.0	1.6	3	1.3	2-27-15	0800	E84025
4020	Radium-226	5	pCi/L	0.6	U	EPA 903.0	0.6	1	0.4	3-4-15	1113	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.7	3-4-15	1308	E84025

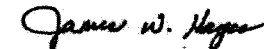
Reporting Format 62-550.730
Effective January 1995, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

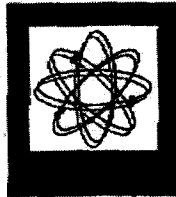
Approved by:



James W. Hayes
Laboratory Director

FLOWERS

CHEMICAL LABORATORIES INCORPORATED



Flowers Chemical Laboratories, Inc.
481 Newburyport Ave.
Altamonte Springs, FL 32701
Bus: 407-339-5984
Fax: 407-260-6110

Flowers Chemical Labs-South
West Park Industrial Plaza
571 N.W. Mercantile Pl., Ste. 111
Port St. Lucie, FL 34986
Bus: 772-343-8006
Fax: 772-343-8089

Flowers Chemical Labs-North
812 S.W. Harvey Greene Dr.
Madison, FL 32340
Bus: 850-973-6878
Fax: 850-973-6878

Flowers Chemical Labs-Keys
3980 Overseas Highway
Ste. 103
Marathon, FL 33050
Bus: 305-743-8598
Fax: 305-743-8598

www.flowerslabs.com

Client: Utilites, Inc. Public Water System Name: Oakland Shores

Address: 200 Weathersfield Ave. PWS ID#: 3590912 P.O. #

Altamonte Springs, FL 32714 FCL Lab Coordinator KR #

Phone: (407) 869-1919

Public Water System Type: Limited Use Commercial / Public
 Community Non-Community Non-transient / Non-Community

Sampled By (PRINT): Allan Finch Date Sampled: 2-18-15

Sampler Signature: [Signature]

DRINKING WATER - Chain of Custody F.A.C. 62 - 550					PRESERVATIVES										Field Cl ₂ Res								
ITEM NO.	SAMPLE DESCRIPTION	DATE	TIME	LAB NO.	NUMBER	NONE	NaOH	HNO ₃	HCl	Na ₂ S ₂ O ₃	Primary Inorg.	Secondary	VOCs	SOCs	NO _x /NO ₃	THM	THAA	Pb/Cu	GA / RA228 RA228	Asbestos	pH	Cl ₂ Res	
1	<u>P.O.E.</u>	<u>2-18-15</u>	<u>0805</u>								<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>								<u>1.70</u>	<u>2.8</u>
2																							
3																							
4																							
5																							
6																							
7																							
8																							
9																							
10																							
Relinquished By / Affiliation		Date	Time	Accepted By / Affiliation		Date	Time	Relinquished By / Affiliation		Date	Time	Accepted By / Affiliation		Date	Time					Date	Time		
<u>[Signature]</u>		<u>2-18-15</u>	<u>1425</u>									<u>[Signature]</u>		<u>2/18/15</u>	<u>1426</u>								

• WHITE - Ship with Samples / To Be Returned with Results

• YELLOW - Field Copy / Retain For Your Records

PDW 02-04

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: Park Ridge PWS I.D. # 3990993

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity
Address: 200 Weathers Sidel Ave
City: Altamonte Springs ZIP Code: 32714
Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@vfwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 259176DW1 Sample Date: 2/19/15 Sample Time: 9:25 AM PM (Circle One)
Sample Location (be specific): POE Location Code: Hydro Tank Spigot

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

- Sample Type (Check Only One) Reason(s) for Sample (Check all that apply)
- | | | |
|---|---|---|
| <input type="checkbox"/> Distribution | <input checked="" type="checkbox"/> Routine Compliance (with 62-550) | <input type="checkbox"/> Replacement (of Invalidated Sample) |
| <input checked="" type="checkbox"/> Entry Point (to Distribution) | <input type="checkbox"/> Confirmation of MCL Exceedance* | <input type="checkbox"/> Special (not for compliance with 62-550) |
| <input type="checkbox"/> Plant Tap (not for compliance with 62-550) | <input type="checkbox"/> Composite of Multiple Sites ** | <input type="checkbox"/> Clearance (permitting) |
| <input type="checkbox"/> Raw (at well or intake) | <input type="checkbox"/> Other: _____ | |
| <input type="checkbox"/> Max Residence Time | <input type="checkbox"/> Sampling Procedure Used or Other Comments: _____ | |
| <input type="checkbox"/> Avg Residence Time | | |
| <input type="checkbox"/> Near First Customer | | |

* See 62-550.500(6) for requirements and restrictions And 62-550.512(3) for nitrate or nitrite exceedances.
** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Scott Gosnell, Area Manager, do HEREBY CERTIFY
for Pedro Figueroa (Print Name) (Print Title)
that the above public water system and collection information is complete and correct.

Signature: [Signature] Date: 3/19/15
Certified Operator #: 19350 Phone #: 407-682-5651 Sampler's Fax: 407-682-5713
Sampler's E-Mail: sgosnell@vfwater.com

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Phone #: 407-339-5984

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Were any analyses subcontracted? Yes No

If yes, please provide DOH certification number(s): _____

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 02/18/15

PWS ID (From Page 1): 3590993

Sample Number (From Page 1): 259176DW1

Lab Assigned Report # or Job ID: 259176

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

All Except Asbestos

Partial

Nitrate

Nitrite

Asbestos

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, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/10/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259176DW1
PWS ID (From Page 1): 3590993 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.00860		EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/18/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	41.8		EPA200.7	0.500	02/18/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 259176DW1
PWS ID (From Page 1): 3590993 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	68.7		EPA300.0	0.400	02/18/15		E83018
1022	Copper	1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/18/15		E83018
1028	Iron	0.3	mg/L	0.0186		EPA200.7	0.0100	02/18/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/18/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	5.12		EPA300.0	1.00	02/18/15		E83018
1095	Zinc	5	mg/L	0.0100	U	EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	10.0		SM2120 B	5.00	02/19/15	08:00 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/19/15	08:00 AM	E83018
1925	pH	6.5 -8.5	pH	8.09		SM4500-H B	0.0100	02/18/15	08:03 AM	E83018
1930	Total Dissolved Solids	500	mg/L	272		SM2540 C	2.50	02/19/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/19/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259176DW1
PWS ID (From Page 1): 3590993 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259176DW1
PWS ID (From Page 1): 3590993 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/25/15	02/25/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/25/15	02/25/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/25/15	02/25/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/18/15	03/03/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/25/15	02/25/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	03/03/15	03/09/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0201	U	EPA504.1	0.0201	0.02	02/25/15	02/25/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0100	U	EPA504.1	0.0100	0.01	02/25/15	02/25/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/25/15	02/25/15		E83018

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: Phillips PWS I.D. # 3591008

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity

Address: 200 Weathersfield Ave

City: Altamonte Springs ZIP Code: 32714

Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@vivwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 259027DW1 Sample Date: 2/17/15 Sample Time: 9:50 AM PM (Circle One)

Sample Location (be specific): POE Code: POE @ Hydro Tank Spigot

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Avg Residence Time
- Near First Customer

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

- Routine Compliance (with 62-550)
- Confirmation of MCL Exceedance*
- Composite of Multiple Sites **
- Other: _____
- Replacement (of Invalidated Sample)
- Special (not for compliance with 62-550)
- Clearance (permitting)
- Sampling Procedure Used or Other Comments: _____

* See 62-550.500(6) for requirements and restrictions
And 62-550.512(3) for nitrate or nitrite exceedances.

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

SAMPLER CERTIFICATION

I, Scott Gosnell Area Manager do HEREBY CERTIFY
(Print Name) (Print Title)
for Pedro Figueroa that the above public water system and collection information is complete and correct.

Signature: [Signature] Date: 3/19/15
Certified Operator #: 19350 Phone #: 407-682-5651 Sampler's Fax: 407-682-5713
Sampler's E-Mail: sgosnell@vivwater.com

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Phone #: 407-339-5984

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Were any analyses subcontracted? Yes No

If yes, please provide DOH certification number(s):

E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 02/17/15

PWS ID (From Page 1): 3591008

Sample Number (From Page 1): 259027DW1

Lab Assigned Report # or Job ID: 259027

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

- All Except Asbestos
 Partial
 Nitrate
 Nitrite
 Asbestos

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, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/17/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259027DW1
PWS ID (From Page 1): 3591008 Revsied

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.270		EPA300.0	0.200	02/17/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/17/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.0184		EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/17/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	18.9		EPA200.7	0.500	02/18/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 259027DW1
PWS ID (From Page 1): 3591008 Revsied

Contarr ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	33.1		EPA300.0	0.400	02/17/15		E83018
1022	Copper	1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/17/15		E83018
1028	Iron	0.3	mg/L	0.758		EPA200.7	0.0100	02/18/15		E83018
1032	Manganese	0.05	mg/L	0.0145		EPA200.7	0.0100	02/18/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	28.0		EPA300.0	1.00	02/17/15		E83018
1095	Zinc	5	mg/L	0.0100	U	EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	5.00	U	SM2120 B	5.00	02/17/15	01:50 AM	E83018
1920	Odor	3	TON@40C	2.00		SM2150 B	1.00	02/17/15	01:45 PM	E83018
1925	pH	6.5 -8.5	pH	7.85		SM4500-H B	0.0100	02/17/15	02:59 PM	E83018
1930	Total Dissolved Solids	500	mg/L	238		SM2540 C	2.50	02/19/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/17/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259027DW1
PWS ID (From Page 1): 3591008 Revsied

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259027DW1
PWS ID (From Page 1): 3591008 Revsied

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/17/15	02/17/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/17/15	02/17/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/17/15	02/17/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/17/15	02/17/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/18/15	02/24/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	02/17/15	02/24/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/17/15	02/17/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/17/15	02/17/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/17/15	02/17/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/17/15	02/17/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	02/17/15	02/24/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/17/15	02/17/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0203	U	EPA504.1	0.0203	0.02	02/17/15	02/17/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0102	U	EPA504.1	0.0102	0.01	02/17/15	02/17/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/17/15	02/17/15		E83018

KNL Environmental Testing
3202 N. Florida Ave.
Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: Flowers 259027DW1

KNL Report Number/Job ID: 15.1248

PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	5.8		EPA 900.0	1.2	3	1.3	2-26-15	0800	E84025
4020	Radium-226	5	pCi/L	0.6		EPA 903.0	0.2	1	0.2	3-3-15	1635	E84025
4030	Radium-228		pCi/L	1.0	U	EPA Ra-05	1.0	1	0.7	3-4-15	1000	E84025


Reporting Format 62-550.730
Effective January 1995, Revised February 2010.

- Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

Page of

Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
Laboratory Director

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: Ravenna Park PWS I.D. #

3	5	9	1	0	6	1
---	---	---	---	---	---	---

System Type (check one): Community Nontransient Noncommunity Transient Noncommunity
Address: 200 Weatherfield Ave
City: Altamonte Springs ZIP Code: 32714
Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgosnell@vwater.com

SAMPLE INFORMATION (to be completed by sampler)
Sample Number: 259177DW1 Sample Date: 2/18/15 Sample Time: 11:00 AM PM (Circle One)
Sample Location (be specific): POE Location Code: Hydro Tank Spigot

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

- Sample Type (Check Only One) Reason(s) for Sample (Check all that apply)
- | | | |
|---|---|---|
| <input type="checkbox"/> Distribution | <input checked="" type="checkbox"/> Routine Compliance (with 62-550) | <input type="checkbox"/> Replacement (of Invalidated Sample) |
| <input checked="" type="checkbox"/> Entry Point (to Distribution) | <input type="checkbox"/> Confirmation of MCL Exceedance* | <input type="checkbox"/> Special (not for compliance with 62-550) |
| <input type="checkbox"/> Plant Tap (not for compliance with 62-550) | <input type="checkbox"/> Composite of Multiple Sites** | <input type="checkbox"/> Clearance (permitting) |
| <input type="checkbox"/> Raw (at well or intake) | <input type="checkbox"/> Other: _____ | |
| <input type="checkbox"/> Max Residence Time | <input type="checkbox"/> Sampling Procedure Used or Other Comments: _____ | |
| <input type="checkbox"/> Avg Residence Time | | |
| <input type="checkbox"/> Near First Customer | | |

* See 62-550.500(6) for requirements and restrictions And 62-550.512(3) for nitrate or nitrite exceedances.
** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Scott Gosnell, Area Manager do HEREBY CERTIFY
for Pedro Figueroa (Print Name) (Print Title)
that the above public water system and collection information is complete and correct.

Signature: [Signature] Date: 3/19/15
Certified Operator #: 19350 Phone #: 407-682-5651 Sampler's Fax: 407-682-5713
Sampler's E-Mail: sgosnell@vwater.com

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: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2015

ATTACH CURRENT DOH ANALYTE SHEET*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? Yes No

If yes, please provide DOH certification number(s):

E84025

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 02/18/15

PWS ID (From Page 1): 3591061

Sample Number (From Page 1): 259177DW1

Lab Assigned Report # or Job ID: 259177

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics	Synthetic Organics	Volatile Organics	Disinfection Byproducts	Radionuclides	Secondaries
<input checked="" type="checkbox"/> All Except Asbestos	<input checked="" type="checkbox"/> All 30	<input checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input checked="" 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 Acids	<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		
<input type="checkbox"/> Asbestos					

LAB CERTIFICATION

I, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 03/17/15

* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and 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 AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE 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 (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: 259177DW1
PWS ID (From Page 1): 3591061 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1040	Nitrate (as N)	10	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1041	Nitrite (as N)	1	mg/L	0.200	U	EPA300.0	0.200	02/18/15	11:00 AM	E83018
1005	Arsenic	0.010	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1010	Barium	2	mg/L	0.00900		EPA200.8	0.00200	02/20/15		E83018
1015	Cadmium	0.005	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1020	Chromium	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1024	Cyanide	0.2	mg/L	0.00500	U	SM4500CN-E	0.00500	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/18/15		E83018
1030	Lead	0.015	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1035	Mercury	0.002	mg/L	0.0000200	U	EPA245.1	0.0000200	02/25/15		E83018
1036	Nickel	0.1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1045	Selenium	0.05	mg/L	0.00200	U	EPA200.8	0.00200	02/20/15		E83018
1052	Sodium	160	mg/L	17.5		EPA200.7	0.500	02/18/15		E83018
1074	Antimony	0.006	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1075	Beryllium	0.004	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1085	Thallium	0.002	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018

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

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: 259177DW1
PWS ID (From Page 1): 3591061 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Cert #
1002	Aluminum	0.2	mg/L	0.0200	U	EPA200.8	0.0200	02/20/15		E83018
1017	Chloride	250	mg/L	30.5		EPA300.0	0.400	02/18/15		E83018
1022	Copper	1	mg/L	0.00100	U	EPA200.8	0.00100	02/20/15		E83018
1025	Fluoride	4.0	mg/L	0.200	U	EPA300.0	0.200	02/18/15		E83018
1028	Iron	0.3	mg/L	0.0353		EPA200.7	0.0100	02/18/15		E83018
1032	Manganese	0.05	mg/L	0.0100	U	EPA200.7	0.0100	02/18/15		E83018
1050	Silver	0.1	mg/L	0.000500	U	EPA200.8	0.000500	02/20/15		E83018
1055	Sulfate	250	mg/L	8.48		EPA300.0	1.00	02/18/15		E83018
1095	Zinc	5	mg/L	0.0100	U	EPA200.8	0.0100	02/20/15		E83018
1905	Color	15	CU	5.00	U	SM2120 B	5.00	02/19/15	08:00 AM	E83018
1920	Odor	3	TON@40C	1.00	U	SM2150 B	1.00	02/19/15	08:00 AM	E83018
1925	pH	6.5 -8.5	pH	8.11		SM4500-H B	0.0100	02/18/15	08:03 AM	E83018
1930	Total Dissolved Solids	500	mg/L	534		SM2540 C	2.50	02/19/15		E83018
2905	Foaming Agents	0.5	mg/L	0.200	U	SM5540 C	0.200	02/19/15	02:00 PM	E83018

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

VOLATILE ORGANICS
62-550.310(2)(b)

Report Number / Job ID: 259177DW1
PWS ID (From Page 1): 3591061 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Cert #
2378	1,2,4,-trichlorobenzene	70	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2380	cis-1,2-Dichloroethylene	70	ug/L	0.200	U	EPA502.2	0.200	0.5	02/23/15		E83018
2955	Xylenes	10000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2964	Dichloromethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2968	o-dichlorobenzene	600	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2969	Para-dichlorobenzene	75	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2976	Vinyl Chloride	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2977	1,1-Dichloroethylene	7	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2979	trans-1,2-Dichloroethylene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2980	1,2-Dichloroethane	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2981	1,1,1-trichloroethane	200	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2982	Carbon tetrachloride	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2983	1,2-dichloropropane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2984	Trichloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2985	1,1,2-trichloroethane	5	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2987	Tetrachloroethylene	3	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2989	Monochlorobenzene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2990	Benzene	1	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2991	Toluene	1000	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2992	Ethylbenzene	700	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018
2996	Styrene	100	ug/L	0.500	U	EPA502.2	0.500	0.5	02/23/15		E83018

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

SYNTHETIC ORGANICS
62-550.310(2)(c)

Report Number / Job ID: 259177DW1
PWS ID (From Page 1): 3591061 Revised

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lat Cert #
2005	Endrin	2	ug/L	0.0100	U	EPA505	0.0100	0.01	02/25/15	02/25/15		E83018
2010	Lindane	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2015	Methoxychlor	40	ug/L	0.0500	U	EPA505	0.0500	0.1	02/25/15	02/25/15		E83018
2020	Toxaphene	3	ug/L	0.500	U	EPA505	0.500	1	02/25/15	02/25/15		E83018
2031	Dalapon	200	ug/L	0.100	U	EPA515.4	0.100	1	02/26/15	03/03/15		E83018
2032	Diquat	20	ug/L	0.400	U	EPA549.2	0.400	0.4	02/18/15	02/24/15		E83018
2033	Endothall	100	ug/L	9.00	U	EPA548.1	9.00	9	02/23/15	02/26/15		E83018
2034	Glyphosate	700	ug/L	6.00	U	EPA547	6.00	6		02/23/15		E83018
2035	Di(2-ethylhexyl) adipate	400	ug/L	0.600	U	EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2036	Oxamyl (Vydate)	200	ug/L	2.00	U	EPA531.1	2.00	2.0		02/25/15		E83018
2037	Simazine	4	ug/L	0.0700	U	EPA507	0.0700	0.07	02/24/15	03/03/15		E83018
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.600	U	EPA525.2	0.600	0.6	03/03/15	03/09/15		E83018
2040	Picloram	500	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2041	Dinoseb	7	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2042	Hexachlorocyclopentadiene	50	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2046	Carbofuran	40	ug/L	0.900	U	EPA531.1	0.900	0.9		02/25/15		E83018
2050	Atrazine	3	ug/L	0.100	U	EPA507	0.100	0.1	02/24/15	03/03/15		E83018
2051	Alachlor	2	ug/L	0.200	U	EPA507	0.200	0.2	02/24/15	03/03/15		E83018
2065	Heptachlor	0.4	ug/L	0.0100	U	EPA505	0.0100	0.04	02/25/15	02/25/15		E83018
2067	Heptachlor epoxide	0.2	ug/L	0.0100	U	EPA505	0.0100	0.02	02/25/15	02/25/15		E83018
2105	2,4-D	70	ug/L	0.100	U	EPA515.4	0.100	0.1	02/26/15	03/03/15		E83018
2110	2,4,5-TP	50	ug/L	0.200	U	EPA515.4	0.200	0.2	02/26/15	03/03/15		E83018
2274	Hexachlorobenzene	1	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2306	Benzo(a)pyrene	0.2	ug/L	0.0200	U	EPA525.2	0.0200	0.02	03/03/15	03/09/15		E83018
2326	Pentachlorophenol	1	ug/L	0.0400	U	EPA515.4	0.0400	0.04	02/26/15	03/03/15		E83018
2383	PolychlorinatedbiphenylsPCB	0.5	ug/L	0.100	U	EPA505	0.100	0.1	02/25/15	02/25/15		E83018
2931	Dibromochloropropane	0.2	ug/L	0.0202	U	EPA504.1	0.0202	0.02	02/25/15	02/25/15		E83018
2946	Ethylene Dibromide	0.02	ug/L	0.0101	U	EPA504.1	0.0101	0.01	02/25/15	02/25/15		E83018
2959	Chlordane	2	ug/L	0.0100	U	EPA505	0.0100	0.2	02/25/15	02/25/15		E83018

KNL Environmental Testing
 3202 N. Florida Ave.
 Tampa, FL 33603

Ph: (813) 229-2879 Fax: (813) 229-0002

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

RADIONUCLIDES

62-550.310(6)

Client ID: Flowers 259177DW1

KNL Report Number/Job ID: 15.1251

PWS ID(From Page 1):

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier *	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4002	Gross Alpha (incl Uranium)	15 ***	pCi/L	2.1		EPA 900.0	1.4	3	0.9	2-27-15	0800	E84025
4020	Radium-226	5	pCi/L	0.8		EPA 903.0	0.2	1	0.2	3-3-15	1635	E84025
4030	Radium-228		pCi/L	1.4		EPA Ra-05	1.0	1	0.8	3-4-15	1308	E84025

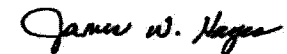
Reporting Format 62-550.730
 Effective January 1993, Revised February 2010.

- * Qualifier Codes: U = indicates that the compound was analyzed for but not detected.
 I = the reported value is between the laboratory detection limit and the laboratory practical quantitation limit.
- ** If the result exceeds 5 pCi/L, a measurement for radium-226 is required. Uranium is reported separately under Contam ID 4006.
- *** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, a measurement for Combined Uranium must be reported separately. The DEP/DOH will subtract the U value from the Gross Alpha (ID 4002) to determine compliance with MCL for Gross Alpha (Excl.U) of 15 pCi/L. If the result for ID 4002 Gross Alpha (incl.Uranium) does not exceed 15 pCi/L, Combined Uranium need not be measured nor reported.
- **** If using Uranium testing methods ASTM D5174 or EPA 200.8 only, then Analysis Error need not be reported.

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Test results meet all requirements of the NELAC standards. Statement of estimated uncertainty available upon request. Test results refer only to sample(s) listed.
 Contact person: Jim Hayes (813) 229-2879.

Approved by:



James W. Hayes
 Laboratory Director

ATTACHMENT "1-6"

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

Plant Name CRYSTAL LAKE County Seminole PWS ID # 3590258
Plant Location Sunset Dr./Lot 1 Loch Arbor Phone 407/869-1919
Owner Name Utilities Inc. of Florida Attn: Patrick C. Flynn Phone 407/869-1919
Owner Address 200 Weathersfield Ave., Altamonte Springs, FL 32714
Contact Person Scott Gosnell Title Area Manager Phone 407/682-5651
This Survey Date 6/26/14 Last Survey Date 5/4/11 Last Compliance Inspection Date 6/3/98

PWS TYPE: Community

PLANT CATEGORY & CLASS: 5D

MAX-DAY DESIGN CAPACITY: 288,000 gpd

PWS STATUS: Approved

TREATMENT PROCESSES IN USE

Hypochlorination, iron removal - Aquadene

SERVICE AREA CHARACTERISTICS

Subdivision

Food Service: Yes No N/A

Number of Service Connections 174

Population Served 609 Basis Operator

OPERATION & MAINTENANCE LOG: Yes

Location Plant

Comments _____

CERTIFIED OPERATOR: Yes

Operator(s) & Certification Class-Number:

Pedro Figueroa C-17160

Hrs/day: Required _____ *Visit _____ Actual _____ *Visit _____

Days/wk: Required 3 Actual 3

Non-consecutive Days? Yes No N/A

Comments *Visits must total 0.3 hr/week.

MONTHLY OPERATION REPORTS (MORs)

MORs submitted regularly? Yes No N/A

Data missing from MORs? No Yes N/A

Average Day (from MORs) 19,583 gpd

Maximum Day (from MORs) 72,000 gpd 6/13

Comments _____

Flow Measuring Device Flow Meter

Meter Size & Type Badger

Date Last Calibrated 12/11/12

RAW WATER SOURCE

GROUND; Number of Wells 1

PURCHASED from PWS ID # _____

Emergency Water Source City of Sanford - 3590205

Emergency Water Capacity Automatic interconnect

STANDBY POWER SOURCE: Yes

Source Interconnect

Capacity of Standby (kW) N/A

Switchover: Automatic Manual

Hrs Operated Under Load _____

What equipment does it operate?

Well Pumps _____

High Service Pumps _____

Treatment Equipment _____

Satisfy avg. daily demand? Yes No Unknown

Audio-visual alarm? Yes No

Comments Automatic pressure differential valve on interconnect opens when pressure drops below 45 psi.

PLANS AND MAPS

Coliform Sampling Plan Yes No N/A

D/DBP Monitoring Plan Yes No N/A

Lead and Copper Plan Yes No N/A

Distribution System Map Yes No N/A

Emergency Response Plan Yes No N/A

Comments _____

PREVENTIVE MAINTENANCE/O&M

Operation & Maintenance Manual Yes No

Preventive Maintenance Program Yes No

Flushing Program Yes No N/A

Records Yes No N/A

Isolation Valve Exercise Yes No N/A

Records Yes No N/A

Comments _____

CROSS CONNECTION CONTROL

BFPAs 1 # Tested 1

WWTP RPZ N/A Date Tested N/A

Written Plan Yes Date 11/13/07

Comments CCCP approved by DEP on 1/25/08.

GROUND WATER SOURCE

Well Number (Florida Unique Well ID #)	1 (AAH2572)		
Year Drilled	1955		
Depth Drilled	260'		
Drilling Method	Unknown		
Type of Grout	Unknown		
Static Water Level	17'		
Pumping Water Level	Unknown		
Design Well Yield	Unknown		
Test Yield	Unknown		
Actual Yield (if different than rated capacity)	240 gpm		
Strainer	Bronze – 45'		
Length (outside casing)	82'		
Diameter (outside casing)	6"		
Material (outside casing)	Steel		
Well Contamination History	None		
Is inundation of well possible?	No		
6' X 6' X 4" Concrete Pad	Yes		
SET BACKS	Septic Tank	>100'	
	Reuse Water	N/A	
	WW Plumbing	>100'	
	Other Sanitary Hazard	None observed	
PUMP	Type	Vertical turbine	
	Manufacturer Name	Goulds	
	Model Number	5-CHC-5	
	Rated Capacity (gpm)	Unknown	
	Motor Horsepower	15	
Well casing 12" above grade?	Yes		
Well Casing Sanitary Seal	OK		
Raw Water Sampling Tap	Yes		
Above Ground Check Valve	Yes		
Security	Yes		
Well Vent Protection	N/A		

COMMENTS Well is pumping sand, therefore this plant is currently offline and receiving water via the City of Sanford interconnect.

CHLORINATION (Disinfection)

Type: Gas Hypo
 Make N/A Capacity N/A
 Chlorine Feed Rate N/A
 Avg. Amount of Cl₂ gas used N/A
 Chlorine Residuals: Plant N/A Remote 1.28
 Remote tap location 155 Fairway Drive
 DPD Test Kit: On-site With operator
 None Not Used Daily
 Injection Points N/A
 Booster Pump Info N/A
 Comments _____

STORAGE FACILITIES

(G) Ground (C) Clearwell (E) Elevated
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	H	
Capacity (gal)	4,500	
Material	Steel	
Gravity Drain	Yes	
By-Pass Piping	No*	
Protected Openings	Yes	
Sight Glass or Level Indicator	Yes	
PRV/ARV	ARV	
Pressure Gauge	Yes	
On/Off Pressure	54/68	
Access Secured	Yes	
Access Manhole	Yes	
Tank Sample Tap Location	Discharge piping	
Date of Inspection	2/24/11	
Date of Cleaning	2/24/11	

Comments _____

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

AERATION (Gases, Fe, & Mn Removal)

Type _____ Capacity _____
 Aerator Condition _____
 Visible Algae Growth _____
 Protective Screen Condition _____
 Frequency of Cleaning _____
 Date Last Inspected/Cleaned _____
 Comments _____

HIGH SERVICE PUMPS

Pump Number			
Type			
Make			
Model			
Capacity (gpm)			
Motor HP			
Date Installed			

Comments _____

DEFICIENCIES:

- There were no deficiencies noted during this inspection.

COMMENTS:

- **The well at this facility is currently offline due to the fact that it's pumping sand. The facility has been supplying water via the interconnect with City of Sanford (3590205) since 2/16/13. Utilities Inc. of Florida is currently exploring the possibility of connecting this facility to their Ravenna Park (3591061) system.**
- Suppliers of water shall submit written notification to the Department before beginning work or alterations to the public water system. Each notification shall be submitted to the appropriate Department of Environmental Protection District Office or Approved County Health Department and shall include the following: a description of the scope, purpose, and location of the work or alterations; and assurance that the work or alterations will comply with applicable requirements listed in Rule 62-555.330, F.A.C. Suppliers of water may begin such work or alterations 14 days after providing notification to the Department unless they are advised by the Department that the notification is incomplete or that a construction permit is required.
- Suppliers of water shall telephone the SWO at 1-800-320-0519 immediately (i.e., within two hours) after discovery of any actual or suspected sabotage or security breach, or any suspicious incident, involving a public water system. [Rule 62-555.350(10)(a), F.A.C.]
- Suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office as soon as possible, but never later than noon of the next business day, in the event of any of the following emergency or abnormal operating conditions:
 - The occurrence of any abnormal color, odor, or taste in a public water system's raw or finished water;
 - The failure of a public water system to comply with applicable disinfection requirements; or
 - The breakdown of any water treatment or pumping facilities, or the break of any water main, in a public water system if the breakdown or break is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(b), F.A.C.]
- Suppliers of water shall notify affected water customers in writing or via telephone, newspaper, radio, or television; and telephone, and speak directly to a person at, the appropriate DEP District Office by no later than the previous business day before taking PWS components out of operation for planned maintenance or repair work if the work is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(d), F.A.C.]
- Suppliers of water shall issue precautionary "boil water" notices as required or recommended in the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(11), F.A.C.]

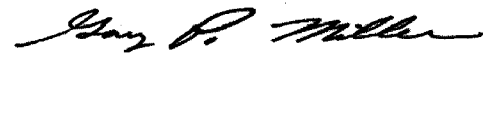
Inspector's
Signature



Title: Environmental Specialist II

Date: 7/1/14

Reviewer's
Signature



Title: Environmental Manager

Date: 7/3/14

ATTACHMENT "1-7"

Seminole County

2014

Description	Rev Class	Mtr Sz	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
252 UI of FL Water Irrigation Gen Serv-Seminole	COML	1"	152833	15260	31270	17720	31780	26730	31910	23910	32810	25000	36700	61260	487183
252 UI of FL Water Irrigation Gen Serv-Seminole	COML	1.5"	11883	5460	5680	50710	29670	8000	11800	9200	9400	15900	20100	10400	188203
252 UI of FL Water Irrigation Gen Serv-Seminole	COML	2"	19100	25000	20800	20500	20600	25800	20000	6700	300	400	1300	3200	163700
252 UI of FL Water Irrigation Gen Serv-Seminole	COML	5/8"	622	1140	870	670	840	610	1900	750	1050	1310	2560	2710	15032
252 UI of FL Water General Service-Seminole	COML	2"	50190	98880	128400	111740	103380	92220	52590	44820	98270	92980	97790	119580	1090840
252 UI of FL Water General Service-Seminole	COML	3"	162260	190560	117940	138870	176170	53530	36950	93140	191510	160250	189390	172160	1682730
252 UI of FL Water General Service-Seminole	COML	5/8"	15944	15480	9940	9890	9790	9950	9440	8930	12400	10630	12650	16450	141494
252 UI of FL Water Irrigation Residential-Seminole	RES	1"	119270	63160	67640	90670	92800	70640	57090	50590	81900	71350	67880	77820	910810
252 UI of FL Water Irrigation Residential-Seminole	RES	5/8"	32610	28450	18340	9980	22620	47070	47580	30776	33854	40580	30690	17480	360030
252 UI of FL Water Residential-Seminole	RES	1"	14695	13830	45720	20950	29230	31390	19305	17555	33880	30290	34610	31850	323305
252 UI of FL Water Residential-Seminole	RES	5/8"	14451714	12835384	11837759	12888287	14761070	14705068	14013559	12914464	14882522	12687853	13645650	14005650	163628980
			15031121	13292604	12284359	13359887	15277950	15071008	14302124	13200835	15377896	13136543	14139320	14518560	168992307

Pasco County

2014

Description	Rev Class	Mtr Sz	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
252 UI of FL Water General Service-Pasco	COML	1"	35250	49510	32280	31170	30100	34120	58600	25930	62910	54680	57130	86790	558470
252 UI of FL Water General Service-Pasco	COML	1.5"	13900	20700	11700	8600	7000	5900	6800	6900	117700	9900	9800	218900	1249800
252 UI of FL Water General Service-Pasco	COML	2"	105900	117150	110910	124760	121010	100870	86650	93450	86000	93990	108310	100800	1249800
252 UI of FL Water General Service-Pasco	COML	5/8"	54698	61291	54768	94369	74928	69652	106174	130626	45518	83081	65117	34472	874694
252 UI of FL Water Irrigation Gen-Pasco	COML	1"	31580	25530	25610	32160	24230	24180	30440	24850	27920	31860	26540	33760	338660
252 UI of FL Water Irrigation Gen-Pasco	COML	1.5"	12000		106000	186800	70872	833	777	1183	1370	2381	382216		
252 UI of FL Water Residential-Pasco	COML	2"	3786	3844	4530	3880	3840	4918	4082	28880					
252 UI of FL Water Residential-Pasco	COML	5/8"	22482	19828	18659	35807	28790	29260	34830	35180	22770	28460	24210	35970	336246
252 UI of FL Water Residential-Pasco	RES	1"	13560	20790	31630	42970	63060	35860	19970	33160	54790	36650	29560	28270	410270
252 UI of FL Water Residential-Pasco	RES	5/8"	6999888	7025688	6849973	7321823	6843393	6470017	6291366	5976043	6051596	7001386	5986021	6441272	79258466
			7293044	7344331	7246060	7882339	7267223	6775610	6639689	6356202	6470574	7342388	6688904	6980234	83026606

Marion County

2014

Description	Rev Class	Mtr Sz	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
252 UI of FL Water General Service-Marion	COML	1"	13350	3070	2570	2900	29170	29670	31040	34070	22070	5790	13750	77760	265210
252 UI of FL Water General Service-Marion	COML	1.5"	108710	132290	111730	116930	177710	168220	167160	75420	65320	80430	114240	130930	1449090
252 UI of FL Water General Service-Marion	COML	4"	46490	52130	129200	97950	124000	64960	125420	81460	258160	85530	175510	129150	1369960
252 UI of FL Water General Service-Marion	COML	5/8"	93920	121280	81500	108270	177280	198690	222220	190760	184650	238280	298330	222910	2138090
252 UI of FL Water Residential-Marion	COML	1"													
252 UI of FL Water Residential-Marion	RES	1"	2479390	2501880	2202910	2705060	3455890	4085265	3506395	2657680	3116520	2991000	3057757	3277740	36037487
252 UI of FL Water Residential-Marion	RES	5/8"	246070	232960	251220	275260	271642	301158	250670	225480	250850	246910	257000	246570	3055790
			2987930	3043610	2779130	3306370	4235692	4847963	4302905	3264870	3897570	3647940	3916587	4085060	44315627

ATTACHMENT "1-14"



Architects
Environmental
M/E/P
Surveyors

Engineers
Landscape Architects
Planners
Transportation/Traffic

5601 Mariner Street
Suite 240
Tampa, FL 33609
Phone: 813.288.0233
Fax: 813.288.0433

February 3, 2014

Mr. Mike Wilson
Utilities Inc. of Florida
200 Weathersfield Avenue
Altamonte Springs, FL 32714

RE: Summertree Water System Evaluation

Dear Mike:

Thank you for the opportunity to present this proposal for the evaluation of the Summertree Water System Evaluation. As CPH understands, the Utility previously had some design work completed to manifold the systems three (3) wells to a centralized water treatment facility. As an alternative option, an evaluation was conducted to determine the possibilities and costs for interconnecting the system with Pasco County. Additionally, the Utility has performed a pilot study of using MEX treatment at each of the well sites for H₂S removal, thus eliminating the need for a centralized water treatment plant.

The intent of this project will include a review of the previously completed work. Through our review, CPH will develop an Evaluation Report analyzing each option described above; manifold each well to a centralized water treatment plant for removal of H₂S; individual well treatment, using MEX for H₂S removal, and interconnecting with Pasco County. The last option will include site abandonment as part of the interconnect. CPH will provide preliminary layouts and figures proposing how each could be accomplished, including preliminary Opinions of Probable Construction Cost for each option. Using the Opinion of Probable Construction Cost developed for each option, CPH will coordinate with Utility rate personnel to develop an estimate of customer cost impacts for comparative purposes.

Scope of Services

CPH will review all work previously done by others to determine the most cost effective option for improved water quality and/or H₂S removal. In addition to above, the Evaluation Report will include an evaluation of the existing system components, review of water quality data, and a review of existing and projected demands. CPH will develop preliminary schematic drawings for each evaluated option along with estimated annual operating and maintenance costs for each option. The Opinion of Probable Construction Cost developed will be analyzed to determine the effects on the existing customers. This process will be coordinated with Utility rate personnel. Once completed, CPH will submit a "draft" Evaluation Report to the Utility for review and comment. It is anticipated that the "draft" Report will be submitted in 6-8 weeks. CPH will discuss all comments/questions and finalize the Evaluation Report for submittal. Three (3) hard copies and one (1) electronic copy of the Final document will be submitted to the Utility.

Geotechnical, electrical, and environmental services are not included in this scope of services.

Payment

Compensation paid Engineer for services described herein and rendered by principals and employees assigned to the project are computed by multiplying Standard Classification Billing Rates for all classifications of employees directly engaged on the project, times the number of hours worked on the project.

The engineering planning and analysis fee for the services described herein is estimated to be \$22,150.00, including out-of-pocket expenses, without increase and the required surveying services. This fee includes



review of all previously performed work, coordination, and development of an Evaluation Report system Master Plan.

A 10% markup will be applied to subconsultant services coordinated through CPH. Out-of-pocket expenses and subconsultant costs will be specifically identified in periodic invoicing, and include such items as transportation and subsistence of principals and employees when traveling in connection with the project, toll telephone calls, photocopies, blueprints and plots, etc. Invoices will be submitted periodically, indicating the hours expended during that billing cycle.

Progress invoices will be submitted based on the Engineer's estimate of the percent of work complete at the time of invoicing.

Expenses for items not specifically valued herein are to be reimbursed to the engineer at the actual cost thereof. Said expenses shall include transportation and subsistence of principals and employees, when traveling in connection with the Project, toll telephone calls, and similar project related items.

Charges for the services rendered by principals and employees as witnesses in any litigation, hearing or proceeding in accordance with this Contract will be computed at a rate of \$600 per day or any portion thereof.

If this Contract is terminated during prosecution of the services prior to completion of the services, payments to be made on account of that and all prior work under this Contract shall be due and payable, and shall constitute total payment for services rendered. In addition, upon termination, engineer shall be paid for any Supplementary Services authorized and rendered.

If you are in agreement with the terms and fees proposed, please sign on the space provided below and return one (1) copy to us.

Terms and Agreement

The Terms and Agreement (Exhibit A - attached) made part of this contract shall apply for the professional services outlined above.

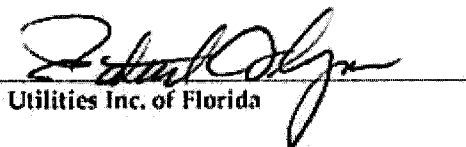
If you have any questions, please do not hesitate to call me at 321-299-2395.

Thank you.

Sincerely,
CPH, INC.

W. Wade Wood, P.E.
Vice President/Associate

ACCEPTED BY:


Utilities Inc. of Florida

ATTACHMENT "1-15"

FROM:

ECO-2000 INC

1611 W C-48

BUSHNELL FL 33513

BID DATE: 03/19/2015

BID TIME: 2:00 PM

RE:

BID FOR:

CRYSTAL LAKE / RAVENNA PARK INTERCONNECT

CPH JOB NO. U0799.2

TO:

CPH INC. ATTN: STEPHEN ROMANO

1117 EAST ROBINSON ST.

ORLANDO FL 32801

SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Crystal Lake / Ravenna Park Interconnect, is hereby made to (2) Utilities, Inc. of Florida, hereafter called the Owner. This Bid is submitted by (3) ECO-2000, Inc., 11611 West CR 48, Bushnell, FL 33513
(352) 793-5060

- (1) Name of Project as shown in the Invitation for Bids
- (2) Owner
- (3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

- 1. Project Manual and Drawings identified within the Project Manual.
- 2. Addenda: Number 1 Dated 03/15/2015
 Number Dated
 Number Dated
 Number Dated

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

- 1. To hold this Bid open for 90 calendar days after the bid opening date.
- 2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.
- 3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.
- 4. To accomplish the work in accordance with the Contract Documents.

5. To begin work not later than 10 days after the issuance of a Notice to Proceed, unless otherwise provided, and substantially complete the work within 270 calendar days of the date of the Notice to Proceed.
6. To accept the provisions of the Agreement as to liquidated damages in the event of failure to complete the work on time.

1.03 Lump Sum Price

The undersigned will construct this project for the Base Bid Lump Sum Price of \$ Five hundred ninety five thousand nine hundred thirty four dollars & ninety seven cents Dollars (\$ 595,934.97).

1.04 Schedule of Values

The Bidder hereby indicates the following total units and total prices which represent all materials, labor, equipment, transportation, performance of all operations relative to construction of the project, overhead, and costs of all kinds and profit to complete the work items in accordance with the Project Manual, plans, and permits. Work for which there is not a listed item below shall be considered incidental to the Contract and no additional compensation will be allowed.

ITEM	UNIT	QUANTITY	TOTAL PRICE
Mobilization and Bond	LS	1	34,000.00
6" interconnect pipeline (inc. valves, restoration, and connections)	LS	1	122,855.00
8" SR 46A crossing	LS	1	14,238.00
Site Demolition	LS	1	20,376.00
Site Piping	LS	1	22,188.97
Equipment relocations	LS	1	35,409.00
Tank, aerator, & accessories	LS	1	277,734.00
Electrical	LS	1	38,520.00
Fence and site restoration	LS	1	26,634.00
Startup and testing	LS	1	3,480.00
	LS	1	0
	LS	1	0
TOTAL LUMP SUM PRICE (BASE BID)			\$ 595,934.97

1.05 Miscellaneous Requirements and Affirmations

- A. Proposals (Bids) must be on the Bid Form.
- B. I have attached the following required fully executed forms to this Bid:
 1. Bid Security complying with the requirements of the Bidding Documents.
 2. Trench Safety Statement - Section 00430

SECTION 00430

TRENCH SAFETY STATEMENT FORM

Bidder acknowledges that included in the various items of the proposal contained on the Bid Form are costs for complying with the Florida Trench Safety Act (FS 553.60-553.64). The Bidder further identifies the cost of compliance with the applicable trench safety standards for the project as follows (Bidder to attach additional sheets as necessary to identify all costs):

	Trench Safety Measure (Description)	Units of Measure (LF, SF, SY)	Unit Quantity	Unit Cost	Extended Cost
A	TRENCH BORE		2	910 ⁰⁰	1820.00
B	(Directional Bore)				
C					
D					
E					
F					
TOTAL					\$1820.00

The total cost shown herein is already included in the various items on the Bid Form and is not additional to the pricing shown on the Bid Form.

Bidder, by signature below, assures that the contractor performing trench excavating will comply with the applicable Trench Safety Standards.

Submitted, signed and sealed this 19th day of March, 2015.

ECO 2000 INC

Bidder

Charlie Jones

Signature

Charlie Jones President

Printed Name and Title

ATTEST:

Walter Langdon 3/19/15

Signature Date

(SEAL)

END OF SECTION

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 19th day of March
2015.

ECO 2000 INC

Contractor

[Signature] 3/19/2015
By (Signature) Date

Charlie A. Jones President
Printed Name and Title

1611 W C-48
Business Address

Bushnell FL 33513 (CORPORATE SEAL)
City State Zip Code

352-793-5060 352-793-9074
Telephone No. Facsimile No.

Waterworks@ECO2000INC.com
E-Mail Address

ATTEST:

[Signature] 3/19/15
By (Signature) Date

Valerie S. Langelier Operations Manager
Printed Name and Title

END OF SECTION



1117 East Robinson St.
Orlando, FL 32801
Phone: 407.425.0452
Fax: 407.648.1036

April 13, 2015

Mr. Bryan Gongre
Regional Manager
Utilities Inc., of Florida
200 Weathersfield Ave
Altamonte Springs, FL 32714

RE: Crystal Lake/Ravenna Park CEI Services Proposal

Mr. Gongre:

The Crystal Lake water system is proposed to be interconnected with the Ravenna Park water system in order to shut down the Crystal Lake water treatment facility. This project has been designed and bid for construction. This proposal is to detail the services requested for construction administration and inspection. We propose the following scope for your consideration:

Scope

Construction Administration - This project entails a considerable degree of sequential construction operations and potential conflict resolution. This task includes the coordination with the contractor for the sequence of construction. Coordination of permitting activities with Seminole County for any additional right of way or site inspections is also included in this task. The proposed cost for this task is \$3,500.

Construction Inspection - This task includes construction inspection services on a periodic basis. We are only proposing part time inspection services at an average of 2 hours per week for the 270 day construction period plus electrical inspection services (\$3,500). The proposed cost for this task is \$15,000.

Project Closeout - This task includes final inspections, startup attendance, clearance documentation, and record drawing preparation. The proposed cost for this task is \$3,500

Payment

The engineering fee for the services, described herein is estimated to be \$22,000.00, including out of pocket expenses.

If this Contract is terminated during prosecution of the services prior to completion of the services, payments to be made on account of that and all prior work under this Contract shall be due and payable, and shall constitute total payment for services rendered. In addition, upon termination, engineer shall be paid for any Supplementary Services authorized and rendered.

If you are in agreement with the terms and fees proposed, please sign on the space provided below and return one (1) copy to us.

If you have any questions please call me.

Sincerely,
CPH, INC.


Stephen N. Romano, P.E.
Vice President/Associate

ACCEPTED BY:
UTILITIES, INC. OF FLORIDA

Date: _____

SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Crystal Lake / Ravenna Park Interconnect, is hereby made to (2) Utilities, Inc. of Florida, hereafter called the Owner. This Bid is submitted by (3)

Traverse Group, Inc.
PO Box 121754
Clermont FL 34712
352.409.6630

- (1) Name of Project as shown in the Invitation for Bids
- (2) Owner
- (3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

1. Project Manual and Drawings identified within the Project Manual.

2. Addenda:	Number	<u>1</u>	Dated	<u>3/15/15</u>
	Number	<u> </u>	Dated	<u> </u>
	Number	<u> </u>	Dated	<u> </u>
	Number	<u> </u>	Dated	<u> </u>

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

- 1. To hold this Bid open for 90 calendar days after the bid opening date.
- 2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.
- 3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.
- 4. To accomplish the work in accordance with the Contract Documents.

5. To begin work not later than 10 days after the issuance of a Notice to Proceed, unless otherwise provided, and substantially complete the work within 270 calendar days of the date of the Notice to Proceed.
6. To accept the provisions of the Agreement as to liquidated damages in the event of failure to complete the work on time.

1.03 Lump Sum Price

The undersigned will construct this project for the Base Bid Lump Sum Price of Six hundred seventy four thousand three hundred & twenty four Dollars (\$ 674,324.00).

1.04 Schedule of Values

The Bidder hereby indicates the following total units and total prices which represent all materials, labor, equipment, transportation, performance of all operations relative to construction of the project, overhead, and costs of all kinds and profit to complete the work items in accordance with the Project Manual, plans, and permits. Work for which there is not a listed item below shall be considered incidental to the Contract and no additional compensation will be allowed.

ITEM	UNIT	QUANTITY	TOTAL PRICE
Mobilization and Bond	LS	1	\$ 65250.00
6" interconnect pipeline (inc. valves, restoration, and connections)	LS	1	\$ 152631.53
8" SR 46A crossing	LS	1	\$ 42826.00
Site Demolition	LS	1	\$ 30500.00
Site Piping	LS	1	\$ 16383.00
Equipment relocations	LS	1	\$ 25000.00
Tank, aerator, & accessories	LS	1	\$ 277734.00
Electrical	LS	1	\$ 42500.00
Fence and site restoration	LS	1	\$ 15500.00
Startup and testing	LS	1	\$ 6000.00
	LS	1	
	LS	1	
TOTAL LUMP SUM PRICE (BASE BID)			\$ 674,324.53

1.05 Miscellaneous Requirements and Affirmations

- A. Proposals (Bids) must be on the Bid Form.
- B. I have attached the following required fully executed forms to this Bid:
 1. Bid Security complying with the requirements of the Bidding Documents.
 2. Trench Safety Statement - Section 00430

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 18 day of March
2015.

Traverse Group, Inc.
Contractor

[Signature]
By (Signature) Date

Alicia Roehn, Corporate Secretary
Printed Name and Title

PO Box 121754
Business Address

Clermont FL 34712 (CORPORATE SEAL)
City State Zip Code

352.409.6630 866.532.8247
Telephone No. Facsimile No.

aroehn@traverse-group.com
E-Mail Address

ATTEST:
[Signature] 3.18.15
By (Signature) Date

Alicia Roehn Corporate Secretary
Printed Name and Title

END OF SECTION

SECTION 00430

TRENCH SAFETY STATEMENT FORM

Bidder acknowledges that included in the various items of the proposal contained on the Bid Form are costs for complying with the Florida Trench Safety Act (FS 553.60-553.64). The Bidder further identifies the cost of compliance with the applicable trench safety standards for the project as follows (Bidder to attach additional sheets as necessary to identify all costs):

	Trench Safety Measure (Description)	Units of Measure (LF, SF, SY)	Unit Quantity	Unit Cost	Extended Cost
A	Trench Box	LF	3000'	\$2.00	\$6000.00
B	Sloping	LF	100'	\$1.00	\$100.00
C					
D					
E					
F					
TOTAL					\$6100.00

The total cost shown herein is already included in the various items on the Bid Form and is not additional to the pricing shown on the Bid Form.

Bidder, by signature below, assures that the contractor performing trench excavating will comply with the applicable Trench Safety Standards.

Submitted, signed and sealed this 19 day of March, 2015.

Traverse Group, Inc.
Bidder

[Signature]
Signature

Alicia Roehn - Corporate Secretary
Printed Name and Title

ATTEST:
[Signature] 3-19-15
Signature Date

(SEAL)

END OF SECTION

SECTION 00410

BID FORM

PART 1 GENERAL

1.01 Description

The following Bid, for the (1) Crystal Lake / Ravenna Park Interconnect, is hereby made to (2) Utilities, Inc. of Florida, hereafter called the Owner. This Bid is submitted by (3) _____

(1) Name of Project as shown in the Invitation for Bids

(2) Owner

(3) Name, address, and telephone number of Bidder

1.02 The Undersigned:

A. Acknowledges receipt of:

1. Project Manual and Drawings identified within the Project Manual.

2. Addenda: Number 1 Dated March 15, 2015
 Number _____ Dated _____
 Number _____ Dated _____
 Number _____ Dated _____

B. Has examined the site and all Bidding Documents and understands that in submitting his Bid, he waives all right to plead any misunderstanding regarding the same.

C. Agrees:

1. To hold this Bid open for 90 calendar days after the bid opening date.

2. To accept the provisions of the Instructions to Bidders regarding disposition of Bid Security.

3. To enter into and execute a contract with the Owner, if awarded on the basis of this Bid, and to furnish a Performance Bond and a Labor and Material Payment Bond in accordance with the Instructions to Bidders.

4. To accomplish the work in accordance with the Contract Documents.

1.06 RESPECTFULLY SUBMITTED, signed and sealed this 19 day of MARCH, 2015.

CENTRAL Florida TAPPING
Contractor

Richard E. Bullington March 19, 2015
By (Signature) Date

Richard E Bullington, President
Printed Name and Title

P.O. Box 521279
Business Address

Longwood, FL 32752
City State Zip Code

(CORPORATE SEAL)

407-937-9271
Telephone No. Facsimile No.

rick@centralfloridatapping.com
E-Mail Address

ATTEST:

Richard E Bullington 3-19-15
By (Signature) Date

Richard E Bullington, President
Printed Name and Title

END OF SECTION

ATTACHMENT "1-16"



P.O. Box 521279
 Longwood, FL 32752-1279
 Phone: 407-834-8271
 Fax: 407-834-3859

CU C055705
 CB C045652
 CONT. V 13942900011997

October 7, 2013

Bryan Gongre
 Utilities, Inc.
 200 Weathersfield Ave.
 Altamonte Springs, Fl. 32714-4027

Re: Golden Hills Water Service Line Replacement

Dear Bryan,

We propose the following,

<u>Item No.</u>	<u>Description</u>	<u>Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Total</u>
1	Mobilization/Demobilization	1	LS	\$ 3,330.00	\$ 3,330.00
2	ROW Permits	1	LS	\$ 4,230.00	\$ 4,230.00
3	Short Single WS	12	EA	\$ 505.00	\$ 6,060.00
4	Short Dbl. WS	94	EA	\$ 1,085.00	\$ 101,990.00
5	Long Single WS	5	EA	\$ 525.00	\$ 2,625.00
6	Long Dbl. WS	49	EA	\$ 1,125.00	\$ 55,125.00
7	Sch. 40 PCV Casing	54	EA	\$ 1,030.00	\$ 55,620.00
8	Meter Box Single	17	EA	\$ 240.00	\$ 4,080.00
9	Meter Box Double	143	EA	\$ 275.00	\$ 39,325.00
10	Tracer Wire	1	LS	\$ 1,435.00	\$ 1,435.00
11	Abandon Exist. Taps	160	EA	\$ 425.00	\$ 68,000.00
12	Restoration	1	LS	\$ 10,720.00	\$ 10,720.00
13	AS Builts	1	LS	\$ 7,100.00	\$ 7,100.00
Total					\$ 359,640.00

If you have any questions please call.

Sincerely,

Rick Bullington

TRAVERSE GROUP, INC.

PO BOX 121754
CLERMONT, FL 34712

Estimate

Date	Estimate #
10/4/2013	2013 UI 43

Name / Address
UTILITIES, INC. 200 WEATHERSFIELD AVENUE ALTAMONTE SPRINGS, FL 32714

Project
UIF GOLDEN HILLS REPLAC...

Description	Qty	Units	Rate	Total
UIF GOLDEN HILLS WATER SERVICE LINE REPLACEMENT				
Mobilization	1	LS	20,000.00	20,000.00
ROW Permits	1	LS	1,500.00	1,500.00
Short side single service	12	EA	700.00	8,400.00
Short side double service	94	EA	915.00	86,010.00
Long side single service	5	EA	785.00	3,925.00
Long side double service	49	EA	990.00	48,510.00
Sch 40 PVC casing	54	EA	700.00	37,800.00
Meter box - single	17	EA	45.00	765.00
Meter box - double	143	EA	65.00	9,295.00
Tracer wire	1	LS	3,000.00	3,000.00
Abandon existing taps	160	EA	300.00	48,000.00
Restoration	1	LS	15,000.00	15,000.00
As Built	1	LS	3,000.00	3,000.00
Estimate Accepted By: _____			Total	\$285,205.00



BOYKIN
CONSTRUCTION

Boykin Construction, Inc.

PO Box 38 * 116 West Center Street

Minneola, Florida 34755

(352) 394-5993 phone * (352) 394-8456 fax

UIF Golden Hills Water Service Line Replacement

Item	Qty	Unit	Unit Cost	Extended Cost
Mobilization	1	LS	\$25,000.00	\$25,000.00
ROW Permits	1	LS	\$2,000.00	\$2,000.00
Short Side Single Service	12	EA	\$720.00	\$8,640.00
Short Side Dbl Service	94	EA	\$950.00	\$89,300.00
Long Side Single Service	5	EA	\$800.00	\$4,000.00
Long Side Dbl Service	49	EA	\$995.00	\$48,755.00
Sch 40 PVC Casings	54	EA	\$710.00	\$38,340.00
Meter Boxes Single	17	EA	\$50.00	\$850.00
Meter Boxes Dbl	143	EA	\$70.00	\$10,010.00
Tracer Wire	1	LS	\$3,250.00	\$3,250.00
Abandon Exist Taps	160	EA	\$310.00	\$49,600.00
Restoration	1	LS	\$17,000.00	\$17,000.00
As built	1	LS	\$3,500.00	\$3,500.00
Totals				\$300,245.00

ATTACHMENT "1-17"

Park Ridge

Seminole County – Park Ridge
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 312 MR Route: F02 FA ID: 1429510609
Account #: 6216789113 Customer Name: CROCKETT, ROBIN F Phone #: (407) 416-7098
Address: 111 LAKE MINNIE DR CSR: Sheri Demonbreun Operator: Kevin Cooper
Entry Date: 11/8/2011 11:15:35AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer stated sulphur odor and taste in water. Called to Alan. Sheri
Due Date: 11/8/2011 8:00:00PM Resolution Date: 11/9/2011 12:00:00AM FA Status: Completed
Resolution: Went to address, customer not home. Checked CL2 residual and it was 0.8 PPM. Water had no smell.

Sub Division: 312 MR Route: F02 FA ID: 2619510309
Account #: 2619510000 Customer Name: KING, ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Ingrid Miller Operator:
Entry Date: 7/19/2011 12:10:18PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Has strong chlorine smell and bleaching her towels when water is being used. Investigate and record your findings. IEM
Due Date: 7/19/2011 6:30:00PM Resolution Date: 7/18/2011 12:00:00AM FA Status: Completed
Resolution: Pete met with the customer & STATED THE PROBLEM WAS OVER THE WEEKEND but much better. Bleach delivery on Friday lead to stronger concentration, bleach pumps readjusted Monday CL2 1.4 mg/l

Sub Division: 312 MR Route: F02 FA ID: 4979510493
Account #: 5529971290 Customer Name: NUNEZ, ADOLFO Phone #: (931) 707-1727
Address: 103 FAIRLANE CIR CSR: Linda Jones Operator: Kevin Cooper
Entry Date: 8/16/2011 2:17:37PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Landlord in office to advise water very smelly per customer. Linda
Due Date: 8/17/2011 6:00:00PM Resolution Date: 8/18/2011 12:00:00AM FA Status: Completed
Resolution: Checked hos bib at address and no odor. Spoke with worker in house remodeling bath. He has no odor complaint. House was empty so there may have been stagnant water in house. Lines were flushed. Water okay now. KEV

Seminole County – Park Ridge
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 312 MR Route: F02 FA ID: 1359510365
Account #: 1359510000 Customer Name: TIMMONS, STEPHEN A Phone #: (407) 321-1800
Address: 171 LAKESIDE DR CSR: Linda Schnauffer Operator: Kevin Cooper
Entry Date: 7/17/2012 7:19:26AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Please contact customer to check out and/or discuss the sulfur taste and smell of his water. Customer is very upset. Email sent to Scott G, Kevin, Nate.. Linda S
Due Date: 7/17/2012 6:00:00PM Resolution Date: 7/18/2012 12:00:00AM FA Status: Completed
Resolution: Customer's water was checked and he was informed that we will increase flushing in that area. The customer was understanding and content with our findings.

Sub Division: 312 MR Route: F02 FA ID: 1359510423
Account #: 1359510000 Customer Name: TIMMONS, STEPHEN A Phone #: (407) 321-1800
Address: 171 LAKESIDE DR CSR: Linda Schnauffer Operator: Kevin Cooper
Entry Date: 7/24/2012 2:02:07PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Cust states water sill smells of sulfur and has a charcoal color. Emailed Nate. Linda S
Due Date: 7/24/2012 6:00:00PM Resolution Date: 7/25/2012 12:00:00AM FA Status: Completed
Resolution: Dug up customer's service and found that it was ¾" poly service line all except for old saddle AR main and Copper goose neck extending off curb stop. Made new tap on 3" water main and moved his service over To new tap eliminating old tap. Flushed line.

Sub Division: 312 MR Route: F02 FA ID: 1459510767
Account #: 4484418080 Customer Name: BAHR, MICHELLE Phone #: (678) 516-1546
Address: 167 LAKESIDE DR CSR: Sylvia Watler Operator:
Entry Date: 10/24/2012 10:18:46AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is reporting bad odor in water. Water is brown. Sylvia
Due Date: 10/24/2012 6:00:00PM Resolution Date: 10/24/2012 12:00:00AM FA Status: Completed
Resolution: SME issue with water system. Informed and flushed lines. We still flush blow offs in area. KEV

Sub Division: 312 MR Route: F02 FA ID: 2009510829
Account #: 2009510000 Customer Name: RAMOS, BENJAMIN Phone #: (321) 203-6750
Address: 105 S DRIFTWOOD LN CSR: Tricia Anderson Operator: Rodel Hernano
Entry Date: 5/2/2012 8:26:29AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer states there is an egg smell in the water and now her and her son are sick. Dispatched; sent email To Kevin 05/03. Sylvia
Due Date: 5/2/2012 6:00:00PM Resolution Date: 5/3/2012 12:00:00AM FA Status: Completed
Resolution: Flushed customers line but no egg smell detected. Water is showing chlorine residual. Notified customer with info..RH

Sub Division: 312 MR Route: F02 FA ID: 2009510925
Account #: 2009510000 Customer Name: RAMOS, BENJAMIN Phone #: (321) 203-6750

Seminole County – Park Ridge
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Resolution: Dug up poly line & it is going in front of the house & explained to the customer that we are flushing the system
JAM

Sub Division: 312 MR Route: F02 FA ID: 2419510260
Account #: 2419510000 Customer Name: CASON, THOMAS R Phone #: (407) 330-2082
Address: 108 LAKE MINNIE DR CSR: Tara Drury Operator: Nate Carver
Entry Date: 7/13/2012 11:34:32AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Please investigate odor in water. Customer states it smells like rotten eggs and has been ongoing for the past
several weeks. TMD
Due Date: 7/13/2012 6:00:00PM Resolution Date: 7/16/2012 12:00:00AM FA Status: Completed
Resolution: Allan Finch made site visit to this address and checked CL2 and found that it was low here but not at
Either neighbors next door. Flushed lines and got residual back up.

Sub Division: 312 MR Route: F02 FA ID: 2619510909
Account #: 2619510000 Customer Name: KING, ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Lorie Mayeski Operator:
Entry Date: 6/12/2012 9:50:06AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reported sulphur like smell in water supply. Called out to J Marinelli @ 10:47 A.M.* LORIE
Due Date: 6/12/2012 6:00:00PM Resolution Date: 6/12/2012 12:00:00AM FA Status: Completed
Resolution: Flushed the system & will flush everyday - Notified Nate JAM

Sub Division: 312 MR Route: F02 FA ID: 2619510991
Account #: 2619510000 Customer Name: KING, ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Amanda Stonebreaker Operator: Rodel Hermano
Entry Date: 7/19/2012 8:56:51AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complains of smell. States ongoing problem. Amanda
Due Date: 7/19/2012 6:00:00PM Resolution Date: 7/19/2012 12:00:00AM FA Status: Completed
Resolution: Pulled meter then flushed service. Orange discoloration came out for about a minute. Reinstalled meter. Notified
customer about the findings..RH

Sub Division: 312 MR Route: F02 FA ID: 2619510259
Account #: 2619510000 Customer Name: KING, ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Glenda Thompson Operator: Nate Carver
Entry Date: 7/11/2012 11:17:02AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reports that he water smells like sulphur. Check and tag door with results.
Due Date: 7/11/2012 6:00:00PM Resolution Date: 7/16/2012 12:00:00AM FA Status: Completed
Resolution: Allan Finch called on the customer 7/11/12 and noticed a hydrogen sulfide smell at the outside
Faucet. After running the water for 5 minutes, the odor was gone and he measured a total of
CL2 of 1.5

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Seminole County – Park Ridge
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 312 MR Route: F02 FA ID: 3029510806
Account #: 3029510000 Customer Name: RASTOM, JUNE Phone #: (407) 322-6731
Address: 448 RIDGE DR CSR: Lorie Mayeski Operator:
Entry Date: 7/10/2012 9:39:07AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to report strong sulphur like smell in water supply. Notified John Marinelli @ 10:42AM. Lorie
Due Date: 7/10/2012 6:00:00PM Resolution Date: 7/11/2012 12:00:00AM FA Status: Completed
Resolution: Nate sent Allan out to investigate.

Sub Division: 312 MR Route: F02 FA ID: 3029510951
Account #: 3029510000 Customer Name: RASTOM, JUNE Phone #: (407) 322-6731
Address: 448 RIDGE DR CSR: Karen Thimmes Operator: Nate Carver
Entry Date: 7/19/2012 8:02:57AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining of strong odor in water, please check. Customer home 8-12pm. Karyn
Due Date: 7/20/2012 8:00:00PM Resolution Date: 7/20/2012 12:00:00AM FA Status: Completed
Resolution: When operator arrived there was no smell in the water. The customer says it only happens occasionally. The cl2 residual was 1.6ppm

Sub Division: 312 MR Route: F02 FA ID: 3449510247
Account #: 3449510000 Customer Name: DANGLEMAN, GARY Phone #: (407) 622-8615
Address: 182 LAKESIDE DR CSR: Dona Richardson Operator: John Marinelli
Entry Date: 7/30/2012 1:49:16PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting discolored and fowl smelling water. Ice cubes appear grey. Dona
Due Date: 7/31/2012 6:00:00PM Resolution Date: 8/1/2012 12:00:00AM FA Status: Completed
Resolution: Flushed the area & gave notice to Nate & Allan JAM

Sub Division: 312 MR Route: F02 FA ID: 4479510795
Account #: 3528475703 Customer Name: MARTINEZ, JAIRO Phone #: (407) 921-0023
Address: 108 FAIRLANE CIR CSR: Crystal Woolard Operator: LeRoy Grainger
Entry Date: 5/29/2012 10:19:15AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer is complaining of Low Water pressure all of the time. Tag door with results or suggestions.
Due Date: 5/30/2012 5:00:00PM Resolution Date: 5/30/2012 12:00:00AM FA Status: Completed
Resolution: Took pressure read at the meter, then the house; checked water pressure and it was 52 PSI which is good. Tagged door with findings. Customer should check water softener if they have one. IRG

Sub Division: 312 MR Route: F02 FA ID: 4979510421
Account #: 5529971290 Customer Name: NUNEZ, ADOLFO Phone #: (931) 707-1727
Address: 103 FAIRLANE CIR CSR: Sylvia Watler Operator: Kevin Cooper
Entry Date: 3/29/2012 11:15:52AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report very low water pressure. Emailed Kevin, sylvia

Seminole County – Park Ridge
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Due Date: 3/29/2012 8:00:00PM Resolution Date: 3/29/2012 12:00:00AM FA Status: Completed

Resolution: We were working on line and had to throttle main back to 35 PSI to replace pipe. Coordinated with Pete And was able to put new pipe in and get main back to normal pressure in 15 minutes. KEV

Sub Division: 312 MR Route: F02 FA ID: 4998510338
Account #: 9648224972 Customer Name: Castaño, Maria Phone #: (407) 314-0979
Address: 103 S DRIFTWOOD LN CSR: Linda Schnauffer Operator: Nate Carver
Entry Date: 7/24/2012 8:24:41AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Cust reports water smells of Sulphur; cleaning product and water mixed, changed to brown. Called Nate. Flushing the area. Linda S

Due Date: 7/24/2012 6:00:00PM Resolution Date: 7/25/2012 12:00:00AM FA Status: Completed

Resolution: Corey made site visit. House has been empty for some time and needed to be flushed. He ran Spigot until customer line was clear and had good CL2 residual.

Sub Division: 312 MR Route: F02 FA ID: 4998510649
Account #: 9648224972 Customer Name: Castaño, Maria Phone #: (407) 314-0979
Address: 103 S DRIFTWOOD LN CSR: Linda Schnauffer Operator: Kevin Cooper
Entry Date: 9/26/2012 7:15:42AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer sent email complaining of strong sulfur smell. Email forwarded to Nate. This home is not always occupied. Michael Scott West 407-702-4843.. Linda S

Due Date: 9/26/2012 8:00:00PM Resolution Date: 9/26/2012 12:00:00AM FA Status: Completed

Resolution: Spoke with customer and flushed lines. Informed that mains are going to be replaced and we are flushing system every day. KEV

Sub Division: 312 MR Route: F02 FA ID: 5398510698
Account #: 5398510000 Customer Name: OMEY, BRENDA Phone #: (407) 417-1503
Address: 104 S DRIFTWOOD LN CSR: Glenda Thompson Operator: Kevin Cooper
Entry Date: 6/4/2012 4:06:15PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer complaint that water has bad smell that is getting worse and the color is darker. GT

Due Date: 6/4/2012 6:00:00PM Resolution Date: 6/1/2012 12:00:00AM FA Status: Completed

Resolution: INSTALL a 1" blow off before the meter at end of line next to customers home. Flushed blow off there and 3 other ones in Park Ridge area. Spoke with customer the next day and the flushing helped. Checked CL2 and got 1.4

Sub Division: 312 MR Route: F02 FA ID: 5400610382
Account #: 1541739234 Customer Name: Vasseur, Jennifer Phone #: (508) 287-8849
Address: 441 RIDGE DR CSR: Karen Legere Operator:
Entry Date: 7/10/2012 12:43:45PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Seminole County – Park Ridge
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Instructions: Smell is coming back; getting worse every day. Rotten egg smell. Set up FA to investigate. Kevin & Nate e-mailed. Dianne NV

Due Date: 7/10/2012 6:00:00PM Resolution Date: 7/11/2012 12:00:00AM FA Status: Completed

Resolution: Nate sent Allan out to investigate.

Sub Division: 312 MR Route: F02 FA ID: 5400610516
Account #: 1541739234 Customer Name: Vasseur, Jennifer Phone #: (508) 287-8849

Address: 441 RIDGE DR CSR: Linette Orengo Operator:
Entry Date: 6/15/2012 8:19:36AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer has smelly water since yesterday I emailed John, kevin .../LIO FL

Due Date: 6/15/2012 6:00:00PM Resolution Date: 6/15/2012 12:00:00AM FA Status: Completed

Resolution: Flushed the system - Allan had a problem with the cl2 feed - recalibrated feed. Spoke with the customer JAM

Sub Division: 312 MR Route: F02 FA ID: 5400610424
Account #: 1541739234 Customer Name: Vasseur, Jennifer Phone #: (508) 287-8849

Address: 441 RIDGE DR CSR: Dona Richardson Operator: Kevin Cooper
Entry Date: 6/25/2012 7:42:35AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Smell is coming back; getting worse every day. Rotten egg smell. Set up FA to investigate. Dona

Due Date: 6/26/2012 6:00:00PM Resolution Date: 6/26/2012 12:00:00AM FA Status: Completed

Resolution: Tom Keys on site. Checked house and there was a low CL2 residual at house. Flushed hose bib. Found problem at WTP with chemical feed line. Made repair and restored disinfection levels.

Sub Division: 312 MR Route: F02 FA ID: 6309510816
Account #: 4711310357 Customer Name: Williams, Joshua Phone #: (407) 765-7317

Address: 150 LAKESIDE DR CSR: Crystal Woolard Operator:
Entry Date: 6/22/2012 3:55:18PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions: Customer wants supervisor to call him at 407-310-7007. Ongoing issue with flooding of his yard and into a flood zone. Yard is flooding now and it's raining.

Due Date: 6/22/2012 6:00:00PM Resolution Date: 6/22/2012 12:00:00AM FA Status: Completed

Resolution: This is not our problem. We are flushing the lines due to issues with the sampling. JAM

Sub Division: 312 MR Route: F02 FA ID: 6400610822
Account #: 6400610000 Customer Name: DIBARTOLO, ELIZABETH Phone #: (407) 328-1845

Address: 440 RIDGE DR CSR: Karen Thimmes Operator: Kevin Cooper
Entry Date: 10/15/2012 3:47:05PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer reporting of an odor and color in water. Customer home 1-4pm. Thanks, Karyn

Due Date: 10/16/2012 8:00:00PM Resolution Date: 10/16/2012 12:00:00AM FA Status: Completed

ss Resolution: Customer home, flushed hose bib. Water not used in days. Water cleared in just a couple of

Seminole County – Park Ridge
 Customer Complaints and Resolutions 01-01-11 to 12-31-15
 Minutes. Water not used a lot. Advised to flush before each use if not being used often and
 Explained that mains are going to be replaced. Don Hasty

Sub Division: 312 MR Route: F02 FA ID: 6649510706
 Account #: 6649510000 Customer Name: GREGG, RICHARD Phone #: (407) 320-2244
 Address: 174 LAKESIDE DR CSR: Tricia Anderson Operator: Kevin Cooper
 Entry Date: 7/25/2012 7:16:16AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer states water supply smells and water is black. Dispatched TDA
 Due Date: 7/25/2012 6:00:00PM Resolution Date: 7/25/2012 12:00:00AM FA Status: Completed
 Resolution: Replaced service to double meter set. Installed new 1" poly line from main to U branch for
 double service eliminating galvanized line. Flushed services and water was clear. KEV

Sub Division: 312 MR Route: F02 FA ID: 8079510139
 Account #: 8079510000 Customer Name: KHATEMI, MORTEZA Phone #: (407) 878-2243
 Address: 111 FAIRLANE CIR CSR: Kimberly Bennett Operator: Kevin Cooper
 Entry Date: 6/11/2012 7:41:03AM SO Type: M-SIO Request Type: Water Quality
 Instructions: Customer called due to high sulphur odor taste of water. Called out to KC @ 8:35am. Kim-FI
 Due Date: 6/11/2012 6:00:00PM Resolution Date: 6/11/2012 12:00:00AM FA Status: Completed
 Resolution: 12:08 pm...cust called back stating water still tastes, smells like sewer and water is black. Cust is requesting
 someone come while he is at home until 2 PM today. Emailed to Kevin/John BND

Sub Division: 312 MR Route: F02 FA ID: 8079510468
 Account #: 8079510000 Customer Name: KHATEMI, MORTEZA Phone #: (407) 878-2243
 Address: 111 FAIRLANE CIR CSR: Amanda Stonebreaker Operator: Kevin Cooper
 Entry Date: 5/23/2012 9:14:02AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Check odor in water, smells like sulphur. Emailed to Kevin. Amanda
 Due Date: 5/23/2012 6:00:00PM Resolution Date: 5/23/2012 12:00:00AM FA Status: Completed
 Resolution: Gave to Pete for water quality; he checked CL2 and got 1.4 PPM, flushed canal blow off for 20 min.
 Line was clear. No one home. Left tag. Pete/KEV

Sub Division: 312 MR Route: F02 FA ID: 9619510585
 Account #: 9619510000 Customer Name: KNOTT, TERI Phone #: (407) 962-5017
 Address: 107 LAKE MINNIE DR CSR: Linda Jones Operator: Kevin Cooper
 Entry Date: 5/31/2012 11:27:02AM SO Type: M-SIO Request Type: Discolored Water
 Instructions: Customer reporting discolored and smelly water for about a week. Called Nate 12:26 PM. Linda
 Due Date: 5/31/2012 6:00:00PM Resolution Date: 6/1/2012 12:00:00AM FA Status: Completed
 Resolution: Pete met with customer on site and there was no residual CL2 at faucet. Customer has water
 Softener that she thought was disconnected. Pete verified it was still tied in and in service.
 Suggested to bypass softener. KEV

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Sub Division: 312 MR Route: F02 FA ID: 9679510900
Account #: 9679510000 Customer Name: DEANS,SHELLY Phone #: (407) 330-9688
Address: 104 FAIRLANE CIR CSR: Dona Richardson Operator: Nate Carver
Entry Date: 8/6/2012 2:17:32PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to complain that water smells like sulphur. He states someone had checked it awhile back and said it was ok, but the smell is much stronger now. Dona
Due Date: 8/7/2012 6:00:00PM Resolution Date: 8/8/2012 12:00:00AM FA Status: Completed
Resolution: Operator found that the resident has a water softener that needs to be serviced.

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Sub Division: 312 MR Route: F02 FA ID: 0589510750
Account #: 0589510000 Customer Name: BECKER, DELLA Phone #:
Address: 111 W RIDGE DR CSR: Glenda Thompson Operator: Pete Figueroa
Entry Date: 12/18/2013 8:26:28AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reports that her water is white. States that everyone in the neighborhood is having the same issue.
GT
Due Date: 12/18/2013 6:00:00PM Resolution Date: 12/18/2013 12:00:00AM FA Status: Completed
Resolution: Spoke to customer advised to flush all fixtures. Ran 2" blow off down street, water clear, CL2 is 0.5 Pete

Sub Division: 312 MR Route: F02 FA ID: 1849510042
Account #: 7307978918 Customer Name: BLACK, JENNIFER Phone #: (407) 692-4618
Address: 166 LAKESIDE DR CSR: Constance Dunn Operator:
Entry Date: 4/30/2013 11:28:15AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states water is coming out gray. Will be home, will save a sample. e-mailed to ops@ 12:27pm
Connie
Due Date: 4/30/2013 6:00:00PM Resolution Date: 4/30/2013 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to the house CL2 2.0 residual. Talked with the customer. Not living at the house, only there
1 – 2 days a week. Suggested flushing inside tap 3-5 mins to get fresh water inside house.

Sub Division: 312 MR Route: F02 FA ID: 1849510578
Account #: 7307978918 Customer Name: BLACK, JENNIFER Phone #: (407) 692-4618
Address: 166 LAKESIDE DR CSR: Kimberly Bennett Operator:
Entry Date: 6/27/2013 2:55:14PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called regarding water quality. Water black and earlier flushed line cleared it up. High rotten egg
Odor. Wants someone to call concerning continuous issue. Need resolution to fix problem not continuously
flushing. Will send to John to call customer.
Due Date: 6/27/2013 6:00:00PM Resolution Date: 6/28/2013 12:00:00AM FA Status: Completed
Resolution: Sent to Don Hasty waiting on answer.

Sub Division: 312 MR Route: F02 FA ID: 1849510404
Account #: 7307978918 Customer Name: BLACK, JENNIFER Phone #: (407) 692-4618
Address: 166 LAKESIDE DR CSR: Shona Robinson Operator: Kevin Cooper
Entry Date: 6/25/2013 3:46:17PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called stating that water is smell like sulfur real bad and he is experiencing a lot of air in the water.
Customer would like a call before you come.
Due Date: 6/26/2013 6:30:00PM Resolution Date: 6/26/2013 12:00:00AM FA Status: Completed
Resolution: Hose bib behind fence and no one home. Checked neighbors on both side and got 2.1 total CL2 and

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0.2 Free CL2. They had no odor and I left door tag to flush inside for 3 – 5 minutes. Don Hasty

Sub Division: 312 MR Route: F02 FA ID: 2009510876
Account #: 2009510000 Customer Name: RAMOS, BENJAMIN Phone #: (321) 203-6750
Address: 105 S DRIFTWOOD LN CSR: Glenda Thompson Operator:
Entry Date: 12/16/2013 7:36:43AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Cust reports very high pressure when she turns on the water or flushes the toilet and then no water.
Due Date: 12/16/2013 6:00:00PM Resolution Date: 12/16/2013 12:00:00AM FA Status: Completed
Resolution: Was not high pressure but air in the lines due to water being over aerated at plant. Operators are flushing and water should be normal now. KEV

Sub Division: 312 MR Route: F02 FA ID: 2549510627
Account #: 1761549679 Customer Name: LOPEZ,GOMEZ FLORENCIO Phone #: (407) 272-1180
Address: 178 LAKESIDE DR CSR: Madelin Collado Operator:
Entry Date: 6/4/2013 7:26:52AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reported bad smell in water for past 3 days. MC/NC
Due Date: 6/5/2013 6:00:00PM Resolution Date: 6/5/2013 12:00:00AM FA Status: Completed
Resolution: Don spoke with the customer. Found 2 valves got shut during construction & should be OK now. Took samples and they look good. JAM

Sub Division: 312 MR Route: F02 FA ID: 2619510782
Account #: 2619510000 Customer Name: KING, ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Ingrid Jenkins Operator:
Entry Date: 6/3/2013 8:36:33AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: States water still has strong smell and is also yellowish in color, was flushed last week. IEJ
Due Date: 6/3/2013 6:30:00PM Resolution Date: 6/3/2013 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to the house - we are opening some valves that got shut during construction & flowing the lines - should clear up in a couple of days

Sub Division: 312 MR Route: F02 FA ID: 2619510272
Account #: 2619510000 Customer Name: KING, ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Diane Adams Operator: Kevin Cooper
Entry Date: 6/12/2013 7:24:34AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is reporting water was normal yesterday. Today water is yellow again and has a strong odor. DA
Due Date: 6/12/2013 6:00:00PM Resolution Date: 6/12/2013 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to the house - we are opening some valves that got shut during construction & flowing the lines - should clear up in a couple of days. we are still flushing area

Sub Division: 312 MR Route: F02 FA ID: 2619510037

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Account #: 2619510000 Customer Name: KING, ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Jennifer Sides Operator: Kevin Cooper
Entry Date: 5/28/2013 8:17:41AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer states water has very foul odor to it. JRS
Due Date: 5/28/2013 6:00:00PM Resolution Date: 5/29/2013 12:00:00AM FA Status: Completed
Resolution: Flushed customer's hose bib. Area still being flushed at blow offs. DH

Sub Division: 312 MR Route: F02 FA ID: 2819510095
Account #: 2819510000 Customer Name: TERWILLIGER, BRIAN E Phone #: (407) 321-0778
Address: 110 LAKE MINNIE DR CSR: Glenda Thompson Operator: Pete Figueroa
Entry Date: 9/23/2013 11:19:45AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reports periods of very low pressure. GT
Due Date: 9/23/2013 6:00:00PM Resolution Date: 9/24/2013 12:00:00AM FA Status: Completed
Resolution: Checked pressure at hose bib and go 50 PSI. Spoke with customer and he said in the morning when wife Showers, it is ok but then drops. Checked valve at the meter and made sure it was on all the way as Well as house valve. No galvanized pipe. Informed customer.

Sub Division: 312 MR Route: F02 FA ID: 3029510316
Account #: 3029510000 Customer Name: RASTOM, JUNE Phone #: (407) 322-6731
Address: 448 RIDGE DR CSR: Linette Orengo Operator:
Entry Date: 1/31/2013 10:59:42AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer states there is low pressure yesterday & again today. I emailed Kevin, John.../Linette-FL
Due Date: 1/31/2013 6:00:00PM Resolution Date: 1/31/2013 12:00:00AM FA Status: Completed
Resolution: Main break on lake Minnie - flushed lines took pressure away for a while. JAM

Sub Division: 312 MR Route: F02 FA ID: 3319510993
Account #: 3319510000 Customer Name: NORTON, LAWRENCE O Phone #: (407) 321-4172
Address: 106 LAKE MINNIE DR CSR: Glenda Thompson Operator:
Entry Date: 9/10/2013 11:37:58AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reports a bad odor in her water. GT
Due Date: 9/10/2013 6:00:00PM Resolution Date: 9/10/2013 12:00:00AM FA Status: Completed
Resolution: Spoke to customer, checked water at kitchen faucet -BAD sulfur odor- customer gone for a couple of days – advised customer to flush all fixtures when she is gone for several days. CL2 1.0. Pete

Sub Division: 312 MR Route: F02 FA ID: 3319510397
Account #: 3319510000 Customer Name: NORTON, LAWRENCE O Phone #: (407) 321-4172
Address: 106 LAKE MINNIE DR CSR: Deborah Volz Operator: Kevin Cooper
Entry Date: 7/10/2013 7:23:19AM SO Type: M-SIO Request Type: Taste or Odor in the Water

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Instructions: Contact if need 407 321 4172, smells like rotten eggs. deb

Due Date: 7/10/2013 8:00:00PM Resolution Date: 7/10/2013 12:00:00AM FA Status: Completed

Resolution: Checked address. CL2 @1.62 Slight smell of sulphur. Spoke with customer and she said it was More on the hot water side. Advised customer to have water heater flushed. She said she will Wait until we get system flushed. Pete

Sub Division: 312 MR Route: F02 FA ID: 3449510158
Account #: 3449510000 Customer Name: DANGLEMAN, GARY Phone #: (407) 622-8615
Address: 182 LAKESIDE DR CSR: Ingrid Jenkins Operator: Mike Finnegan
Entry Date: 5/28/2013 1:56:54PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: States still experiences the rotten egg smell in water and sewer drains. Investigate and record findings. IEJ
Due Date: 5/29/2013 6:30:00PM Resolution Date: 5/29/2013 12:00:00AM FA Status: Completed
Resolution: The water is fine now. I flushed the line. MAF

Sub Division: 312 MR Route: F02 FA ID: 3449510363
Account #: 3449510000 Customer Name: DANGLEMAN, GARY Phone #: (407) 622-8615
Address: 182 LAKESIDE DR CSR: Kimberly Bennett Operator:
Entry Date: 5/16/2013 9:20:33AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called due to rotten odor in water. Please check and advise of findings.
Due Date: 5/16/2013 6:00:00PM Resolution Date: 5/16/2013 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to the address & we are going to flush the system until we get the new mains tied in.

Sub Division: 312 MR Route: F02 FA ID: 3629510871
Account #: 3629510000 Customer Name: TORRES, NADINE Phone #: (407) 547-9249
Address: 113 LAKE MINNIE DR CSR: Carolyn McVicker Operator: Pete Figueroa
Entry Date: 12/16/2013 8:27:29AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Water is very white and foamy in kitchen and bathrooms. She has flushed for several mins with no change. I advised water is safe for pets, but she would like it checked out. Emailing Kim/Deb. Carolyn/FL
Due Date: 12/16/2013 6:00:00PM Resolution Date: 12/16/2013 12:00:00AM FA Status: Completed
Resolution: Left door tag informing customer that we are flushing in the area due to water being over aerated. Air compressor ran continuous at plant. Pete

Sub Division: 312 MR Route: F02 FA ID: 4100610886
Account #: 4100610000 Customer Name: JOHNSON, JOANNE Phone #: (407) 323-7601
Address: 183 LAKESIDE DR CSR: Dona Richardson Operator:
Entry Date: 7/5/2013 8:14:02AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer was told June 30 they would be using chlorine. At wits end because water stinks worse than rotten eggs. Water looks muddy looking sometimes.
Due Date: 7/5/2013 6:00:00PM Resolution Date: 7/5/2013 12:00:00AM FA Status: Completed

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Resolution: Operator (Pete) placed door tag on the house & flushed the lines in this area PF

Sub Division: 312 MR Route: F02 FA ID: 4100610383
Account #: 4100610000 Customer Name: JOHNSON, JOANNE Phone #: (407) 323-7601
Address: 183 LAKESIDE DR CSR: Bonnie Storm Operator: Nate Carver
Entry Date: 5/24/2013 8:19:47AM SO Type: M-SIO Request Type: Water Quality
Instructions: Cust has foul odor for the past several days. Says sewage smell. Bonnie FL
Due Date: 5/24/2013 6:00:00PM Resolution Date: 5/24/2013 12:00:00AM FA Status: Completed
Resolution: Checked CL2 at hose bib and it was 0.9 total. Spoke with customer and flushed hose bib and informed To call if it happens again. Don Hasty

Sub Division: 312 MR Route: F02 FA ID: 4100610639
Account #: 4100610000 Customer Name: JOHNSON, JOANNE Phone #: (407) 323-7601
Address: 183 LAKESIDE DR CSR: Jennifer Sides Operator: Kevin Cooper
Entry Date: 5/28/2013 9:13:22AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states that water is muddy. JRS
Due Date: 5/28/2013 6:00:00PM Resolution Date: 5/29/2013 12:00:00AM FA Status: Completed
Resolution: Flushed line at customer's house at hose bib. Area still being flushed. Customer found dark specks in Water. DH

Sub Division: 312 MR Route: F02 FA ID: 4789510900
Account #: 4789510000 Customer Name: POOLE, B Phone #: (407) 310-0377
Address: 107 W RIDGE DR CSR: Jennifer Sides Operator: Pete Figueroa
Entry Date: 12/27/2013 10:10:13AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states water is cloudy. Been this way for over a week. JRSU
Due Date: 12/27/2013 6:00:00PM Resolution Date: 12/27/2013 12:00:00AM FA Status: Completed
Resolution: Flushed 2" blow off at W Ridge and Lakeview. Also field flushed at customer's house at irrigation meter. PF

Sub Division: 312 MR Route: F02 FA ID: 6129510309
Account #: 6129510000 Customer Name: GLIESMAN, WILLIAM M Phone #: (407) 312-1484
Address: 109 LAKE MINNIE DR CSR: Karen Thimmes Operator:
Entry Date: 5/29/2013 10:01:35AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer calling about odor still in water, strong. Said hot water heater is filled with odor. Karyn
Due Date: 5/30/2013 8:00:00PM Resolution Date: 6/4/2013 12:00:00AM FA Status: Completed
Resolution: Flushing the system & found some valves got shut during construction. JAM

Sub Division: 312 MR Route: F02 FA ID: 6129510337
Account #: 6129510000 Customer Name: GLIESMAN, WILLIAM M Phone #: (407) 312-1484
Address: 109 LAKE MINNIE DR CSR: Loretta Abbott Operator: Nate Carver

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Entry Date: 5/13/2013 7:40:07AM SO Type: M-SIO Request Type: Water Quality

Instructions: Please check for bad odor (sulphur) in the water. This has been going on for a week. Says neighbors Are having the same problem. It is because of the new lines they are running? Loretta

Due Date: 5/13/2013 6:00:00PM Resolution Date: 5/13/2013 12:00:00AM FA Status: Completed

Resolution: Talked to customer. Working on CL2 system at plant. CL2 residual 0.4 combined. DH

Sub Division: 312 MR Route: F02 FA ID: 6709510469
Account #: 6709510000 Customer Name: COKER E Phone #: (407) 322-7067
Address: 155 LAKESIDE DR CSR: Jennifer Sides Operator: John Marinelli

Entry Date: 5/21/2013 8:15:03AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer states dirty water coming out of faucets. JRS

Due Date: 5/21/2013 6:00:00PM Resolution Date: 5/21/2013 12:00:00AM FA Status: Completed

Resolution: Went to area and flushed blow off at end of street and checked hose bib and it was clear. Spoke to Customer and she said it happened years ago and she knew to flush lines in house. CL2 was 0.9 PPM. DH

Sub Division: 312 MR Route: F02 FA ID: 6798510261
Account #: 9107661013 Customer Name: NEWPORT,ALEX Phone #: (386) 785-6913
Address: 101 S DRIFTWOOD LN CSR: Isabel Ceballos Operator: Mike Finnegan

Entry Date: 12/16/2013 8:13:36AM SO Type: M-SIO Request Type: Air in Water

Instructions: Customer reported air in the water and water coming out dirty. IC

Due Date: 12/16/2013 6:00:00PM Resolution Date: 12/19/2013 12:00:00AM FA Status: Completed

Resolution: Spoke to customer's son; advised that we were flushing in area due to water being over aerated. PF

Sub Division: 312 MR Route: F02 FA ID: 7109510596
Account #: 4949442766 Customer Name: STONE, CLAYTON Phone #: (407) 718-1463
Address: 107 S DRIFTWOOD LN CSR: Ingrid Jenkins Operator: Nate Carver

Entry Date: 5/15/2013 2:44:37PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer states green and mildew coming from faucets and a strong sulfur smell, investigate and record the findings in CCB. Leave a tag for consult to customer.

Due Date: 5/15/2013 6:30:00PM Resolution Date: 5/15/2013 12:00:00AM FA Status: Completed

Resolution: Spoke to customer, working on CL2 system at plant. Checked for softener at house, started flushing Blow off on Lakeshore and Canal. CL2 residual of 0.4.

Sub Division: 312 MR Route: F02 FA ID: 7279510040
Account #: 7279510000 Customer Name: DYER,JOE Phone #: (407) 323-6232
Address: 110 FAIRLANE CIR CSR: Dona Richardson Operator:

Entry Date: 5/17/2013 8:20:26AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions: Customer called to state that sewer lines installed recently, after completion of project the water smells moldy, plastic. Pool filtration can not clear up when she adds water from tap. Janice Dyer 407-323-6232. Sent to

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Kevin/John 9:26AM

Due Date: 5/17/2013 6:00:00PM Resolution Date: 5/17/2013 12:00:00AM FA Status: Completed

Resolution: I spoke with the customer & explained we are doing replacement of the water lines & I will send an operator out to check the water- Don checked the CL2 & found to be good - something with the pool filter - customer is checking that out.

Sub Division: 312 MR Route: F02 FA ID: 7279510215

Account #: 7279510000 Customer Name: DYER, JOE Phone #: (407) 323-6232

Address: 110 FAIRLANE CIR CSR: Elise Christian Operator: Pete Figueroa

Entry Date: 8/13/2013 12:16:18PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer called to report black dirt in toilet and coming from sink. Kim B

Due Date: 8/13/2013 6:00:00PM Resolution Date: 8/13/2013 12:00:00AM FA Status: Completed

Resolution: Met with customer and they showed me sediment in toilet tank. Advised customer to completely flush all fixtures. Appears they are not using a lot of water and their plumbing is overhead in attic (house replumbed). Checked water at hose bib.

Sub Division: 312 MR Route: F02 FA ID: 7440610964

Account #: 7440610000 Customer Name: HART, MARY J Phone #: (407) 322-1602

Address: 205 LAKEVIEW AVE CSR: Dona Richardson Operator: John Marinelli

Entry Date: 6/12/2013 8:46:16AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: Cust called to report flushing for 3 weeks. Reported her driveway is starting to sink. Investigated and added extension to drain pipe and started flushing again. Man who came out only wanted to argue. Every one is getting what they need but her.

Due Date: 6/12/2013 6:00:00PM Resolution Date: 6/12/2013 12:00:00AM FA Status: Completed

Resolution: Her yard is muddy mess and lawn service got stuck in yard and needed towed out. Wants message sent to Manager. Talked with the customer, pulled flushing device from the area. Has a low spot in driveway and will fill. JAM

Sub Division: 312 MR Route: F02 FA ID: 7440610672

Account #: 7440610000 Customer Name: HART, MARY J Phone #: (407) 322-1602

Address: 205 LAKEVIEW AVE CSR: Dona Richardson Operator:

Entry Date: 5/23/2013 11:01:11AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions: Water pipe that cleans out the system at Park Ridge has been running for over a week. Pumping water to woods Customer said her driveway is cracking and the road is also.

Due Date: 5/23/2013 6:00:00PM Resolution Date: 5/23/2013 12:00:00AM FA Status: Completed

Resolution: Emailed John/Kevin 12:00 Talked with the customer, pulled flushing device from the area has a low spot in driveway will fill. Don Hasty

Sub Division: 312 MR Route: F02 FA ID: 7629510522

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Due Date: 5/31/2013 6:00:00PM Resolution Date: 5/31/2013 12:00:00AM FA Status: Completed
Resolution: Don spoke with the customer flushing system.

Sub Division: 312 MR Route: F02 FA ID: 8769510617
Account #: 8769510000 Customer Name: JENNISON, WARREN E Phone #: (407) 330-3275
Address: 114 FAIRLANE CIR CSR: Karen Thimmes Operator:
Entry Date: 5/16/2013 7:44:01AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining of odor in water, please check. Emailed Kevin. Karyn
Due Date: 5/16/2013 8:00:00PM Resolution Date: 5/17/2013 12:00:00AM FA Status: Completed
Resolution: Don Hasty checked this out; we are flushing the area until we get the new mains tied in.

Sub Division: 312 MR Route: F02 FA ID: 8769510477
Account #: 8769510000 Customer Name: JENNISON, WARREN E Phone #: (407) 330-3275
Address: 114 FAIRLANE CIR CSR: Vanessa Robinson Operator:
Entry Date: 7/2/2013 1:11:01PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reports water smells like sulfur and the whole house now smells like sulphur.
Due Date: 7/2/2013 6:00:00PM Resolution Date: 7/2/2013 12:00:00AM FA Status: Completed
Resolution: Operator spoke with the customer and explained that we are on chloramines in the system. Opened 2" blow-off in the area & flushed to bring fresh water in the system. Pete

Sub Division: 312 MR Route: F02 FA ID: 8849510851
Account #: 0831422954 Customer Name: Russell, Melvin W Phone #: (407) 330-2213
Address: 159 LAKESIDE DR CSR: Constance Dunn Operator:
Entry Date: 8/15/2013 2:28:39PM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Melvin calling to complain that water has a very bad smell of sulfur and water turn dark in toilet bowl. He can't drink the water and scared to bathe in it. Connie
Due Date: 8/15/2013 6:00:00PM Resolution Date: 8/15/2013 12:00:00AM FA Status: Completed
Resolution: Talked to the customer he lives alone; water consumption low; checked cl2 at hose bib, 60 psi. Advised customer to flush his lines & hot water heater.

Sub Division: 312 MR Route: F02 FA ID: 9409510549
Account #: 9409510000 Customer Name: GRADY, DORTHY Phone #: (407) 323-4216
Address: 163 LAKESIDE DR CSR: Deborah Volz Operator:
Entry Date: 3/29/2013 8:28:59AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer said pressure very low. Deb
Due Date: 3/29/2013 8:00:00PM Resolution Date: 3/29/2013 12:00:00AM FA Status: Completed
Resolution: Had a problem inside the house. JAM

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Sub Division: 312 MR Route: F02 FA ID: 9409510782
Account #: 9409510000 Customer Name: GRADY, DORTHY Phone #: (407) 323-4216
Address: 163 LAKESIDE DR CSR: Bonnie Storm Operator:
Entry Date: 5/16/2013 9:44:24AM SO Type: M-SIO Request Type: Water Quality
Instructions: Cust called said that water has a sulphur smell. First detected it last week. Bonnie FL
Due Date: 5/17/2013 6:00:00PM Resolution Date: 5/17/2013 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to the address & checked this out- we are going to flush in the area until we get the new water mains tied in.

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Sub Division: 312 MR Route: F02 FA ID: 0848779459
Account #: 0840610000 Customer Name: KING, RICHARD M Phone #: (407) 322-7750
Address: 157 CANAL ST CSR: Zakia Bouldin Operator: Pete Figueroa
Entry Date: 10/6/2014 9:02:03AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reports a nasty taste in water and would like to know the hardest of water.
Due Date: 10/6/2014 8:00:00PM Resolution Date: 10/6/2014 12:00:00AM FA Status: Completed
Resolution: Checked water at side of house. Water clear, food chlorine residual 1.4 PPM, hardness 8 grams/gal.
Left door tag. Pete

Sub Division: 312 MR Route: F02 FA ID: 4169510352
Account #: 0562368961 Customer Name: SMITH, DEIDRE Phone #: (407) 551-9860
Address: 121 FAIRLANE CIR CSR: Israel Santos Operator:
Entry Date: 1/3/2014 7:20:58AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Cust called because the water is coming out white for a week now. Israel
Due Date: 1/3/2014 6:00:00PM Resolution Date: 1/3/2014 12:00:00AM FA Status: Completed
Resolution: Flushed the area - had a problem at the plant. Pete

Sub Division: 312 MR Route: F02 FA ID: 4970307430
Account #: 5529971290 Customer Name: NUNEZ, ADOLFO Phone #: (931) 707-1727
Address: 103 FAIRLANE CIR CSR: Isabel Ceballos Operator: Scott Gosnell
Entry Date: 8/15/2014 3:11:48PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reported water smelling like a dead rat all the time. Yvette
Due Date: 8/15/2014 8:00:00PM Resolution Date: 8/15/2014 12:00:00AM FA Status: Completed
Resolution: Called customer to get more details on the situation. Due to the language barrier I deemed it necessary to drive
To premise. Found good residual 0.5 outside and inside. Recently moved from Ohio and are not use to the
Smell of Florida water. Everything was okay at premise. James Alday

Sub Division: 312 MR Route: F02 FA ID: 6129510543
Account #: 6129510000 Customer Name: GLIESMAN, WILLIAM M Phone #: (407) 312-1484
Address: 109 LAKE MINNIE DR CSR: Lorie Mayeski Operator:
Entry Date: 7/11/2014 9:54:53AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer stated 'water tastes and smells bad again'. Stated was told previously it was his hot water is issue;
stated it's his cold water and a UI issue. Lorie*Emailed Kim & Sylvia 10:54 A.M.
Due Date: 7/11/2014 8:00:00PM Resolution Date: 7/11/2014 12:00:00AM FA Status: Completed
Resolution: Checked the water at hose bib 1.2 CL2. Informed the customer to flush water inside. Pete

Sub Division: 312 MR Route: F02 FA ID: 6129510922
Account #: 6129510000 Customer Name: GLIESMAN, WILLIAM M Phone #: (407) 312-1484
Address: 109 LAKE MINNIE DR CSR: Crystal Woolard Operator:

Seminole County – Park Ridge
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Entry Date: 5/20/2014 12:12:02PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Water smells like sulfur. CRW
Due Date: 5/20/2014 8:00:00PM Resolution Date: 5/20/2014 12:00:00AM FA Status: Completed
Resolution: Water was shut off which caused low CL2. Told customer to flush the lines. CLI2 0.6 Pete

Seminole County – Park Ridge
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Sub Division: 312 MR Route: F02 FA ID: 9678146373
Account #: 9679510000 Customer Name: DEANS,SHELLY Phone #: (407) 330-9688
Address: 104 FAIRLANE CIR CSR: Brooke Storm Operator:
Entry Date: 10/5/2015 7:16:02AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report very low pressure this morning. Brooke
Due Date: 10/5/2015 8:00:00PM Resolution Date: 10/5/2015 12:00:00AM FA Status: Completed
Resolution: Broken water main on Lake Minnie repaired last night. JAM

Sub Division: 312 MR Route: F02 FA ID: 5956142646
Account #: 2556970544 Customer Name: GEE,ERAINA Phone #: (404) 671-6117
Address: 122 FAIRLANE CIR CSR: Jerrie Hoffman Operator: Kevin Cooper
Entry Date: 4/1/2015 12:54:15PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting that water is discolored 'gray' and has a rotten egg smell. Jerrie NV
Due Date: 4/1/2015 8:00:00PM Resolution Date: 4/1/2015 12:00:00AM FA Status: Completed
Resolution: Met caller's son at house. Checked CL @ at kitchen sink and got 1.4PPM with no odor. Checked hot water and got 0.1PPM with slight odor and suggested that they flush hot water heater. They just moved in two months ago and do not know how long house was empty. Don Hasty

Sub Division: 312 MR Route: F02 FA ID: 5397020637
Account #: 5398510000 Customer Name: OMEY,BRENDA Phone #: (407) 417-1503
Address: 104 S DRIFTWOOD LN CSR: Bonnie Storm Operator: Kevin Cooper
Entry Date: 1/23/2015 8:45:53AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting very low pressure since yesterday afternoon. Bonnie
Due Date: 1/23/2015 8:00:00PM Resolution Date: 1/23/2015 12:00:00AM FA Status: Completed
Resolution: Checked address and met customer at house. Found that the house valve was not on all the way. Opened valve all the way and they are fine now. KEV

Sub Division: 312 MR Route: F02 FA ID: 2615248392
Account #: 2619510000 Customer Name: KING,ALICE Phone #: (407) 323-4705
Address: 105 LAKE MINNIE DR CSR: Loretta Abbott Operator:
Entry Date: 10/5/2015 8:35:00AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low pressure since 4:30 AM. Check and tag the door if necessary. Emailing Kim and Sylvia to dispatch. Loretta
Due Date: 10/5/2015 8:00:00PM Resolution Date: 10/5/2015 12:00:00AM FA Status: Completed
Resolution: Had a main break and had water shut off. JAM

ATTACHMENT "1-17"

Weathersfield

Seminole County – Weathersfield
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 470 MR Route: F02 FA ID: 0074210785
Account #: 0074210000 Customer Name: DIETZ, KERRY Phone #: (407) 960-4400
Address: 140 RONNIE DR CSR: Brandi Deere Operator: Alex Lorenzo
Entry Date: 3/11/2011 8:55:10AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting grayish/brown looking water. Paged to Pete.
Due Date: 3/11/2011 6:00:00PM Resolution Date: 3/11/2011 12:00:00AM FA Status: Completed
Resolution: Customer had water softener and just now added salt. Pete checked water before softener and it was Clear with CL2 residual of 0.9. Informed customer to have softener serviced. KEV

Sub Division: 470 MR Route: F02 FA ID: 0383210092
Account #: 0383210000 Customer Name: COSNER JR, HOWARD E Phone #: (407) 788-2510
Address: 322 TULANE DR CSR: Cristina Harden Operator: Kevin Cooper
Entry Date: 7/11/2011 8:45:37AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer reports brown water for him and neighbor at 328 Tulane. Paged to Pete. Tina
Due Date: 7/12/2011 6:00:00PM Resolution Date: 7/12/2011 12:00:00AM FA Status: Completed
Resolution: Operator checked water at spigot. Water is clear and CL2 was 1.5 PPM residual. Spoke to Customer. KEV

Sub Division: 470 MR Route: F02 FA ID: 1443210310
Account #: 1443210000 Customer Name: OGDEN, H DAYTON Phone #: (407) 862-0664
Address: 406 TULANE DR CSR: Crystal Woolard Operator: LeRoy Grainger
Entry Date: 12/9/2011 10:41:34AM SO Type: M-SIO Request Type: Discolored Water
Instructions: No pressure, bad taste & discolored water w/ air.
Due Date: 12/12/2011 5:00:00PM Resolution Date: 12/12/2011 12:00:00AM FA Status: Completed
Resolution: Customer stated that meter box may also need replacing. Water pressure is fine. Tagged door with findings.

Sub Division: 470 MR Route: F02 FA ID: 2775510480
Account #: 9568162899 Customer Name: REILLY, PHILLIP Phone #: (407) 924-9120
Address: 617 DUNN DR CSR: Linette Orengo Operator: Kevin Cooper
Entry Date: 4/4/2011 7:39:37AM SO Type: M-SIO Request Type: General Investigation
Instructions: Sewer back up. Kevin.../LIO FL
Due Date: 4/4/2011 6:00:00PM Resolution Date: 4/4/2011 12:00:00AM FA Status: Completed
Resolution: Ran camera down customer's line and found blockage on his side of service before lateral. Informed customer to call plumber and that it is his responsibility to repair. KEV

Sub Division: 470 MR Route: F02 FA ID: 3495510598
Account #: 3495510000 Customer Name: HUTCHINSON, ARTHUR N Phone #: (407) 788-3520
Address: 692 LASALLE DR CSR: Jennifer Elliot Operator: Kevin Cooper
Entry Date: 2/4/2011 7:49:12AM SO Type: M-SIO Request Type: General Investigation

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Instructions: The water pressure is real hard for the past couple of days, then when you flush toilet or finish shower, the Water going into the water heater whistles and makes a loud screeching noise and kitchen too.
Jennifer

Due Date: 2/4/2011 6:00:00PM Resolution Date: 2/4/2011 12:00:00AM FA Status: Completed

Resolution: Screeching noise was leak in pipe. I could hear it outside on left side of house. No one was home and meter was running. Shut off meter and tagged door to call plumber. KEV

Sub Division: 470 MR Route: F22 FA ID: 3639510402
Account #: 3639510000 Customer Name: KLOTZ, ELVERA P Phone #: (407) 865-4132
Address: 652 ACAPULCA WAY CSR: Constance Dunn Operator: Kevin Cooper
Entry Date: 12/16/2011 9:00:10AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called to report she had a sewer back up and she called plumber. States that roots are in the Sewer line in the street. Wants us to come and remove so she will not keep having sewer backups. Connie

Due Date: 12/19/2011 6:00:00PM Resolution Date: 12/19/2011 12:00:00AM FA Status: Completed

Resolution: Ran TV camera down sewer line and found roots growing in every joint of our clay pipe. Took video and informed customer that we will be back the first of the year to replace. KEV

Sub Division: 470 MR Route: F02 FA ID: 5345510476
Account #: 5345510000 Customer Name: MILLER, JOHN J Phone #: (407) 862-6118
Address: 671 COLGATE DR CSR: Isabel Ceballos Operator:
Entry Date: 8/23/2011 3:58:30PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer says sewer is backing up Paged Matt M /ic

Due Date: 8/23/2011 6:00:00PM Resolution Date: 8/23/2011 12:00:00AM FA Status: Completed

Resolution: Went out and checked manholes. All okay. Told customer to call a plumber and we would TV if he gets it cleared.
MM

Sub Division: 470 MR Route: F02 FA ID: 6278410183
Account #: 6278410000 Customer Name: RODRIGUEZ, CARLOS Phone #: (407) 862-0889
Address: 593 TULANE DR CSR: Cristina Harden Operator: Kevin Cooper

Entry Date: 3/24/2011 7:06:14AM SO Type: M-SIO Request Type: General Investigation

Instructions: Cust reports brown water. Paged to Pete. Tina

Due Date: 3/24/2011 6:00:00PM Resolution Date: 3/24/2011 12:00:00AM FA Status: Completed

Resolution: Pete responded and spoke with customer. Ran water and it was clear. CL2 residual was 1.1 KEV

Sub Division: 470 MR Route: F02 FA ID: 7284210918
Account #: 7719866074 Customer Name: BARRETO, ANTONINO Phone #: (407) 802-9328
Address: 479 NOTRE DAME DR CSR: Sheri Demonbreun Operator: Kevin Cooper
Entry Date: 5/11/2011 7:38:08AM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: Customer has sewer problems. Roto Rooter has cleaned his part of the roots. Needs us to take care Of our part of the line. Called to Kevin. Sheri

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Due Date: 5/11/2011 8:00:00PM Resolution Date: 5/11/2011 12:00:00AM FA Status: Completed
Resolution: Ran TV camera down customer's line and found roots growing in at his point of connection to our pipe. Informed him that it was his connection and therefore his responsibility. KEV

Sub Division: 470 MR Route: F22 FA ID: 9877510550
Account #: 4324021435 Customer Name: ATKISSON, MELINDA D Phone #: (407) 486-6682
Address: 713 OAKLANDO DR CSR: Sheri Demonbreun Operator:
Entry Date: 2/14/2011 12:42:40PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called to advise blockage in sewer on our end of service. Called to Kevin
Due Date: 2/14/2011 8:00:00PM Resolution Date: 2/14/2011 12:00:00AM FA Status: Completed
Resolution: Informed customer to call a plumber; problem is on her side KEV

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Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 470 MR Route: F02 FA ID: 0706310449
Account #: 0706310000 Customer Name: CHERENFANT,JEANNETTE Ph #: (407) 530-7848
Address: 571 LYNCHFIELD AVE CSR: Crystal Woolard Operator: Kevin Cooper
Entry Date: 12/6/2012 9:27:22AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: High water pressure. Faucet jerks when water is turned on. Take read and tag door with results. CRW
Due Date: 12/6/2012 6:00:00PM Resolution Date: 12/6/2012 12:00:00AM FA Status: Completed
Resolution: Spoke with customer at residence and informed that pressure is the same through the neighborhood. It is not exceeding 60 PSI. If they have a problem with faucet, they need to contact plumber. KEV

Sub Division: 470 MR Route: F02 FA ID: 1083210456
Account #: 6788704204 Customer Name: MILES, IDA Phone #: (407) 365-3748
Address: 319 TULANE DR CSR: Amanda Stonebreaker Operator: Kevin Cooper
Entry Date: 6/13/2012 3:39:38PM SO Type: M-SIO Request Type: Water Quality
Instructions: Check water quality. Customer complaining of hardness not the same. Black mold in faucets and she just had plumbing in entire house replaced in 2008. Basically states the water is just not the same as it used to be. Amanda
Due Date: 6/14/2012 6:00:00PM Resolution Date: 6/14/2012 12:00:00AM FA Status: Completed
Resolution: Spoke with customer and she was concerned that we were not "putting enough chemicals in our water". Informed her that the water is the same as it has always been and tested the water at the hose bib. It was fine and she is satisfied. Corey

Sub Division: 470 MR Route: F02 FA ID: 1528410060
Account #: 1528410000 Customer Name: MEDINA, SUSAN Phone #: (407) 310-6836
Address: 519 NOTRE DAME DR CSR: Constance Dunn Operator: Shawn Ebert
Entry Date: 4/17/2012 10:58:55AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called to report orange water. Emailed to Kevin @ 11:58AM. Connie
Due Date: 4/17/2012 6:00:00PM Resolution Date: 4/17/2012 1:35:00PM FA Status: Completed
Resolution: Found orangish colored water coming from customer's hose bib. Pulled meter and flushed out service through riser. Water cleared up after a few minutes. SME

Sub Division: 470 MR Route: F02 FA ID: 2231910899
Account #: 7358697934 Customer Name: LESLIE - MAIN CONTACT Phone #: (407) 383-4021
Address: 200 WEATHERSFIELD AVE COMPANY METER CSR: Rose Self Operator:
Entry Date: 9/25/2012 10:26:05AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer reported sewer backing up in all drains. Check out ASAP. Speak w/cust or tag door w/findings. Emailed to Annette. Rose 9/25/12
Due Date: 9/25/2012 6:00:00PM Resolution Date: 9/25/2012 10:00:00AM FA Status: Completed
Resolution: Advised customer it is their responsibility. No problems on company side. Per David/Rose 9/25/12

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Sub Division: 470 MR Route: F02 FA ID: 2543210461
Account #: 8786159729 Customer Name: LEMME, MARK A Phone #: (407) 221-6846
Address: 407 TULANE DR CSR: Tricia Anderson Operator: Shawn Ebert
Entry Date: 11/15/2012 8:31:59AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports she has no water. Dispatched. TD
Due Date: 11/15/2012 6:00:00PM Resolution Date: 11/15/2012 10:45:00AM FA Status: Completed
Resolution: Spoke to customer and informed her that the water pressure was reduced due to 8" water main break down the street. Customer is okay. Water is restored to entire area. SME

Sub Division: 470 MR Route: F22 FA ID: 2849510805
Account #: 9429672989 Customer Name: MARTINEZ, JAVIER Phone #: (407) 274-3994
Address: 619 ACAPULCA WAY CSR: Kimberly Bennett Operator:
Entry Date: 1/12/2012 8:51:23AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called due to yellow water. Emailed Nate to check and inform customer of findings. Kim-FI
Due Date: 1/12/2012 6:00:00PM Resolution Date: 1/12/2012 12:00:00AM FA Status: Completed
Resolution: Hydrant meter was installed which caused high velocity in galvanized line. Turned water yellow. Informed Customer to flush water and it will clear up. Nate/JAM -

Sub Division: 470 MR Route: F22 FA ID: 3868510415
Account #: 5371114714 Customer Name: SMITH,JESSI Phone #: (407) 382-0700
Address: 656 CALIENTE WAY CSR: Glenda Thompson Operator: Kevin Cooper
Entry Date: 12/20/2012 11:02:06AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports no water. GT
Due Date: 12/20/2012 6:00:00PM Resolution Date: 12/20/2012 12:00:00AM FA Status: Completed
Resolution: Low pressure due to plant operators changing out PBV on hydro tank which was brief and they have Water now. KEV, A Finch

Sub Division: 470 MR Route: F02 FA ID: 3955510457
Account #: 3955510000 Customer Name: O'BRIEN III, WILLIAM H Phone #: (407) 869-4732
Address: 642 DUNN DR CSR: Linda Schnauer Operator: Kevin Cooper
Entry Date: 5/8/2012 10:44:11AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Cust reports little to no pressure and water is brown. Called to Nate...lds-fl
Due Date: 5/8/2012 6:00:00PM Resolution Date: 5/9/2012 12:00:00AM FA Status: Completed
Resolution: Flushed 1,000 gallons total from hydrants up and downstream of premises. Spoke with customer CL2 is 1.3 PPM. Everything is normal. Corey Sudol/KEV

Sub Division: 470 MR Route: F02 FA ID: 4568410887
Account #: 4568410000 Customer Name: JOHNSON,JOHNNY Phone #: (407) 869-0685
Address: 559 TULANE DR CSR: Amanda Stonebreaker Operator:
Entry Date: 5/14/2012 7:20:22AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

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Instructions: Check sewer again. Customer states still backing up. His plumber says the sewer cap is still there but out by the road now in pipe? Amanda

Due Date: 5/14/2012 6:00:00PM Resolution Date: 5/14/2012 12:00:00AM FA Status: Completed

Resolution: Customer's lawn man hit the cleanout cap and it fell into sewer line. They called a plumber and he pushed it down the line and caused a backup. We rodded the line and TV'd the line. Finally pushed the cap into the main line. KEV-crew

Sub Division: 470 MR Route: F02 FA ID: 4568410201
Account #: 4568410000 Customer Name: JOHNSON, JOHNNY Phone #: (407) 869-0685
Address: 559 TULANE DR CSR: Linda Schnauffer Operator: Kevin Cooper
Entry Date: 4/30/2012 10:00:24AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

Instructions: Sewer backup in toilet/tubs. Called plumber who told him to open clean out. When cust did, water and sewage spilled out into yard. Emailed John M and Kevin – IDS

Due Date: 4/30/2012 6:00:00PM Resolution Date: 4/30/2012 12:00:00AM FA Status: Completed

Resolution: Customer had problem before and it was on our side. We rodded sewer and got water to flow and then put camera in his line and found that there was a cleanout cap in his line and that was causing backup. Informed him that our lines are fine. KEV

Sub Division: 470 MR Route: F02 FA ID: 6163210887
Account #: 6163210000 Customer Name: HERNANDEZ MUELLER,PATTY Phone #: (407) 880-8110
Address: 371 TULANE DR CSR: Deborah Volz Operator: Scott Gosnell
Entry Date: 8/13/2012 3:14:47PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer reporting gray water. Spoke with Scott Gosnell; they are not working in this area. DEB

Due Date: 8/14/2012 8:00:00PM Resolution Date: 8/14/2012 12:00:00AM FA Status: Completed

Resolution: I met with the customer and sampled the water at outside faucet. The water was clear. Showed her how to bypass softener and described how to flush a hot water heater. The residual was 1.0 before the softener. The salt was empty and needed cleaning.

Sub Division: 470 MR Route: F02 FA ID: 8378410128
Account #: 8378410000 Customer Name: ABREU,PABLO A Phone #: (407) 862-4742
Address: 599 TULANE DR CSR: Deborah Volz Operator: Nate Carver
Entry Date: 7/19/2012 7:38:23AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer complaining about odor in water and in the air. Deb

Due Date: 7/19/2012 8:00:00PM Resolution Date: 7/19/2012 12:00:00AM FA Status: Completed

Resolution: Took CL2 residual and got 2.9 ppm. Operator could not smell any odor. Hydrant was flushed in area. Customer was informed to call back if the problem continues.

Sub Division: 470 MR Route: F02 FA ID: 9537310987
Account #: 9537310000 Customer Name: MURILLO, REYNA Phone #: (407) 869-5391
Address: 592 FORDHAM AVE CSR: Tricia Anderson Operator: Rodel Hermano

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Entry Date: 11/28/2012 2:18:51PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Check water pressure. Customer states it has been low last several days. Dispatched. TDA
Due Date: 11/29/2012 6:00:00PM Resolution Date: 11/29/2012 12:00:00AM FA Status: Completed
Resolution: Customer's water softener needs to be serviced. Switched to bypass to bring the pressure back to normal. Tagged door with info. RH

Sub Division: 470 MR Route: F02 FA ID: 9537310594
Account #: 9537310000 Customer Name: MURILLO,REYNA Phone #: (407) 869-5391
Address: 592 FORDHAM AVE CSR: Isabel Ceballos Operator: Rodel Hermano

Entry Date: 12/31/2012 9:15:23AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer says she is having low pressure again. Has a water softener that gave her problems last month But she is saying it was fixed and it's not that. IC
Due Date: 12/31/2012 6:00:00PM Resolution Date: 12/31/2012 12:00:00AM FA Status: Completed
Resolution: Customer complained about low pressure during morning and afternoon. Explained to him that this is rush hour time and it will slightly affect pressure. Pressure is 51psi with good amount of flow. RH

Sub Division: 470 MR Route: F02 FA ID: 9685310627
Account #: 1857692653 Customer Name: RUMER, STEPHEN Phone #: (407) 221-9124

Address: 379 CLEMSON DR CSR: Amanda Stonebreaker Operator:
Entry Date: 4/10/2012 2:40:02PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer states low pressure and dirty water. Amanda
Due Date: 4/11/2012 6:00:00PM Resolution Date: 4/10/2012 12:00:00AM FA Status: Completed
Resolution: Mike Overton changed out meter and Matt got the call to check out what happened. Customer has water in the house but both tubs will not fill. Possible galvanized in the valve assembly- informed customer to call a plumber . JAM

Sub Division: 470 MR Route: F22 FA ID: 9815510216
Account #: 9815510000 Customer Name: WILSON,LINDSAY Phone #: (407) 920-4451

Address: 616 VENEER DR CSR: Cammy Iwinski Operator:
Entry Date: 1/27/2012 3:53:20PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called and said he has a plumber at his house right now and he said that the pipes are Clogged and to have operator call him at home. Cammy
Due Date: 1/27/2012 6:00:00PM Resolution Date: 1/27/2012 12:00:00AM FA Status: Completed
Resolution: TV'd the line & cleared for customer - roots at the Y connection - will replace CREW

Sub Division: 470 MR Route: F22 FA ID: 9877510334
Account #: 4324021435 Customer Name: ATKISSON, MELINDA D Phone #: (407) 486-6682

Address: 713 OAKLANDO DR CSR: Kimberly Bennett Operator:
Entry Date: 6/18/2012 7:59:14AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer called that she called over the weekend due to sewer back up. Trap is being cleaned out and sewer

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line will be TV'ed on 6/18/12 per KC. Will inform customer of finding and action that will need to be taken.
Kim-FL

Due Date: 6/18/2012 6:00:00PM Resolution Date: 6/18/2012 12:00:00AM FA Status: Completed

Resolution: TV'd the line and saw roots. Rodded line and got the snake stuck , found old Orangeburg pipe in the line and replaced it. Matt, Mike, Chris

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Sub Division: 470 MR Route: F02 FA ID: 2537310548
Account #: 2537310000 Customer Name: PEREZ, ISRAEL Phone #: (407) 777-9848
Address: 499 CITADEL DR CSR: Jennifer Sides Operator: Kevin Cooper
Entry Date: 5/7/2013 1:52:48PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states brown water. JRS
Due Date: 5/7/2013 6:00:00PM Resolution Date: 5/7/2013 12:00:00AM FA Status: Completed
Resolution: Brown water due to switching over to interconnect. Flushed area and spoke with customer
And flushed his line. KEV

Sub Division: 470 MR Route: F22 FA ID: 3148510839
Account #: 2515441100 Customer Name: ESTRADA, JULIO Phone #: (813) 453-1420
Address: 634 DURANGO WAY CSR: Sylvia Watler Operator: Kevin Cooper
Entry Date: 9/25/2013 8:28:51AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
Instructions: Customer is reporting sewer backup. Said neighbor is also having issues with sewer. Sylvia
Due Date: 9/25/2013 6:00:00PM Resolution Date: 9/25/2013 12:00:00AM FA Status: Completed
Resolution: Went to address and customer stated that she called management company and they came out and looked in
shower and told her to call us. I went out and customer has water standing in shower. Found cleanout and
opened it and there was no water there.

Sub Division: 470 MR Route: F02 FA ID: 4396310871
Account #: 4396310000 Customer Name: DELGADO, JOSEFA Phone #: (407) 331-6505
Address: 511 AUBURN AVE CSR: Linette Orengo Operator: Kevin Cooper
Entry Date: 3/18/2013 11:04:57AM SO Type: M-SIO Request Type: Sewer Service Line Break
Instructions: Customer has had sewer back up since 3/9/13 & has had a plumber check twice & still backing up. Emailed
Kevin, John/Linette
Due Date: 3/18/2013 6:00:00PM Resolution Date: 3/18/2013 12:00:00AM FA Status: Completed
Resolution: RAN CAMERA DOWN FROM CLEANOUT TO MAIN AND FOUND NO BLOCKAGE, CALLED CUSTOMER AND
INFORMED THEM THAT EVERYTHING IS GOOD ON OUR SIDE AND IF THEY STILL HAVE PROBLEM IT
MUST BE BACK UNDER HOUSE.. KEV

Sub Division: 470 MR Route: F02 FA ID: 6093210420
Account #: 6093210000 Customer Name: MILAN, PEDRO Phone #: (407) 952-6126
Address: 341 TRINITY AVE CSR: Israel Santos Operator:
Entry Date: 4/2/2013 12:19:45PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called because water is coming out dirty. Israel
Due Date: 4/2/2013 6:00:00PM Resolution Date: 4/2/2013 12:00:00AM FA Status: Completed
Resolution: Checked water at outside hose bib was clear. CL1.7 residual. Spoke with customer and problem cleared up.
No other customers with the same problem Allen Finch

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Sub Division: 470 MR Route: F22 FA ID: 6239510338
Account #: 6239510000 Customer Name: GARCIA, MARCOS Phone #: (321) 274-8031
Address: 664 ACAPULCA WAY CSR: Constance Dunn Operator: Caleb Alday
Entry Date: 7/17/2013 10:57:09AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer called to report sewer back up. Emailed to kim/deb @ 11:56am. Connie
Due Date: 7/18/2013 6:00:00PM Resolution Date: 7/18/2013 12:00:00AM FA Status: Completed
Resolution: Customer has roots in line. Our clay pipe also has roots. Routed the line. Kev talked to John and he said we are going to put Root Kill down the line. The sewer line is under road and the customer driveway.

Sub Division: 470 MR Route: F02 FA ID: 6278410218
Account #: 6278410000 Customer Name: RODRIGUEZ, CARLOS Phone #: (407) 862-0889
Address: 593 TULANE DR CSR: Diane Adams Operator: Kevin Cooper
Entry Date: 5/9/2013 2:34:21PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is reporting water is brown.
Due Date: 5/9/2013 6:00:00PM Resolution Date: 5/9/2013 12:00:00AM FA Status: Completed
Resolution: Cause was due to switching back over to interconnect. Reported to on-call plant operator. KEV

Sub Division: 470 MR Route: F22 FA ID: 6925510583
Account #: 6925510000 Customer Name: RZECZKA, S TEPHEN Phone #: (407) 774-7976
Address: 665 VENEER DR CSR: Sylvia Watler Operator: Rodel Hermano
Entry Date: 4/15/2013 2:08:23PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
Instructions: Customer is reporting that sewer is backing up. Emailed Operations. Sylvia
Due Date: 4/15/2013 6:00:00PM Resolution Date: 4/15/2013 12:00:00AM FA Status: Completed
Resolution: Sewer main lines are clear and flowing. Advised the customer to call a plumber to clear the lines. Then call us back to schedule an investigation in his sewer line from house cleanout to the street. RH

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Sub Division: 470 MR Route : F22 FA ID: 0598510777
Account #: 7496065610 Customer Name: SCHANK,G EORGE Phone #: (407) 718-6483
Address: 768 HILLVIEW DR CSR: Brooke Storm Operator: Shawn Ebert
Entry Date: 4/17/2014 8:41:00AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer called to report backed up sewer. Brooke
Due Date: 4/17/2014 6:00:00PM Resolution Date: 4/17/2014 12:00:00AM FA Status: Completed
Resolution: Spoke to customer and found out that her sink is slow to drain. Informed customer to contact plumber to clear her lines , also used vac truck and cleaned from manhole across the street to the double sewer service and found a lot of grease in line. SME

Sub Division: 470 MR Route : F02 FA ID: 1283829356
Account #: 1286310000 Customer Name: SMITH, OTIS D Phone #: (321) 972-5651
Address: 540 CARLISLE AVE CSR: Zakia Bouldin Operator:
Entry Date: 10/27/2014 9:24:15AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to report brown water. 651
Due Date: 10/27/2014 8:00:00PM Resolution Date: 10/27/2014 12:00:00AM FA Status: Completed
Resolution: Pete spoke with the customer & they had 2.2 CL2 at hose bib. Water was running clear and advised her to flush lines.

Sub Division: 470 MR Route : F02 FA ID: 2477339057
Account #: 2475510000 Customer Name: LOEFFEL,JAMES Phone #: (407) 960-4757
Address: 633 DUNN DR CSR: Lorie Mayeski Operator: Kevin Cooper
Entry Date: 10/3/2014 11:54:42AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer stated all brown water every spigot and toilet bowls. Please investigate and discuss with customer. Nothing in alerts at this time. Lorie *Emailed Kim and Sylvia @ 12:55 PM for dispatching*
Due Date: 10/3/2014 9:00:00PM Resolution Date: 10/3/2014 12:00:00AM FA Status: Completed
Resolution: Checked water at outside hose bib. Water was clear with a 1.8 CL2 residual. Spoke with customer and she stated that problem had cleared up. AF

Sub Division: 470 MR Route : F02 FA ID: 3085345483
Account #: 3086310000 Customer Name: BEHNKE ,LARRY Phone #: (407) 862-8987
Address: 541 CARLISLE AVE CSR: Sylvia Watler Operator:
Entry Date: 10/27/2014 8:38:50AM SO Type: M-SIO Request Type: Discolored Water
Instructions: customer is reporting yellow water. Please check. Sylvia
Due Date: 10/27/2014 8:00:00PM Resolution Date: 10/27/2014 12:00:00AM FA Status: Completed
Resolution: Flushed the lines and it cleared up. Changed curbstop at 531 which may have caused the problem. JAM

Sub Division: 470 MR Route : F22 FA ID: 3267510972
Account #: 7844023654 Customer Name: CHAVARRIA, MARIA Phone #: (407) 860-6570
Address: 753 OAKLANDO DR CSR: Amanda Stonebreaker Operator: John Marinelli

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Entry Date: 2/21/2014 12:10:13PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Cust called said very low pressure. Amanda

Due Date: 2/21/2014 6:00:00PM Resolution Date: 2/21/2014 2:14:00PM FA Status: Completed

Resolution: Spoke to customer. Water is okay. Checked and tested; okay. FT

Sub Division: 470 MR Route : F22 FA ID: 3528510638

Account #: 3528510000 Customer Name: PALMER, FRED A Phone #: (407) 296-0534

Address: 735 HILLVIEW DR CSR: Haida Caruso Operator: Pete Figueroa

Entry Date: 6/24/2014 12:56:45PM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer reporting strong chlorine odor sometimes and has cloudy water with particles in it. He had a new pipe put in from the meter to the house last year. Please test water at meter and let customer know results. Haida

Due Date: 6/25/2014 8:00:00PM Resolution Date: 6/25/2014 12:00:00AM FA Status: Completed

Resolution: Checked customer chlorine residual. It was 1.2 mg/l. informed customer that it was within parameters. He was happy. AF

Sub Division: 470 MR Route : F02 FA ID: 3806167112

Account #: 0882982204 Customer Name: BAGLEY, SUZETTE Phone #: (407) 431-4911

Address: 428 CLEMSON DR CSR: Carolyn McVicker Operator: Frank Turner

Entry Date: 9/22/2014 10:10:36AM SO Type: M-SIO Request Type: gh or Low Pressure in the Water

Instructions: Very Low Water Pressure. Has not been the same since he was reconnected on 9/17. Stated Tech seemed uncertain of procedure/tools. Low throughout the house...toilets barely flush. Emailing Kim/Sylvia. Carolyn/FL

Due Date: 9/26/2014 8:00:00PM Resolution Date: 9/26/2014 12:00:00AM FA Status: Completed

Resolution: Spoke to customer and she said there is no problem. FT

Sub Division: 470 MR Route : F22 FA ID: 3865256100

Account #: 5371114714 Customer Name: SMITH, JESSI Phone #: (407) 382-0700

Address: 656 CALIENTE WAY CSR: Jessica Bridges Operator:

Entry Date: 9/15/2014 9:40:58AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

Instructions: Michele of HD Realty who manages this property said the customer is complaining her plumbing is backed up. Michele said, she had a plumber go out to this property and was told the problem is on the city side. Please call the customer prior to arriving at her home. Jessica.

Due Date: 9/15/2014 6:30:00PM Resolution Date: 9/15/2014 12:00:00AM FA Status: Completed

Resolution: Spoke with the customer and explained to her that she needs to have a cleanout installed in her line so we can TV to see where the problem is. The customer stated they went thru the roof clean out. Matt

Sub Division: 470 MR Route : F02 FA ID: 6278410683

Account #: 6278410000 Customer Name: RODRIGUEZ, CARLOS Phone #: (407) 862-0889

Address: 593 TULANE DR CSR: Micah Johnson Operator:

Entry Date: 5/30/2014 9:20:48AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer reporting smell in the water. Investigate

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Due Date: 5/30/2014 8:00:00PM Resolution Date: 6/3/2014 12:00:00AM FA Status: Completed
Resolution: Alan Finch went to the house. Smell was in the kitchen. CL2 was 2.0 residual. Customer stated she has a filter on sink. Informed her to check the filter.

Sub Division: 470 MR Route : F02 FA ID: 7309791984
Account #: 4419728663 Customer Name: GONZALEZ, ERICA Phone #: (407) 451-5117
Address: 452 CLEMSON DR CSR: Linette Orengo Operator: Caleb Alday
Entry Date: 9/23/2014 2:17:25PM SO Type: M-SIO Request Type: No Water
Instructions: Customer states that the water is still not on. She has checked the house valve and still no water. She said there is a lock where it looks like it might be the meter box. She will be there by 4:30pm. I emailed Kim, Sylvia

Due Date: 9/23/2014 8:00:00PM Resolution Date: 9/23/2014 12:00:00AM FA Status: Completed
Resolution: Water was never turned on. Turned meter on but the water was running in the home. Turned off the house valve and tagged door telling her that the meter was off and that her house valve is now turned off. I also put an orange ribbon on her house valve so she knows what valve to turn on. CA/FT

Sub Division: 470 MR Route : F02 FA ID: 7384210633
Account #: 4725830013 Customer Name: DEFOUR, VAVIT Phone #: (773) 669-7148
Address: 487 NOTRE DAME DR CSR: Isabel Ceballos Operator:
Entry Date: 1/16/2014 10:12:31AM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: Customer says when water was turned back on in Dec, the high pressure caused a break on her side of Meter. Had to contact plumber and wants to be reimbursed. IC

Due Date: 1/17/2014 6:00:00PM Resolution Date: 1/20/2014 12:00:00AM FA Status: Completed
Resolution: Left a message that we have turned that meter on & off every month & we do not have different pressures in the system to cause that problem. It had to be on the customer's side. JAM

Sub Division: 470 MR Route : F22 FA ID: 7519510028
Account #: 7519510000 Customer Name: STAIGER, LAURIE A Phone #: (321) 277-9608
Address: 610 BARBUDA WAY CSR: Micah Johnson Operator:
Entry Date: 4/7/2014 12:47:24PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer has brown water since this morning, been flushing and hasn't cleared. Please Investigate.

Due Date: 4/7/2014 6:00:00PM Resolution Date: 4/7/2014 12:00:00AM FA Status: Completed
Resolution: Allan Finch went and spoke with the customer. Sewer cleaning and filling vac truck stirred water up.

Sub Division: 470 MR Route : F02 FA ID: 8129388065
Account #: 8125210000 Customer Name: ASGARI, MINA Phone #: (407) 682-1439
Address: 189 JAY DR CSR: Bonnie Storm Operator: Caleb Alday
Entry Date: 9/23/2014 10:41:40AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting very low pressure. Unable to use water in two locations at once. Bonnie

Due Date: 9/23/2014 8:00:00PM Resolution Date: 9/23/2014 12:00:00AM FA Status: Completed
Resolution: Customer has 50 psi and great flow, before the water softener. Customer said that they are going to bypass the Water softener at night to see if the pressure is better. Said that it only happens sometimes. She said she

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Has good pressure now and when I put the softener on bypass, the pressure did not change. CA/FT

Sub Division: 470 MR Route : F22 FA ID: 8187510868
Account #: 2119096573 Customer Name: GARCIA, JESUS Phone #: (407) 860-8406
Address: 712 OAKLANDO DR CSR: Micah Johnson Operator: Kevin Cooper
Entry Date: 6/17/2014 2:07:26PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer says his water taste like gutter water. Please Investigate
Due Date: 6/17/2014 8:00:00PM Resolution Date: 6/18/2014 12:00:00AM FA Status: Completed
Resolution: Checked address and took CL2 residual at outside hose bib where water comes into the house from meter and got a 2.0 PPM residual. Spoke with customer and he has a filter. Informed him he may want to check and have replaced. Allan Finch

Sub Division: 470 MR Route : F22 FA ID: 9526696260
Account #: 3459708812 Customer Name: NICKSON, KATYNA Phone #: (407) 221-9876
Address: 665 ACAPULCA WAY CSR: Patrina McCandies Operator: Rodel Hermano
Entry Date: 10/29/2014 9:10:16AM SO Type: M-SIO Request Type: Sewer Service Line Break
Instructions: Check for a broken pipe with root on utility side. Customer advised that plumber was doing work at home and discovered a broken pipe and cust not responsible. Patrina
Due Date: 10/30/2014 8:00:00PM Resolution Date: 10/30/2014 12:00:00AM FA Status: Completed
Resolution: Root intrusion is coming from top of the wye at 44'. Rodded and cleaned up the lines. Notified customer with results and repair will be scheduled. KEV

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Sub Division: 470 MR Route: F22 FA ID: 0296720730
Account #: 2400468029 Customer Name: CASTILLO, ESTELA Phone #: (407) 202-0407
Address: 782 HILLVIEW DR CSR: Isabel Ceballos Operator:
Entry Date: 9/29/2015 12:35:53PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reported water smelling like sewer. IC
Due Date: 9/29/2015 8:00:00PM Resolution Date: 9/30/2015 12:00:00AM FA Status: Completed
Resolution: Customer stating odor is only coming from hot water in bathroom 1.6 residual at hose bib. Customer will flush hot water heater. JA Methaney

Sub Division: 470 MR Route: F02 FA ID: 1246185510
Account #: 1248410000 Customer Name: DINICOLA, JOHN Phone #: (407) 862-5226
Address: 576 NOTRE DAME DR CSR: Yanet Garcia Operator: Jeff Methaney
Entry Date: 6/12/2015 10:28:56AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer called due to brown water and waste in shower. Also gurgling coming from toilet says there is a sewer back up somewhere. Janet
Due Date: 6/12/2015 6:00:00PM Resolution Date: 6/12/2015 12:00:00AM FA Status: Completed
Resolution: Made contact with customer. There sewer was backed up in house. On arriving plumber was on site. Trouble Was taken care of by plumbing contractor. JSM

Sub Division: 470 MR Route: F02 FA ID: 3806010816
Account #: 8106309347 Customer Name: RODRIGUEZ, YOLAIDYS Phone #: (407) 340-8127
Address: 428 CLEMSON DR CSR: Haida Caruso Operator: Kevin Cooper
Entry Date: 3/6/2015 12:16:16PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reports cloudy water for the past 5 days. Haida NV
Due Date: 3/6/2015 8:00:00PM Resolution Date: 3/6/2015 12:00:00AM FA Status: Completed
Resolution: Went to address and found that he has air in water inside house. Informed that flushing hose bib and then going inside and flushing cold water faucets should clear it up. If not, call us back. We flushed hydrant in area also. Kev

Sub Division: 470 MR Route: F22 FA ID: 7245380420
Account #: 7249510000 Customer Name: METCALF, C E Phone #: (407) 298-2530
Address: 637 ACAPULCA WAY CSR: Bonnie Storm Operator:
Entry Date: 2/16/2015 3:17:39PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting yellow colored water. Has let it run for quite a while and still discolored. Bonnie
Due Date: 2/16/2015 8:00:00PM Resolution Date: 2/16/2015 12:00:00AM FA Status: Completed
Resolution: Phoned the customer & explained to her that we had flushed the lines & the yellow will go away , if yellow in the morning give us a call back. I gave her my phone number JAM

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Sub Division: 470 MR Route: F02 FA ID: 3499033836
Account #: 3495510000 Customer Name: HUTCHINSON, ARTHUR N Phone #: (407) 862-7988
Address: 692 LASALLE DR CSR: Zakia Bouldin Operator:
Entry Date: 12/11/2015 8:32:05AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer reporting a clogged sewer.
Due Date: 12/11/2015 8:00:00PM Resolution Date: 12/11/2015 12:00:00AM FA Status: Completed
Resolution: TV'd the line for the customer; the neighbor has roots growing in her line - informed customer Rodell/ Caleb

Sub Division: 470 MR Route: F22 FA ID: 7025401072
Account #: 8478068425 Customer Name: KEENAN, MICHAEL Phone #: (407) 463-5256
Address: 700 HILLVIEW DR CSR: Bonnie Storm Operator: Michael Overton
Entry Date: 12/28/2015 3:30:41PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
Instructions: Customer is reporting wastewater back up. Bonnie
Due Date: 12/29/2015 8:00:00PM Resolution Date: 12/30/2015 12:00:00AM FA Status: Completed
Resolution: Mike Overton checked out and stated that the problem appears to be on customer side and informed To contact plumber. KEV

Sub Division: 470 MR Route: F02 FA ID: 7309225889
Account #: 4419728663 Customer Name: GONZALEZ, ERICA Phone #: (407) 451-5117
Address: 452 CLEMSON DR CSR: Kevin Marcial Operator: Kevin Cooper
Entry Date: 5/28/2015 1:28:44PM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer states water is coming back out of sinks. Seems lines are clogged. Tag results on door. Kevin
Due Date: 5/29/2015 6:00:00PM Resolution Date: 5/29/2015 12:00:00AM FA Status: Completed
Resolution: Went to address and it is pipe from kitchen sink in the back yard. Customer stated that everything else in house is draining fine. Informed cust to call plumber. KEV

Sub Division: 470 MR Route: F02 FA ID: 5234619608
Account #: 4056782938 Customer Name: BOHLING, ELIZABETH Phone #: (407) 808-1586
Address: 435 TULANE DR CSR: Sarah Locascio Operator:
Entry Date: 2/24/2015 12:10:15PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reports that her water is really milky looking and very cloudy. Has a weird taste to it. She Tried flushing her lines, but that did not work. Sarah/NV
Due Date: 2/24/2015 6:00:00PM Resolution Date: 2/25/2015 12:00:00AM FA Status: Completed
Resolution: Flushed lines in the area - had hydrant replaced on Notre dame & Trinity; water was off & we flushed the system Bac'ts were taken & should be back today jam

Sub Division: 470 MR Route: F02 FA ID: 5237317498
Account #: 4056782938 Customer Name: BOHLING, ELIZABETH Phone #: (407) 808-1586
Address: 435 TULANE DR CSR: Amanda Stonebreaker Operator: Kevin Cooper
Entry Date: 2/26/2015 8:46:41AM SO Type: M-SIO Request Type: Water Quality

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Instructions: Explained to customer we were working in area and we already replaced hydrant. She insisted that problem is not corrected and wants a call from operations. Amanda

Due Date: 2/26/2015 8:00:00PM Resolution Date: 2/27/2015 12:00:00AM FA Status: Completed

Resolution: Customer said:that water was cleared up. Customer has water softener system that is still hooked up and has not been maintained... KEV

Sub Division: 470 MR Route: F02 FA ID: 0490872335
Account #: 9144910348 Customer Name: DAMPIER, RACHAEL Phone #: (321) 422-0585

Address: 492 CLEMSON DR CSR: Isabel Ceballos Operator:
Entry Date: 2/23/2015 10:34:23AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer reported brown water. IC

Due Date: 2/23/2015 8:00:00PM Resolution Date: 2/23/2015 12:00:00AM FA Status: Completed

Resolution: We replaced a hydrant on Trinity & flushed the lines that stirred up sediment temporarily - JAM

Sub Division: 470 MR Route: F22 FA ID: 5534680417
Account #: 6446463538 Customer Name: HAGEDORN, LYLE Phone #: (727) 512-9041

Address: 653 ACAPULCA WAY CSR: Brooke Storm Operator:
Entry Date: 3/2/2015 1:24:12PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer reporting water is coming out brown-yellow color. Brooke

Due Date: 3/2/2015 8:00:00PM Resolution Date: 3/2/2015 12:00:00AM FA Status: Completed

Resolution: Flushed hydrant in the area caused yellow water - informed the customer to run water JAM

Sub Division: 470 MR Route: F02 FA ID: 0809999102
Account #: 8118545962 Customer Name: RIDLEY,KEVIN Phone #: (954) 203-3373

Address: 581 LYNCHFIELD AVE CSR: Micah Johnson Operator: Kevin Cooper
Entry Date: 3/6/2015 10:48:26AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Very low water pressure.

Due Date: 3/6/2015 8:00:00PM Resolution Date: 3/6/2015 12:00:00AM FA Status: Completed

Resolution: Went to address and checked meter. Meter was on all the way and registering fine. Customer has 52 PSI at hose bib. No one answered door and I tried to call number and kept getting busy signal. Tagged door with findings and let them know if they still have issues to call again.

Sub Division: 470 MR Route: F22 FA ID: 1546875777
Account #: 1549510000 Customer Name: KRILL, BETTY LOU Phone #: (407) 292-9191

Address: 630 ACAPULCA WAY CSR: Jessica Bridges Operator:
Entry Date: 5/22/2015 9:47:36AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions: Customer reporting his water is brown.

Due Date: 5/22/2015 8:00:00PM Resolution Date: 5/22/2015 12:00:00AM FA Status: Completed

Resolution: Flushed the hydrants in the area. Jeff

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Sub Division: 470 MR Route: F22 FA ID: 8136841181
Account #: 5856029453 Customer Name: GARCES,LUIS Phone #: (407) 468-0664
Address: 674 DURANGO WAY CSR: Crystal Woolard Operator: Greg Liggins
Entry Date: 9/14/2015 9:34:34AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer has no water pressure. CRW
Due Date: 9/14/2015 8:00:00PM Resolution Date: 9/15/2015 12:00:00AM FA Status: Completed
Resolution: Checked water pressure; adjusted water valve; customer has good water pressure now. GL

Sub Division: 470 MR Route: F02 FA ID: 5840535690
Account #: 5848410000 Customer Name: PENDER,CAROLYN J Phone #: (407) 786-0306
Address: 540 NOTRE DAME DR CSR: Samantha Gongre Operator:
Entry Date: 9/10/2015 1:11:23PM SO Type: M-SIO Request Type: Lift Station Problems
Instructions: Customer called to report stench. Describes as rotten egg smell. Says it was coming into her house and the smell was making her sick. She lives close to the plant. Dispatched to Kim and Sylvia. Sam
Due Date: 9/10/2015 8:00:00PM Resolution Date: 9/10/2015 12:00:00AM FA Status: Completed
Resolution: Left message with the customer that we had a call before & told customer to check her vent stack - no smell should be coming into the house KEV

Sub Division: 470 MR Route: F02 FA ID: 3171594604
Account #: 9749836022 Customer Name: GOMEZ,MICHELLE Phone #:
Address: 663 CLEMSON DR CSR: Jessica Bridges Operator: Rodel Hermano
Entry Date: 2/13/2015 12:52:38PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
Instructions: Customer called stating that she has had the sewer backing up into her home. This has happened About 4 times. Customer said that she hired a plumber and was told the problem is on our side.
Due Date: 2/13/2015 8:00:00PM Resolution Date: 2/13/2015 12:00:00AM FA Status: Completed
Resolution: Cleanout was half full upon arrival. Owner of the property agreed to clear the lines for us to investigate the next business day. RH

Sub Division: 470 MR Route: F02 FA ID: 7212388265
Account #: 7215210000 Customer Name: ROBLEDO, ARACELY Phone #: (407) 844-2863
Address: 406 CLEMSON DR CSR: Jessica Bridges Operator:
Entry Date: 7/27/2015 2:45:55PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Customer's daughter called to report every morning the water is brown.
Due Date: 7/31/2015 8:00:00PM Resolution Date: 7/31/2015 12:00:00AM FA Status: Completed
Resolution: CL2 at hos bib 0.4 No noticeable color. No one home but customer's son called customer and asked about softener. Left name and number to call back. Don Hasty

Sub Division: 470 MR Route: F02 FA ID: 7535126798
Account #: 7619041212 Customer Name: FLORES,SERGIO Phone #: (407) 398-2032

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Address: 520 GEORGIA AVE CSR: Lorie Mayeski Operator: Kevin Cooper
Entry Date: 3/6/2015 10:06:51AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer stated his water has a 'white powdery substance on top and clear at bottom' when filling glass. Set FA/SIO for today. Lorie M. 3-6-15 *Emailed Kim and Sylvia @ 11:08 A.M. for dispatching*
Due Date: 3/6/2015 8:00:00PM Resolution Date: 3/6/2015 12:00:00AM FA Status: Completed
Resolution: Went to address and checked water and water was clear at hose bib outside of house but when he ran a glass from faucet inside it was cloudy. I informed him that it was air in the line and he said his house was replumbed and I told him that it may be trapped in attic space where they ran new water lines and he should be able to flush it.

Sub Division: 470 MR Route: F22 FA ID: 4176823150
Account #: 9374481747 Customer Name: CROMER-SANCHEZ,SABRINA Phone #: (407) 284-0656
Address: 731 OAKLANDO DR CSR: Zakia Bouldin Operator: Shawn Ebert
Entry Date: 7/23/2015 12:49:03PM SO Type: M-SI Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low pressure.
Due Date: 7/23/2015 8:00:00PM Resolution Date: 7/23/2015 3:00:00PM FA Status: Completed
Resolution: Low pressure was caused by customer being disconnected this morning. Customer was on severance lock off. Customer made payment and service was restored. SME

ATTACHMENT "1-17"

Summertree

Pasco County - Summertree
Customer Complaints and Resolutions 01/01/11- 12/31/15

Sub Division: 414 MR Route: F29 FA ID: 0089800236
Account #: 0089800000 Customer Name: PEERY, PATRICA Phone #: (727) 379-9271
Address: 11800 IVY WOOD PL CSR: Ingrid Miller Operator: Keith Schneider
Entry Date: 5/16/2011 12:29:09PM SO Type: M-SIO Request Type: General Investigation
Instructions: Reporting of yellow water at property. Would like to have flushed if possible. Tag door. JEM 05/16
Due Date: 5/17/2011 12:00:00AM Resolution Date: 5/17/2011 3:00:00PM FA Status: Completed
Resolution: Flushed street, water clean and clear. Tagged door. KS

Sub Division: 414 MR Route: F29 FA ID: 0089800344
Account #: 0089800000 Customer Name: PEERY, PATRICA Phone #: (727) 379-9271
Address: 11800 IVY WOOD PL CSR: Lori Jones Operator: Anthony Cardinal
Entry Date: 4/5/2011 3:20:21PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer complaining of discolored water. She states it has been like this yesterday and today. LLJ
Due Date: 4/6/2011 6:00:00PM Resolution Date: 4/6/2011 11:50:00AM FA Status: Completed
Resolution: Customer said discoloration was Monday & Tuesday and was cleared up today. Still flushed the Street. TC

Sub Division: 414 MR Route: F29 FA ID: 0129800169
Account #: 0129800000 Customer Name: KASS, ELEANOR Phone #: (727) 856-1892
Address: 11645 HOLLY ANN DR CSR: Jennifer Elliot Operator: Anthony Cardinal
Entry Date: 9/28/2011 9:04:47AM SO Type: M-SIO Request Type: Odor in Sewer
Instructions: Customer reporting really bad smell through her home when she started doing her laundry, when using warm water. I called Lee Neal. Jennifer
Due Date: 9/28/2011 8:00:00PM Resolution Date: 9/28/2011 11:20:00AM FA Status: Completed
Resolution: Flushed water main on street and spoke with customer. TC

Sub Division: 414 MR Route: F29 FA ID: 0256410201
Account #: 0248384791 Customer Name: RHONE, DINA Phone #: (727) 858-9050
Address: 11226 PARADISE POINTE WAY CSR: Linda Jones Operator: Keith Schneider
Entry Date: 6/8/2011 2:04:12PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called to advise water has a very bad smell. Called to Keth. Linda C
Due Date: 6/8/2011 6:00:00PM Resolution Date: 6/9/2011 8:00:00AM FA Status: Completed
Resolution: Spoke with customer, flushed main on street. KS

Sub Division: 414 MR Route: F29 FA ID: 0508800356
Account #: 0508800000 Customer Name: CATIR, VICTOR S Phone #: (727) 857-0537
Address: 11643 WHITE ASH DR CSR: Madelin Collado Operator: Anthony Cardinal
Entry Date: 10/5/2011 7:35:32AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

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Instructions: Customer states very low water pressure. MC/NC
Due Date: 10/5/2011 6:00:00PM Resolution Date: 10/5/2011 9:00:00AM FA Status: Completed
Resolution: Customer's water softener clogged/bypassed and pressure is fine now. TC

Sub Division: 414 MR Route: F29 FA ID: 0748700702
Account #: 1441670786 Customer Name: DUCKWORTH, JOANN Phone #: (727) 843-3348
Address: 11713 BOYNTON LN CSR: Sheri Demonbreun Operator: Stephen Habrey
Entry Date: 5/20/2011 10:28:34AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to complain about quality of water; orange color. Called to Steve. Sheri
Due Date: 5/20/2011 8:00:00PM Resolution Date: 5/20/2011 12:05:00PM FA Status: Completed
Resolution: Spoke with customer and told we have started to treat for color in the water. She is ok with findings.

Sub Division: 414 MR Route: F29 FA ID: 1229800287
Account #: 1229800000 Customer Name: WREN, THOMAS Phone #: (727) 457-3229
Address: 11649 HOLLY ANN DR CSR: Linette Orengo Operator: Keith Schneider
Entry Date: 3/1/2011 2:52:43PM SO Type: M-SIO Request Type: General Investigation
Instructions: Bad smell/taste in water. Paged Tony and said to do a FA for tomorrow 3/2/11. LIO FL
Due Date: 3/2/2011 6:00:00PM Resolution Date: 3/2/2011 11:00:00AM FA Status: Completed
Resolution: Spoke with customer, flushed main on street. KS

Sub Division: 414 MR Route: F29 FA ID: 1229800375
Account #: 1229800000 Customer Name: WREN, THOMAS Phone #: (727) 457-3229
Address: 11649 HOLLY ANN DR CSR: Linda Jones Operator: Anthony Cardinal
Entry Date: 1/31/2011 10:03:57AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer advised water very smelly. Linda
Due Date: 2/1/2011 6:00:00PM Resolution Date: 2/1/2011 11:50:00AM FA Status: Completed
Resolution: Spoke to customer. Suggested he bypass his water softener and get chlorine back in his lines to disinfect and then put back in service. TC

Sub Division: 414 MR Route: F29 FA ID: 1609800473
Account #: 1609800000 Customer Name: EDGAR, DOUGLAS Phone #: (727) 379-0131
Address: 11524 HOLLY ANN DR CSR: Linda Schnauffer Operator: Anthony Cardinal
Entry Date: 10/24/2011 11:00:58AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Douglas called to report odor in water (rotten eggs) for couple of weeks. Called to Steve H DS-FL
Due Date: 10/24/2011 6:00:00PM Resolution Date: 10/25/2011 1:00:00PM FA Status: Completed
Resolution: Spoke to customer. Odor on hot water side/no odor going into house. TC

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Sub Division: 414 MR Route: F29 FA ID: 1717800059
Account #: 7506072019 Customer Name: HUELSTER, EVELYN Phone #: (727) 857-5898
Address: 11622 WHITE ASH DR CSR: Karyn Thimmes Operator: Anthony Cardinal
Entry Date: 8/11/2011 1:07:16PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaining of color of water, check and tag door with results. Karyn
Due Date: 8/12/2011 8:00:00PM Resolution Date: 8/12/2011 3:20:00PM FA Status: Completed
Resolution: Water clear at side of house/ spoke to customer. TC

Sub Division: 414 MR Route: F29 FA ID: 2296210175
Account #: 2296210000 Customer Name: RYAN, ROBERT J Phone #: (727) 856-2203
Address: 11436 WINDSTAR CT CSR: Constance Dunn Operator: Stephen Habrey
Entry Date: 8/19/2011 9:08:28AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer calling to report that very bad odor of rotten smells on Sinatra Ct, Windstar Ct and Bloomington Ct. Called to Steve@10:32am. Connie
Due Date: 8/19/2011 6:00:00PM Resolution Date: 8/19/2011 12:14:00PM FA Status: Completed
Resolution: Will increase flushing in those areas.

Sub Division: 414 MR Route: F29 FA ID: 2465110071
Account #: 2465110000 Customer Name: MIHAILOVICH, BORIS M Phone #: (727) 856-6223
Address: 12054 TOURNAMENT VIEW AVE CSR: John Tutton Operator: Stephen Habery
Entry Date: 2/7/2011 8:28:23AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer has very bad water and would like a tech to see what the problem is. Bad odor customer is Worried about. JWT
Due Date: 2/7/2011 6:00:00PM Resolution Date: 2/7/2011 10:11:00AM FA Status: Completed
Resolution: No odor at outside hose bib. Showed customer findings and he is aware of resolution.

Sub Division: 414 MR Route: F29 FA ID: 2465110271
Account #: 2465110000 Customer Name: MIHAILOVICH, BORIS M Phone #: (727) 856-6223
Address: 12054 TOURNAMENT VIEW AVE CSR: Lorie Mayeski Operator: Keith Schneider
Entry Date: 3/2/2011 9:26:46AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer stated water smells terrible. Lorie – Called out to Keith S @ 10:26AM
Due Date: 3/2/2011 6:00:00PM Resolution Date: 3/2/2011 11:00:00AM FA Status: Completed
Resolution: Water ok, no odor detected, cl2 1.8

Sub Division: 414 MR Route: F29 FA ID: 2496800202
Account #: 2496800000 Customer Name: MCGRADY, THOMAS Phone #: (727) 857-0737
Address: 11632 ASPENWOOD DR CSR: Brandi Deere Operator: Anthony Cardinal
Entry Date: 9/9/2011 1:01:03PM SO Type: M-SIO Request Type: Discolored Water

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Instructions: Customer reported brown water and odor in water. Check. Paged to Tony
Due Date: 9/9/2011 6:00:00PM Resolution Date: 9/10/2011 2:45:00PM FA Status: Completed
Resolution: Customer just came back 2 hours ago from up north/suggested customer flush their lines. TC

Sub Division: 414 MR Route: F29 FA ID:2650800911
Account #: 4345909816 Customer Name: Welch, Harry Phone #: (727) 810-0225
Address: 11637 BOYNTON LN CSR: Vicki Wilson Operator: Keith Schneider
Entry Date: 5/17/2011 7:26:53AM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer said water yellow tint, white particles floating in it. Tag door with findings. Vicki
Due Date: 5/17/2011 8:00:00PM Resolution Date: 5/17/2011 11:00:00AM FA Status: Completed
Resolution: Spoke with customer, flushed street. KS

Sub Division: 414 MR Route: F29 FA ID: 2654870306
Account #: 4345909816 Customer Name: Welch, Harry Phone #: (727) 810-0225
Address: 11637 BOYNTON LN CSR: Lorie Mayeski Operator: Stephen Habery
Entry Date: 9/11/2014 8:47:48AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Rec'd call from customer. Stated that in the last two weeks at least six times his water has been out and when water is restored 'gunk' comes out of his faucets which is causing him to flush each line minutes at a time. Last straw was wife had to miss work due to water being cut off while in shower could not rinse off to go to work. Aware of Contractor working in area and he is 'over it'. He wants to hear from Operations Supervisor. Lorie*Emailed Kim & Sylvia @ 9:55 A.M. for dispatching.
Due Date: 9/11/2014 8:00:00PM Resolution Date: 9/11/2014 10:29:00AM FA Status: Completed
Resolution: I'll speak to customer about water outages. SH

Sub Division: 414 MR Route: F29 FA ID: 2699700567
Account #: 8724769768 Customer Name: Bunting, Bill Phone #: (813) 997-1528
Address: 11803 BAYONET LN CSR: Ferrellyn Trovinger Operator: Lucas Link
Entry Date: 7/31/2014 3:27:10PM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: Customer complaining of no water. He said one of our sub-contractors was digging up a stump and cut his line. I dispatched to Kim to call for after hours.
Due Date: 7/31/2014 8:00:00PM Resolution Date: 7/31/2014 12:00:00AM FA Status: Completed
Resolution: Contractor for another company hit service line when removing tree, leak was repaired.

Account #: 2939700000 Customer Name: MCCRADY, CHARLES Phone #: (727) 856-0120
Address: 11939 BAYONET LN CSR: Jennifer Elliot Operator: Keith Schneider
Entry Date: 6/9/2011 8:38:27AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer states the water is brown and is staining everything in the home. Had problems for years and has had this problem before. Called Keith S - Jennifer
Due Date: 6/9/2011 8:00:00PM Resolution Date: 6/9/2011 2:00:00PM FA Status: Completed
Resolution: Water clean and clear, not brown. Flushed street just the same. KS

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Sub Division: 414 MR Route: F29 FA ID: 3539676476
Account #: 8030613479 Customer Name: BENDTZEN, RICHARD Phone #: (727) 856-6501
Address: 11156 MERGANSER WAY CSR: Karen Thimmes Operator: Anthony Cardinal
Entry Date: 5/26/2011 12:20:18PM SO Type: M-SIO Request Type: General Investigation
Instructions: Per customer, water has a bad odor. Please check and tag door with results. Thanks, Karyn
Due Date: 5/27/2011 8:00:00PM Resolution Date: 5/27/2011 10:55:00AM FA Status: Completed
Resolution: No odor at side of house. Tagged door. TC

Sub Division: 414 MR Route: F29 FA ID: 4500800351
Account #: 5406567287 Customer Name: PIERCE, DAVID Phone #: (727) 226-3711
Address: 11721 BAYONET LN CSR: Karen Thimmes Operator: Anthony Cardinal
Entry Date: 5/31/2011 9:31:56AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer complaining of bad odor, dirt in the water. Check and tag door with results. Karyn
Due Date: 5/31/2011 8:00:00PM Resolution Date: 5/31/2011 1:50:00PM FA Status: Completed
Resolution: Water going into house had no odor/spoke to customer and explained to her that it might be coming from hot water side and suggested she run hot water to get fresh water in tank. TC

Sub Division: 414 MR Route: F29 FA ID: 5099800255
Account #: 5099800000 Customer Name: GOOD, PERRY Phone #: (727) 378-4212
Address: 12133 LOBLOLLY PINE DR CSR: Cristina Harden Operator: Anthony Cardinal
Entry Date: 1/13/2011 9:14:03AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer reports water has strong odor. Page to Tony C. - Tina
Due Date: 1/13/2011 6:00:00PM Resolution Date: 1/13/2011 10:30:00AM FA Status: Completed
Resolution: 2nd time I have been here for same reason/customer got water softener put in 1 1/2 months ago, suggested he bypass softener to get chlorine in his lines and hot water tank, no odor before softener. TC

Sub Division: 414 MR Route: F29 FA ID: 5649800547
Account #: 5631747427 Customer Name: MARINO, JAMES Phone #: (973) 827-9081
Address: 11615 FOXWORTH LN CSR: Deborah Volz Operator: Keith Schneider
Entry Date: 6/8/2011 8:44:27AM SO Type: M-SIO Request Type: General Investigation
Instructions: Cust complaining about bad odor in water. Deb
Due Date: 6/8/2011 8:00:00PM Resolution Date: 6/8/2011 11:00:00AM FA Status: Completed
Resolution: Flushed street 5,000 gals. CL2 2.1.combined. KS

Sub Division: 414 MR Route: F29 FA ID: 6259800908
Account #: 6259800000 Customer Name: GRAZIANI, ANGELO Phone #: (740) 507-0771
Address: 11801 IVY WOOD PL CSR: Jennifer Elliot Operator: Anthony Cardinal
Entry Date: 1/17/2011 2:42:12PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer states that she has had low water pressure, so she has a hard time running the dish washer, clothes

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Washer and running water in the tub at the same time. Cust must run one machine at time due to no water pressure. Jennifer

Due Date: 1/17/2011 6:00:00PM Resolution Date: 1/18/2011 2:00:00PM FA Status: Completed

Resolution: PSI was 48 at hose bib. No odor. Suggested to customer to bypass water softener and clean out screens in Faucets. Customer stated that they had low pressure since before having a softener. TC

Sub Division: 414 MR Route: F29 FA ID: 6367800003
Account #: 6367800000 Customer Name: HACKBARTH, ANNE Phone #: (727) 856-4591
Address: 11620 PEAR TREE DR CSR: Jennifer Elliot Operator: Keith Schneider
Entry Date: 6/8/2011 2:45:10PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called in stating that there is a black ring in the toilet that won't come out even with bleach. The water comes out to the faucet yellow and now the water is smelling coming from the toilet. Cust states the yellow water has been the last 2 wks.

Due Date: 6/8/2011 8:00:00PM Resolution Date: 6/9/2011 10:00:00AM FA Status: Completed

Resolution: Water clean and clear, black ring is from old toilet flapper. KS

Sub Division: 414 MR Route: F29 FA ID: 6455310499
Account #: 6455310000 Customer Name: YOUNGS, ADDISON Phone #: (727) 667-0345
Address: 11244 GOLF ROUND DR CSR: Tricia Anderson Operator: Keith Schneider
Entry Date: 8/22/2011 10:56:29AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer states water stinks and is yellow.

Due Date: 8/23/2011 6:00:00PM Resolution Date: 8/23/2011 11:00:00AM FA Status: Completed

Resolution: Water clear, no color. Knocked on door, no answer. Flusher at end of street working fine.

Sub Division: 414 MR Route: F29 FA ID: 7417410998
Account #: 7417410000 Customer Name: KRUK, JO ANN Phone #: (727) 379-0077
Address: 11451 MERGANSER WAY CSR: Karen Thimmes Operator: Keith Schneider
Entry Date: 5/4/2011 3:48:17PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer complaining of pink color/slim in water. Check and tag door for results. Karyn

Due Date: 5/5/2011 8:00:00PM Resolution Date: 5/5/2011 9:00:00AM FA Status: Completed

Resolution: Water clean and clear, no odor. No pink color. cl2 1.5 combined. Tagged door. KS

Sub Division: 414 MR Route: F29 FA ID: 7865110672
Account #: 7865110000 Customer Name: BANDY, JAMES Phone #: (727) 856-3620
Address: 12038 TOURNAMENT VIEW AVE CSR: Tara Drury Operator: Keith Schneider
Entry Date: 5/3/2011 9:25:04AM SO Type: M-SIO Request Type: General Investigation

Instructions: Investigate sediment in water. Cust states that there is a pinkish residue in the water. Speak with Customer or tag door. TMD

Due Date: 5/3/2011 8:00:00PM Resolution Date: 5/3/2011 3:00:00PM FA Status: Completed

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Resolution: Talked with customer. Only coming in on cold water side in the kitchen. Water coming into the house is clear with no flakes. Customer has filter on water in kitchen; this could be her problem. KS

Sub Division: 414 MR Route: F29 FA ID: 7879800052
Account #: 3428847077 Customer Name: COLLINS, LUCINDA Phone #: (727) 271-6437
Address: 12153 LOBLOLLY PINE DR CSR: Lisa Silva Operator: Keith Schneider
Entry Date: 6/9/2011 11:22:33AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer is reporting a strong sulfur smell in his water. Check and speak with customer.
Due Date: 6/9/2011 8:00:00PM Resolution Date: 6/9/2011 2:00:00AM FA Status: Completed
Resolution: Flushed street. KS

Sub Division: 414 MR Route: F29 FA ID: 7997800073
Account #: 7997800000 Customer Name: FRANKS, DONALD E Phone #: (727) 856-8309
Address: 11602 GOLDEN RAIN DR CSR: Cammy Iwinski Operator: Stephen Habrey
Entry Date: 6/17/2011 11:52:50AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called in and said the water smells really bad and even washed clothes smell terrible. Cammy
Due Date: 6/17/2011 6:00:00PM Resolution Date: 6/17/2011 1:59:00PM FA Status: Completed
Resolution: Flush hydrant in front of address.

Sub Division: 414 MR Route: F29 FA ID: 8387800625
Account #: 8387800000 Customer Name: WING, CLIFF Phone #: (727) 856-6482
Address: 11623 GOLDEN RAIN DR CSR: Sheri Demonbreun Operator: Anthony Cardinal
Entry Date: 10/12/2011 12:51:02PM SO Type: HIBILL
Instructions: Reread meter and check for leaks. Customer complaining of high bill. Sheri
Due Date: 10/13/2011 8:00:00PM Resolution Date: 10/13/2011 11:25:00AM FA Status: Completed
Resolution: Read meter no leak detected/spoke with customer. Not sure why high consumption. TC

Sub Division: 414 MR Route: F29 FA ID: 8616310332
Account #: 8616310000 Customer Name: MASON, JAMES Phone #: (727) 379-9840
Address: 11317 GOLF ROUND DR CSR: Sheri Demonbreun Operator: Keith Schneider
Entry Date: 4/13/2011 7:52:21AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called to complain about strong odor in water. Called out to Keith. Sheri
Due Date: 4/13/2011 8:00:00PM Resolution Date: 4/13/2011 9:00:00AM FA Status: Completed
Resolution: Checked cl2, it was 2.5 total, 0.2 free, 2.3 combined. No odor going into house. Spoke with customer he does have a water softener.

Sub Division: 414 MR Route: F29 FA ID: 9355900742
Account #: 9355900000 Customer Name: LOTITO, ANTHONY Phone #: (727) 857-9985
Address: 11418 SINATRA CT CSR: Anthony Cardinal Operator: Anthony Cardinal
Entry Date: 10/18/2011 2:08:43PM SO Type: M-SIO Request Type: General Investigation

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Instructions: Customer complaint of smelly water. TC
Due Date: 10/18/2011 1:50:00PM Resolution Date: 10/19/2011 2:00:00PM FA Status: Completed
Resolution: Cust. smelly water was from hot water tank, explained to him to bypass softener for a little while. TC

Sub Division: 414 MR Route: F29 FA ID: 9536410329
Account #: 0740958617 Customer Name: THAMES, FRED Phone #: (727) 645-5468
Address: 11216 GODWIT CT CSR: Matthew Chandler Operator: Anthony Cardinal
Entry Date: 9/2/2011 8:15:11AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called in due to the water getting stinky. Area may need to be flushed. MC
Due Date: 9/2/2011 6:00:00PM Resolution Date: 9/2/2011 10:15:00AM FA Status: Completed
Resolution: Flushed street. TC

Sub Division: 414 MR Route: F29 FA ID: 9565900055
Account #: 7740855894 Customer Name: DENNEHY, LOUANN Phone #: (727) 856-8315
Address: 11423 TURTLE DOVE PL CSR: Lisa Silva Operator: Stephen Habrey
Entry Date: 4/18/2011 11:28:12AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called reporting that her water has a very strong sulfur smell.
Due Date: 8/14/2011 8:00:00PM Resolution Date: 8/16/2011 12:00:00AM FA Status: Completed
Resolution: Flushed in area.

Sub Division: 414 MR Route: F29 FA ID: 9956210045
Account #: 9956210000 Customer Name: ROBINSON, NELLIE Phone #: (727) 857-0173
Address: 11514 BLOOMINGTON CT CSR: Deborah Volz Operator: Keith Schneider
Entry Date: 6/1/2011 9:54:54AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called and stated high amount of sulphur smell and taste in water. Deb
Due Date: 6/1/2011 8:00:00PM Resolution Date: 6/1/2011 11:00:00AM FA Status: Completed
Resolution: Flushed street, cl2 2.3 combined. Water clean and clear, no odor. Spoke with customer. KS

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Sub Division: 414 MR Route: F29 FA ID: 0089800505
 Account #: 0089800000 Customer Name: PEERY, PATRICA Phone #: (727) 379-9271
 Address: 11800 IVY WOOD PL CSR: Vicki Wilson Operator:
 Entry Date: 7/6/2012 8:44:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer said water stinks and is rank. Wants to know if they can get an automatic flush valve, like they have on Loblolly. VLVW
 Due Date: 7/6/2012 8:00:00PM Resolution Date: 7/6/2012 10:15:00AM FA Status: Completed
 Resolution: Spoke with cust. CL2 is good at side of house. Wants to know if we can put an auto flusher at end of road. Emailed Steve H and Lee N on this. TC

Sub Division: 414 MR Route: F29 FA ID: 0335900943
 Account #: 0335900000 Customer Name: HURLEY, RICHARD L Phone #: (727) 857-9828
 Address: 11402 CLEAR OAK CIR CSR: Ingrid Jenkins Operator: Stephen Habrey
 Entry Date: 8/6/2012 9:12:15AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Check for water quality, odor, chlorine smell; investigate and record the findings, let customer know by tag if unable to speak with him. IEJ j 8/6
 Due Date: 8/6/2012 6:30:00PM Resolution Date: 8/7/2012 7:18:00AM FA Status: Completed
 Resolution: Chlorine readings at 2.2; within standards. Tagged door with findings.

Sub Division: 414 MR Route: F29 FA ID: 1285800014
 Account #: 1285800000 Customer Name: BEYER, JUDITH Phone #: (727) 856-5164
 Address: 11718 ROSE TREE DR CSR: Glenda Thompson Operator:
 Entry Date: 11/8/2012 11:31:19AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: Customer report low water pressure. Check and tag door with results. GT
 Due Date: 11/8/2012 6:00:00PM Resolution Date: 11/8/2012 11:40:00AM FA Status: Completed
 Resolution: Pressure good at side of house, cust said they had low pressure the night before/suggested they bypass softener and see if that helps. TC

Sub Division: 414 MR Route: F29 FA ID: 1609800557
 Account #: 1609800000 Customer Name: EDGAR, DOUGLAS Phone #: (727) 379-0131
 Address: 11524 HOLLY ANN DR CSR: Crystal Woolard Operator:
 Entry Date: 10/26/2012 11:08:41AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Complaining of rotten egg smell in water for past couple of days.
 Due Date: 10/26/2012 5:00:00PM Resolution Date: 10/26/2012 12:00:00AM FA Status: Completed
 Resolution: Water good going into house/spoke with customer. TC

Sub Division: 414 MR Route: F29 FA ID: 1609800184
 Account #: 1609800000 Customer Name: EDGAR, DOUGLAS Phone #: (727) 379-0131
 Address: 11524 HOLLY ANN DR CSR: Lorie Mayeski Operator: Anthony Cardinal

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Sub Division: 414 MR Route: F29 FA ID: 2465110355
Account #: 2465110000 Customer Name: MIHAILOVICH, BORIS M Phone #: (727) 856-6223
Address: 12054 TOURNAMENT VIEW AVE CSR: Lorie Mayeski Operator: Stephen Habrey
Entry Date: 2/6/2012 11:07:31AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states that water is discolored. Turned his dentures red and smells terrible. Investigate; knock on door to speak to customer upon arrival. Lorie - called L Neal @ 12:12 PM
Due Date: 2/6/2012 6:00:00PM Resolution Date: 2/6/2012 1:30:00PM FA Status: Completed
Resolution: Talked with customer, tested the CL2 content of the water and was fine. Smelled, tasted, and looked at water, all were fine. WS

Sub Division: 414 MR Route: F29 FA ID: 2465110415
Account #: 2465110000 Customer Name: MIHAILOVICH, BORIS M Phone #: (727) 856-6223
Address: 12054 TOURNAMENT VIEW AVE CSR: Madelin Collado Operator: William Stevens
Entry Date: 4/23/2012 9:12:18AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer states water is rusty and has very bad smell to it. States it normally happens in the morning. Investigate. MC/NC
Due Date: 4/24/2012 6:00:00PM Resolution Date: 4/24/2012 8:30:00AM FA Status: Completed
Resolution: Checked water at outside faucet, no odor detected, CL2 was above 2 ppm. WS

Sub Division: 414 MR Route: F29 FA ID: 2500900123
Account #: 2500900000 Customer Name: BROUKER, GWEN Phone #: (412) 787-2950
Address: 11743 IVY WOOD PL CSR: Brandi Deere Operator: Anthony Cardinal
Entry Date: 1/13/2012 2:42:52PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report low water pressure. Called out to Tony.
Due Date: 1/13/2012 6:00:00PM Resolution Date: 1/13/2012 5:00:00PM FA Status: Completed
Resolution: Customer's valve was closed. TC

Sub Division: 414 MR Route: F29 FA ID: 2985410977
Account #: 2985410000 Customer Name: ANTUNEZ, SARAH F Phone #: (727) 645-6598
Address: 11304 MOLLYMAWK CT CSR: Amanda Stonebreaker Operator:
Entry Date: 7/25/2012 8:35:15AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer is complaining that her meter is not the correct one. States she lives at Lot 5 and we are using Lot 8 meter. She is on the HOA and wants to know why this is.
Due Date: 7/26/2012 6:00:00PM Resolution Date: 7/26/2012 11:45:00AM FA Status: Completed
Resolution: The meters are correct. Read meter/verified meter SN. Flagged meter box with address number. Looks like readers are reading correct meter. TC

Sub Division: 414 MR Route: F29 FA ID: 3316210655
Account #: 9450566098 Customer Name: WELLS, WILLIAM Phone #: (563) 590-2384

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Address: 11207 CLEAR OAK CIR CSR: Margaret Coates Operator:
Entry Date: 7/19/2012 2:28:40PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Check customer's water. Says has strong odor and appears yellowish looking. Peggy NV
Due Date: 7/20/2012 6:00:00PM Resolution Date: 7/20/2012 3:35:00PM FA Status: Completed
Resolution: Customer just moved in Tuesday. Explained to him to run all faucets and hot water to get chlorination
In lines. Any more problems to call back. Also flushed street out at corner. TC

Sub Division: 414 MR Route: F29 FA ID: 3539676071
Account #: 8030613479 Customer Name: BENDTZEN, RICHARD Phone #: (727) 856-6501

Address: 11156 MERGANSER WAY CSR: Matthew Chandler Operator:
Entry Date: 7/19/2012 11:53:15AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called in a sulphur smell in the water. Says it has gotten worse over the last few days. MC
Due Date: 7/19/2012 6:00:00PM Resolution Date: 7/19/2012 12:00:00AM FA Status: Completed
Resolution: Steve H. flushed. Will adjust auto flusher. TC

Sub Division: 414 MR Route: F29 FA ID: 4236210080
Account #: 4236210000 Customer Name: WINDISCH, PAUL G Phone #: (727) 856-2971

Address: 11228 CLEAR OAK CIR CSR: Shona Robinson Operator:
Entry Date: 7/16/2012 2:53:11PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called stating that he is experiencing rusty water.
Due Date: 7/16/2012 6:30:00PM Resolution Date: 7/17/2012 9:45:00AM FA Status: Completed
Resolution: Water clear coming from meter at hose bib, tagged door. TC

Sub Division: 414 MR Route: F29 FA ID: 4236210270
Account #: 4236210000 Customer Name: WINDISCH, PAUL G Phone #: (727) 856-2971

Address: 11228 CLEAR OAK CIR CSR: Brandi Deere Operator: Lee Neal
Entry Date: 3/28/2012 8:09:25AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Cust reported brown water. Emailed to Steve
Due Date: 3/28/2012 6:00:00PM Resolution Date: 3/28/2012 10:55:00AM FA Status: Completed
Resolution: Water is clear going into house/tagged garage door. TC

Sub Division: 414 MR Route: F29 FA ID: 5126210125
Account #: 5126210000 Customer Name: FILLER, ELAINE Phone #: (727) 856-7550

Address: 11148 CLEAR OAK CIR CSR: Sylvia Watler Operator: Lee Neal
Entry Date: 3/26/2012 11:56:32AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called about water quality. Says water smells and is discolored. Says has been issue for long
time. Customer wants to be home when tested. Sylvia

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Due Date: 3/27/2012 6:00:00PM Resolution Date: 3/27/2012 3:55:00PM FA Status: Completed

Resolution: Spoke with customer. Stated that she has yellow water in clothes washer and blackish/gray water in kitchen sink. She hasn't seen anybody flushing on Clear Oak for a couple of months. Gave Red B Gone and told her I will flush street. TC

Sub Division: 414 MR Route: F29 FA ID: 6246800027
Account #: 6246800000 Customer Name: JANKOVIC, AMINADA Phone #: (727) 378-4539
Address: 11819 WAX MYRTLE CT CSR: Tricia Anderson Operator: Anthony Cardinal
Entry Date: 2/13/2012 10:08:07AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states her water is rusty and black. Phoned to Steve H. Left VM & email. TDA
Due Date: 2/13/2012 6:00:00PM Resolution Date: 2/13/2012 10:30:00AM FA Status: Completed

Resolution: Water was clear with good cl2 residual at side of house. Customer said rust was on shower and has been rusty for awhile now/ black water was in bathroom she doesn't use very often. TC

Sub Division: 414 MR Route: F29 FA ID: 6869800829
Account #: 3125040288 Customer Name: SLATTERY, LARRY Phone #: (218) 393-0420
Address: 11826 IVY WOOD PL CSR: Amanda Stonebreaker Operator:
Entry Date: 7/12/2012 10:31:35AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer still complaining of odor in water, says smells like sewer. Amanda
Due Date: 7/12/2012 6:00:00PM Resolution Date: 7/12/2012 3:50:00PM FA Status: Completed

Resolution: Already flushed street out. Told customer she needs to bypass softener and run water thru lines and hot water tank.

Sub Division: 414 MR Route: F29 FA ID: 6869800742
Account #: 3125040288 Customer Name: SLATTERY, LARRY Phone #: (218) 393-0420
Address: 11826 IVY WOOD PL CSR: Ronald Chard Operator:
Entry Date: 7/24/2012 3:23:19PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining of odor and discolored water. Please flush dead end.
Due Date: 7/25/2012 12:00:00AM Resolution Date: 7/25/2012 12:15:00PM FA Status: Completed

Resolution: Flushed street. TC

Sub Division: 414 MR Route: F29 FA ID: 6869800728
Account #: 3125040288 Customer Name: SLATTERY, LARRY Phone #: (218) 393-0420
Address: 11826 IVY WOOD PL CSR: Linette Orengo Operator:
Entry Date: 7/10/2012 1:46:20PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer has had a bad sewer smell for about a month in her water and said it looks greasy. Emailed Tony & Lee. Lynette
Due Date: 7/10/2012 6:00:00PM Resolution Date: 7/10/2012 4:25:00PM FA Status: Completed

Resolution: Flushed street/spoke with cust. TC

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Sub Division: 414 MR Route: F29 FA ID: 7006410966
Account #: 2842676711 Customer Name: GRAVE, SUSAN Phone #:
Address: 11110 KISKADEE CIR CSR: Isabel Ceballos Operator: Lee Neal
Entry Date: 3/28/2012 12:23:14PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer has had brown water all day. Emailed Steve H & Will S.
Due Date: 3/28/2012 6:00:00PM Resolution Date: 3/29/2012 11:30:00AM FA Status: Completed
Resolution: Customer said water cleared up, had brown water starting about 6am for about 4 hours. Ok when I arrived.

Sub Division: 414 MR Route: F29 FA ID: 7056410488
Account #: 9431186824 Customer Name: RUBIN, BENJAMIN Phone #: (727) 494-7205
Address: 11230 PARADISE POINTE WAY CSR: Linette Orengo Operator: William Stevens
Entry Date: 4/6/2012 8:36:18AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting water smells like sewer. It has been like this since the day he moved in. I emailed Steve Habery; Will H. Stevens; Lee Neal; Mike Wilson. LIO/FI
Due Date: 4/6/2012 6:00:00PM Resolution Date: 4/6/2012 12:00:00AM FA Status: Completed
Resolution: Checked water quality, cl2 residual good, no foul odor at outside faucet. WS

Sub Division: 414 MR Route: F29 FA ID: 7065900377
Account #: 7065900000 Customer Name: STILES, TERRY L Phone #: (727) 856-9857
Address: 11439 TURTLE DOVE PL CSR: Madelin Collado Operator: William Stevens
Entry Date: 5/8/2012 3:41:33PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer complaint about having yellowish, dirty, hard water that ruins their white clothes. They want to know what options they have to get better quality water. Document in CC&B with findings.
Due Date: 5/10/2012 6:00:00PM Resolution Date: 5/10/2012 12:00:00AM FA Status: Completed
Resolution: Examined the water from the outside tap, water is clear, and has a very good chlorine residual. WS

Sub Division: 414 MR Route: F29 FA ID: 7191322451
Account #: 3558295830 Customer Name: ROEMER, SHIRLEY Phone #: (727) 232-6285
Address: 11144 PARADISE POINTE WAY CSR: Lori Jones Operator:
Entry Date: 12/6/2012 11:53:40AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer is reporting sulfur smell in the water. She said it has been occurring for about a month. She would like a phone call or someone to stop out at the house. LLJ
Due Date: 12/6/2012 6:00:00PM Resolution Date: 12/6/2012 1:15:00PM FA Status: Completed
Resolution: Checked at hose bib, water was ok/customer has softener not working properly, cl2 on cold side, no cl2 on hot side. Suggested she get chlorination in hot water tank and that should help. TC

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Sub Division: 414 MR Route: F29 FA ID: 7256210826
Account #: 7256210000 Customer Name: WENDELL, HAROLD Phone #: (727) 856-5069
Address: 11505 BLOOMINGTON CT CSR: Deborah Volz Operator:
Entry Date: 6/13/2012 7:44:58AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaint of odor from water. Said we usually flush line to clear line. Deb.
Due Date: 6/13/2012 8:00:00PM Resolution Date: 6/13/2012 9:15:00AM FA Status: Completed
Resolution: No odor at side of house/flushed street for monthly maintenance. TC

Sub Division: 414 MR Route: F29 FA ID: 7736210122
Account #: 2627175060 Customer Name: FAGAN, JOSEPH Phone #: (727) 379-9195
Address: 11314 CLEAR OAK CIR CSR: Isabel Ceballos Operator: Stephen Habyre
Entry Date: 8/6/2012 10:31:55AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaint of brown water. IC
Due Date: 8/6/2012 6:00:00PM Resolution Date: 8/7/2012 7:17:00AM FA Status: Completed
Resolution: Found no brown water at customer's house. Customer satisfied with findings.

Sub Division: 414 MR Route: F29 FA ID: 7845900894
Account #: 7845900000 Customer Name: VAUGHN, ALEX Phone #: (727) 856-8586
Address: 11442 SINATRA CT CSR: Linette Orengo Operator:
Entry Date: 10/15/2012 2:48:43PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer says the water is very discolored. Wants lines flushed. Stated lines use to be flushed once a week and not any more. Said she wants them flushed once a week. It is getting too dirty and leaves too many stains. Emailed Steve, Tony and Lee. Linette
Due Date: 10/15/2012 6:00:00PM Resolution Date: 10/16/2012 9:00:00AM FA Status: Completed
Resolution: Flushed F.H. to please customer/sent email to Steve H, Lee N. and Mike W.TC

Sub Division: 414 MR Route: F29 FA ID: 7845900723
Account #: 7845900000 Customer Name: VAUGHN, ALEX Phone #: (727) 856-8586
Address: 11442 SINATRA CT CSR: Dona Richardson Operator:
Entry Date: 10/29/2012 7:43:00AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to complain of discolored water and states it hasn't been flushed for 2 weeks. Staining grout and bowls. Investigate. Dona
Due Date: 10/29/2012 6:00:00PM Resolution Date: 10/29/2012 12:00:00AM FA Status: Completed
Resolution: This street is scheduled to be flushed monthly, not bi-weekly. When tested, the disinfectant level in the water was within required parameters, with no detectable odor or discoloration. RC

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Sub Division: 414 MR Route: F29 FA ID: 7845900501
 Account #: 7845900000 Customer Name: VAUGHN, ALEX Phone #: (727) 856-8586
 Address: 11442 SINATRA CT CSR: Shona Robinson Operator:
 Entry Date: 9/5/2012 10:13:06AM SO Type: M-SIO Request Type: Discolored Water
 Instructions: Customer states that her water is a yellow color....Pls investigate.....Thanks
 Due Date: 9/6/2012 6:30:00PM Resolution Date: 9/5/2012 11:45:00AM FA Status: Completed
 Resolution: Water clear at side of house. Customer not home. TC

Sub Division: 414 MR Route: F29 FA ID: 7875310454
 Account #: 7875310000 Customer Name: JURKOWSKI, WILLIAM J Phone #: (727) 856-2312
 Address: 11424 GOLF ROUND DR CSR: Brandi Deere Operator: Stephen Habrey
 Entry Date: 3/16/2012 1:31:57PM SO Type: M-SIO Request Type: Discolored Water
 Instructions: Customer says water is yellow. Turned her clothes yellow and taste like sulphur. Customer is home and Requesting knock on door with results. Called out to Will S.
 Due Date: 3/16/2012 6:00:00PM Resolution Date: 3/15/2012 12:00:00AM FA Status: Completed
 Resolution: Talked with customer, they stated that water is usually like this early in the morning, chlorine level was good, customer also indicated that they have a water softener. WS

Sub Division: 414 MR Route: F29 FA ID: 7879800369
 Account #: 3428847077 Customer Name: COLLINS, LUCINDA Phone #: (727) 271-6437
 Address: 12153 LOBLOLLY PINE DR CSR: Dona Richardson Operator:
 Entry Date: 7/20/2012 10:23:02AM SO Type: M-SIO Request Type: Water Quality
 Instructions: Customer called in about foul odor in water and also discolored water. Dona
 Due Date: 7/20/2012 6:00:00PM Resolution Date: 7/20/2012 1:00:00PM FA Status: Completed
 Resolution: Water was good at house/auto flusher was running when i was there/spoke with cust. TC

Sub Division: 414 MR Route: F29 FA ID: 7879800547
 Account #: 3428847077 Customer Name: COLLINS, LUCINDA Phone #: (727) 271-6437
 Address: 12153 LOBLOLLY PINE DR CSR: Maxine Norris Operator: William Stevens
 Entry Date: 7/2/2012 8:20:16AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer called in about foul order in water and also discolored water.
 Due Date: 7/2/2012 6:30:00PM Resolution Date: 7/3/2012 12:00:00AM FA Status: Completed
 Resolution: Checked residence and auto flusher. Auto flusher was found to have a dead battery. Replaced battery and flushed system manually, informed customer that the issue was being resolved. WS

Sub Division: 414 MR Route: F29 FA ID: 8055900616
 Account #: 8055900000 Customer Name: HOLLY, MARGARET L Phone #: (727) 379-0136
 Address: 11434 SINATRA CT CSR: Lorie Mayeski Operator: Stephen Habrey
 Entry Date: 2/14/2012 9:45:51AM SO Type: M-SIO Request Type: General Investigation

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Instructions: Customer stated water is light brown. Lives in Cross Creek area of Summertree. Flush hydrant in area. Called out to Lee Neal
Due Date: 2/14/2012 6:00:00PM Resolution Date: 2/14/2012 12:00:00AM FA Status: Completed
Resolution: Hydrant was flushed for 15 minutes, water was clear the entire time, spoke with customer, and stated that water had cleared already. WS

Sub Division: 414 MR Route: F29 FA ID: 8436800090
Account #: 8436800000 Customer Name: WOODCHEKE, MARY Phone #: (727) 856-1932
Address: 11509 PAMPAS DR CSR: Linette Orengo Operator:
Entry Date: 8/22/2012 9:22:14AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer states very bad rotten egg smell in water & its oily looking. Had this problem since main was repaired. Wants lines flushed to see if that helps with the smell. Linette
Due Date: 8/23/2012 6:00:00PM Resolution Date: 8/23/2012 10:34:00AM FA Status: Completed
Resolution: Spoke to customer. Odor is on hot water side. Suggested she bypass softener. Also doesn't use very much hot water. TC

Sub Division: 414 MR Route: F29 FA ID: 8436800235
Account #: 8436800000 Customer Name: WOODCHEKE, MARY Phone #: (727) 856-1932
Address: 11509 PAMPAS DR CSR: Linda Schnauffer Operator: William Stevens
Entry Date: 6/26/2012 8:37:50AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer states water smells of rotten eggs, can't stand it anymore. Worst since the water main broke. It's better when lines are flushed regularly. Emailed Steve & Tony. Linda S
Due Date: 6/26/2012 6:00:00PM Resolution Date: 6/26/2012 12:00:00AM FA Status: Completed
Resolution: Checked chlorine level at house; levels were good. No detectable odor. Talked to customer about the possibility that the water softener may be a factor in the odors as there was a slight odor and no chlorine residual after the customer's water softener.

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Sub Division: 414 MR Route: F29 FA ID: 0089800825
Account #: 0089800000 Customer Name: PEERY, PATRICA Phone #: (727) 379-9271
Address: 11800 IVY WOOD PL CSR: Sylvia Watler Operator: William Stevens
Entry Date: 7/17/2013 11:45:46AM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer is calling about yellow water. Said her cul-de-sac doesn't get flushed when we do rest of area. Said doesn't clear if lets water run. Sylvia
Due Date: 7/17/2013 6:00:00PM Resolution Date: 7/17/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet and water was clear. CL2 was 1.6 combined. Spoke with customer and flushed area as we have been doing. WS

Sub Division: 414 MR Route: F29 FA ID: 0097800670
Account #: 0097800000 Customer Name: PICCOLO, VINCENT Phone #: (727) 856-1546
Address: 11604 SCOTCH PINE DR CSR: Micah Johnson Operator: William Stevens
Entry Date: 9/30/2013 11:56:46AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer says our ops team is using his hose to clear up main break mess. Hosing driveway and street down about 7 feet. He says he would expect a credit, uses avg of 55 gal per day. Investigate and advise of credit approval, etc.
Due Date: 9/30/2013 6:00:00PM Resolution Date: 10/1/2013 12:00:00AM FA Status: Completed
Resolution: TNT did use water from this customer's hose to clean the work area, a credit should be granted. Approximately 1,000 gallons per Steve Habery. WS

Sub Division: 414 MR Route: F29 FA ID: 0508800044
Account #: 0508800000 Customer Name: CATIR, VICTOR S Phone #: (727) 857-0537
Address: 11643 WHITE ASH DR CSR: Kimberly Bennett Operator: William Stevens
Entry Date: 10/14/2013 1:55:17PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer is calling due to odor & taste of water has not gotten better only worse. Call customer concerning resolution to problem for today and future. Emailed Steve, Lee and Mike @ 2:54pm. Kim-FL
Due Date: 10/14/2013 6:00:00PM Resolution Date: 10/15/2013 12:00:00AM FA Status: Completed
Resolution: Tested water at outside faucet, CL2 3.2, a slight chlorine odor was detected at the time of this visit. Spoke with Customer and informed him that the chlorine was within normal limits. WS

Sub Division: 414 MR Route: F29 FA ID: 0508800519
Account #: 0508800000 Customer Name: CATIR, VICTOR S Phone #: (727) 857-0537
Address: 11643 WHITE ASH DR CSR: Deborah Volz Operator: William Stevens
Entry Date: 9/17/2013 9:10:51AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer said illness in residence. Smell of water makes them ill. Request call back. Deb
Due Date: 9/17/2013 8:00:00PM Resolution Date: 9/17/2013 12:00:00AM FA Status: Completed
Resolution: Checked faucet; no odor was detected. CL2 3.3. Spoke with customer. Customer stated that there was an odor inside and was informed that there is a water softener/filter before water goes into house. WS

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Sub Division: 414 MR Route: F29 FA ID: 0508800002
Account #: 0508800000 Customer Name: CATIR, VICTOR S Phone #: (727) 857-0537
Address: 11643 WHITE ASH DR CSR: Shona Robinson Operator: William Stevens
Entry Date: 9/3/2013 8:32:20AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer stated that the bad sulfur smell has come back. States that we flushed over the weekend and the Smell is unbearable. Investigate.
Due Date: 9/3/2013 6:30:00PM Resolution Date: 9/3/2013 12:00:00AM FA Status: Completed
Resolution: Tested water, CL2 was at 3.6. Slight smell of chlorine was detected. Spoke with customer, was informed that this was the odor that the customer was reporting. Explained that due to the free burn there may be a slight odor of chlorine. WS

Sub Division: 414 MR Route: F29 FA ID: 0508800591
Account #: 0508800000 Customer Name: CATIR, VICTOR S Phone #: (727) 857-0537
Address: 11643 WHITE ASH DR CSR: Linette Orengo Operator: William Stevens
Entry Date: 8/12/2013 7:22:42AM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: Bad sulfur smell. Emailed Kim, Deb.../Linette-FL
Due Date: 8/12/2013 6:00:00PM Resolution Date: 8/12/2013 12:00:00AM FA Status: Completed
Resolution: There was a slight odor and CL2 residual was 0.7 combined. Spoke with customer and let them know that Well 13 was down but is now functioning. Flush hydrant in area. WS

Sub Division: 414 MR Route: F29 FA ID: 0748700702
Account #: 1441670786 Customer Name: DUCKWORTH, JOANN Phone #: (727) 843-3348
Address: 11713 BOYNTON LN CSR: Sheri Demonbreun Operator: Stephen Habrey
Entry Date: 5/20/2011 10:28:34AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to complain about quality of water; orange color. Called to Steve. Sheri
Due Date: 5/20/2011 8:00:00PM Resolution Date: 5/20/2011 12:05:00PM FA Status: Completed
Resolution: Spoke with customer and told we have started to treat for color in the water. She is ok with findings.

Sub Division: 414 MR Route: F29 FA ID: 0785700096
Account #: 0785700000 Customer Name: KAMINSKI, MARY Phone #: (727) 857-2491
Address: 12015 BAYONET LN CSR: Ingrid Jenkins Operator: William Stevens
Entry Date: 10/4/2013 9:27:05AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer says the water is orange. Noticed it was clear after sub work done and it is now it is back. Investigate and record the finding to inform customer. IEJ 10/04
Due Date: 10/4/2013 6:00:00PM Resolution Date: 10/4/2013 12:00:00AM FA Status: Completed
Resolution: CL2 was 2.8. Water was free of color, odor or sediments. Taste was good. Customer stated that the water was rust colored but had cleared. Customer also stated that pressure fluctuated. WS

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Sub Division: 414 MR Route: F29 FA ID: 0785700758
Account #: 0785700000 Customer Name: KAMINSKI, MARY Phone #: (727) 857-2491
Address: 12015 BAYONET LN CSR: Karen Thimmes Operator: William Stevens
Entry Date: 9/13/2013 10:34:26AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting orange/green water. Please check, customer home. Emailed Deb. Karyn
Due Date: 9/13/2013 8:00:00PM Resolution Date: 9/13/2013 12:00:00AM FA Status: Completed
Resolution: Sampled outside faucet. No odor or color detected. CL2 = 2.3. Spoke with customer. Stated that the color was detected in her toilet after returning for the season and that it was not from running water. WS

Sub Division: 414 MR Route: F29 FA ID: 0786210767
Account #: 4261336235 Customer Name: HUNT, MARGARET T Phone #: (207) 776-2290
Address: 11421 WINDSTAR CT CSR: Shona Robinson Operator: William Stevens
Entry Date: 6/20/2013 7:26:34AM SO Type: M-SIO Request Type: Odor in Sewer
Instructions: Customer called stating that they have a bad sewer odor coming out of all the drains in their home. Would like for someone to come and investigate.
Due Date: 6/20/2013 6:30:00PM Resolution Date: 6/20/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet, no odor, good cl2 residual. Customer stated that it was an odor coming from the drains not the water. Will investigate our clean out, though he stated that the water was draining fine. WS

Sub Division: 414 MR Route: F29 FA ID: 0808800682
Account #: 0808800000 Customer Name: THOMPSON, LAURIE Phone #: (727) 856-5277
Address: 11609 ENGLISH ELM DR CSR: Dona Richardson Operator: Lucas Link
Entry Date: 6/26/2013 11:19:01AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to report smelly water like rotten eggs. Emailed Kim/Deb 12:18 PM
Due Date: 6/26/2013 6:00:00PM Resolution Date: 6/26/2013 12:00:00AM FA Status: Completed
Resolution: Talked with customer. Customer has water softener. Flushed in area of complaint.

Sub Division: 414 MR Route: F29 FA ID: 0808800283
Account #: 0808800000 Customer Name: THOMPSON, LAURIE Phone #: (727) 856-5277
Address: 11609 ENGLISH ELM DR CSR: Margaret Coates Operator: William Stevens
Entry Date: 7/5/2013 1:50:03PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Customer has the water softener serviced but still is experiencing rotten egg odor. Call to discuss and Check it out. Peggy NV
Due Date: 7/8/2013 6:00:00PM Resolution Date: 7/8/2013 12:00:00AM FA Status: Completed
Resolution: Checked residuals at home, cl2 1.6 combined, began flushing hydrant. WS

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Sub Division: 414 MR Route: F29 FA ID: 1279915756
Account #: 3377673917 Customer Name: HOFFMAN, ARTHUR Phone #: (239) 247-0035
Address: 11213 KISKADEE CIR CSR: Amanda Stonebreaker Operator: William Stevens
Entry Date: 11/5/2013 8:28:28AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer said water is foamy and smells very bad. Said went to model home down street and water was fine there. Meet with customer to go over water issue. Amanda
Due Date: 11/5/2013 6:00:00PM Resolution Date: 11/5/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet. CL2 was 2.4 combined residual. No odor, foam or adverse taste was detected. Customer stated that the odor has been persistent since moving in 2 month prior. No treatment system was observed at the residence. WS

Sub Division: 414 MR Route: F29 FA ID: 1576210710
Account #: 1576210000 Customer Name: PETERSON, ANNA Phone #: (727) 856-5171
Address: 11414 BLOOMINGTON CT CSR: Ingrid Jenkins Operator: William Stevens
Entry Date: 5/28/2013 9:06:03AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer states foul odor from the faucets in home. Has to let run for some time before it clears up. Investigate and record the findings. Notify customer of results with tag on door. LEJ 05/28
Due Date: 5/28/2013 6:30:00PM Resolution Date: 5/28/2013 12:00:00AM FA Status: Completed
Resolution: Checked water at outside faucet. CL2 was good (1.9 combined). Spoke with customer. She stated that the water has been smelling like sulfur for about a month and a half. Did not detect any odor outside.

Sub Division: 414 MR Route: F29 FA ID: 1609800789
Account #: 1609800000 Customer Name: EDGAR, DOUGLAS Phone #: (727) 379-0131
Address: 11524 HOLLY ANN DR CSR: Ferrellyn Trovinger Operator: Lucas Link
Entry Date: 7/2/2013 10:08:49AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complained of smelly water. Emailed to Kim.
Due Date: 7/2/2013 6:00:00PM Resolution Date: 7/2/2013 12:00:00AM FA Status: Completed
Resolution: No odor at POE. Talked with customer. Has water softener and states that it is mostly hot water side. Recommended flushing water heater.

Sub Division: 414 MR Route: F29 FA ID: 1609800389
Account #: 1609800000 Customer Name: EDGAR, DOUGLAS Phone #: (727) 379-0131
Address: 11524 HOLLY ANN DR CSR: Deborah Volz Operator: William Stevens
Entry Date: 7/16/2013 9:35:23AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer said water PSI is extremely low. Deb
Due Date: 7/16/2013 8:00:00PM Resolution Date: 7/16/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet, 55 psi. Informed customer that pressure was good going into house. WS

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Sub Division: 414 MR Route: F29 FA ID: 1717800566
Account #: 7506072019 Customer Name: HUELSTER, EVELYN Phone #: (727) 857-5898
Address: 11622 WHITE ASH DR CSR: Amanda Stonebreaker Operator: William Stevens
Entry Date: 7/22/2013 7:29:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Check for odor in water. Amanda
Due Date: 7/22/2013 6:00:00PM Resolution Date: 7/22/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet, cl2 was 2.6 combined, no odor detected. Spoke with customer, was informed that odor is persistent without water and does not worsen with water running, customer also stated that it may be due to mold in home. WS

Sub Division: 414 MR Route: F29 FA ID: 2296210055
Account #: 2296210000 Customer Name: RYAN, ROBERT J Phone #: (727) 856-2203
Address: 11436 WINDSTAR CT CSR: Deborah Volz Operator: Lucas Link
Entry Date: 12/13/2013 11:36:32AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer wants us to come out and check her water. Water is cloudy. Said has had work done on property and opened up water service yesterday. Deb
Due Date: 12/13/2013 8:00:00PM Resolution Date: 12/13/2013 12:00:00AM FA Status: Completed
Resolution: She had multiple complaints of water quality (odor, slime, discoloration, staining, corroded fixtures, etc.) CL2 residual at POE after customer's in-line filter was a 2.0 combined residual. No odor, discoloration or sediments detected. Emailed L Neal and S Habery.

Sub Division: 414 MR Route: F29 FA ID: 2436410289
Account #: 9184833562 Customer Name: Shaffer, Karen Phone #: (973) 483-3106
Address: 11225 GODWIT CT CSR: Linette Orengo Operator: William Stevens
Entry Date: 4/2/2013 11:26:33AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer states there has been smelly water for about 3 yrs & wants something done about it. Emailed Steve, Tony, Lee. Linette-FL
Due Date: 4/2/2013 6:00:00PM Resolution Date: 4/2/2013 12:00:00AM FA Status: Completed
Resolution: Checked water. CL2 2.0 combined. No odor outside. Customer said that the smell had dissipated and it is bad in the morning but dissipates through the day.

Sub Division: 414 MR Route: F29 FA ID: 3058800582
Account #: 3058800000 Customer Name: COLLETTI, JACK Phone #: (727) 856-7804
Address: 11627 ASPENWOOD DR CSR: Micah Johnson Operator: William Stevens
Entry Date: 8/14/2013 2:50:16PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer home from vacation, water is a grayish color and has a very strong sewage smell
Due Date: 8/14/2013 6:00:00PM Resolution Date: 8/14/2013 12:00:00AM FA Status: Completed
Resolution: Checked faucet. Low CL2 residual. Odor and slight color detected. After running a few minutes, this issue cleared and CL2 residual came up to 1.9 combined. Spoke with customer and informed them that the issue was caused by water not being used. WS

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Sub Division: 414 MR Route: F29 FA ID: 3316210655
Account #: 9450566098 Customer Name: WELLS, WILLIAM Phone #: (563) 590-2384
Address: 11207 CLEAR OAK CIR CSR: Margaret Coates Operator:
Entry Date: 7/19/2012 2:28:40PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Check customer's water. Says has strong odor and appears yellowish looking. Peggy NV
Due Date: 7/20/2012 6:00:00PM Resolution Date: 7/20/2012 3:35:00PM FA Status: Completed
Resolution: Customer just moved in Tuesday. Explained to him to run all faucets and hot water to get chlorination in lines. Any more problems to call back. Also flushed street out at corner. TC

Sub Division: 414 MR Route: F29 FA ID: 3539676845
Account #: 8030613479 Customer Name: BENDTZEN, RICHARD Phone #: (727) 856-6501
Address: 11156 MERGANSER WAY CSR: Lorie Mayeski Operator: William Stevens
Entry Date: 3/21/2013 11:39:25AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer stated water smells really bad. Called out to Steve H. Lorie
Due Date: 3/21/2013 6:00:00PM Resolution Date: 3/21/2013 12:00:00AM FA Status: Completed
Resolution: Tested water, cl2 residual was 1.6, no smell was evident at the time of this visit. Customer stated that this smell comes and goes and has a slight sulphur scent. The customer has a water softener. WS

Sub Division: 414 MR Route: F29 FA ID: 4187800208
Account #: 4187800000 Customer Name: BACCHUS, CAROL Phone #: (727) 857-0055
Address: 11613 GOLDEN RAIN DR CSR: Madelin Collado Operator: William Stevens
Entry Date: 8/12/2013 7:06:14AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining about very bad odor in the water throughout the home. MC/NC
Due Date: 8/12/2013 6:00:00PM Resolution Date: 8/12/2013 12:00:00AM FA Status: Completed
Resolution: There was a slight odor, and CL2 residual was 0.8 combined. Spoke with customer, let them know that well 13 was down but is now functioning, and flushing hydrant in area. WS

Sub Division: 414 MR Route: F29 FA ID: 4228800920
Account #: 4228800000 Customer Name: FERN, JEROME Phone #: (727) 856-8624
Address: 11537 COCOWOOD DR CSR: Ingrid Jenkins Operator: William Stevens
Entry Date: 8/12/2013 7:29:26AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer concerned of strong foul odor coming from sinks and toilet. Investigate and record findings. IEJ
Due Date: 8/1/2013 6:30:00PM Resolution Date: 8/12/2013 12:00:00AM FA Status: Completed
Resolution: No odor detected, CL2 1.4 combined. Spoke with customers house keeper, let them know that the issue had been corrected and that now there would be no odor. WS

Sub Division: 414 MR Route: F29 FA ID: 4249800870
Account #: 4542166463 Customer Name: NAKAMITSU, CLAYTON W Phone #: (651) 558-6444
Address: 11742 IVY WOOD PL CSR: Carolyn McVicker Operator: William Stevens

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Entry Date: 11/11/2013 11:52:08AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Rust broke loose in washer. Towels are full of rust. Emailing Kim/Deb.
Due Date: 11/11/2013 6:00:00PM Resolution Date: 11/11/2013 12:00:00AM FA Status: Completed
Resolution: Checked water, CL2 2.4 combined, no sediment detected. Spoke with customer. The rust was only observed in the washer. Gave customer Red B Gone. Flushing is done on a weekly basis, with this issue however, the flushing for this area was moved up to today.

Sub Division: 414 MR Route: F29 FA ID: 6026800640
Account #: 1515399124 Customer Name: RADOSEVICH, NICHOLAS Phone #: (727) 856-6763
Address: 11602 PAMPAS DR CSR: Amanda Stonebreaker Operator: William Stevens
Entry Date: 7/25/2013 2:10:39PM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer said there is residue in her glasses and wants to know why water quality is so bad. Amanda
Due Date: 7/25/2013 6:00:00PM Resolution Date: 7/25/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet. CL2 2.3 combined. Quality of water was excellent. Spoke with customer. She indicated that they have a water softener and that it was an older unit. This may be causing the issue. WS

Sub Division: 414 MR Route:F29 FA ID:6137700797
Account #: 2528464402 Customer Name: LAURIE, MARSY Phone #: (813) 510-0575
Address: 11648 BOYNTON LN CSR: Diane Adams Operator: William Stevens
Entry Date: 11/14/2013 9:33:59AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting odor in water and she will be home, just knock on door. DA
Due Date: 11/14/2013 6:00:00PM Resolution Date: 11/14/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet, cl2 was 1.8 combined, no odor was detected. Spoke with customer, let her know our findings. She believes it may be her pipes. WS

Sub Division: 414 MR Route: F29 FA ID: 6518800261
Account #: 1092521656 Customer Name: MILLER, BEVERLY Phone #: (727) 808-3221
Address: 11618 ENGLISH ELM DR CSR: Jennifer Sides Operator: William Stevens
Entry Date: 7/8/2013 7:38:22AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer states water has a strong odor to it. Check. JRS
Due Date: 7/8/2013 6:00:00PM Resolution Date: 7/1/2013 12:00:00AM FA Status: Completed
Resolution: Checked CL2 (1.6 combined). Flushing hydrant to increase residuals. WS

Sub Division: 414 MR Route: F29 FA ID: 6537800552
Account #: 3240180196 Customer Name: FLYNN, MARGARET Phone #: (727) 697-2232
Address: 11607 ROSE TREE DR CSR: Israel Santos Operator: William Stevens
Entry Date: 4/1/2013 10:11:24AM SO Type: M-SIO Request Type: General Investigation
Instructions: Association rep called. There is a hole left when they made the repair and customer almost fell in to it. Israel
Due Date: 4/1/2013 6:00:00PM Resolution Date: 4/3/2013 12:00:00AM FA Status: Completed
Resolution: Spoke with customer, the "hole" is a box for the irrigation control valve, it is and has been below grade. The irrigation people have been made aware of the issue. WS

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Sub Division: 414 MR Route: F29 FA ID: 6537800892
Account #: 3240180196 Customer Name: FLYNN, MARGARET Phone #: (727) 697-2232
Address: 11607 ROSE TREE DR CSR: Diane Adams Operator: William Stevens
Entry Date: 5/1/2013 11:33:28AM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks
Instructions: Jim Johnson the subdivision property manager called and the lawn was not repaired right. Someone had fallen at a different address and he put a cone at this address. Please have repairs done correctly. DA
Due Date: 5/2/2013 6:00:00PM Resolution Date: 5/2/2013 12:00:00AM FA Status: Completed
Resolution: The area that we repaired was already corrected. The issue was the irrigation companies control box that was below grade. After checking today, the box has been brought up to grade. WS

Sub Division: 414 MR Route: F29 FA ID: 6537800129
Account #: 3240180196 Customer Name: FLYNN, MARGARET Phone #: (727) 697-2232
Address: 11607 ROSE TREE DR CSR: Karen Thimmes Operator: William Stevens
Entry Date: 3/20/2013 10:33:39AM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks
Instructions: Customer said after water main break, the sod was replaced at night and does not look good and a hole is nearby. Call Margaret to schedule lawn repair. Karyn
Due Date: 3/21/2013 8:00:00PM Resolution Date: 3/21/2013 12:00:00AM FA Status: Completed
Resolution: Spoke with customer, contractor will be contacted concerning fixing sod. WS

Sub Division: 414 MR Route: F29 FA ID: 6589800952
Account #: 7822723643 Customer Name: MCINTYRE, GEORGIANNE Phone #: (727)
378-5642
Address: 11613 HOLLY ANN DR CSR: Micah Johnson Operator: Lucas Link
Entry Date: 11/18/2013 9:46:12AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer says every faucet she turns on the water smells like sewage.
Due Date: 11/18/2013 6:00:00PM Resolution Date: 11/19/2013 12:00:00AM FA Status: Completed
Resolution: No odor or discoloration at POE. CL2 = 2.8. Customer has water softener. Recommended having that checked.

Sub Division: 414 MR Route: F29 FA ID: 6648800620
Account #: 6648800000 Customer Name: SHELDON, JANET Phone #: (727) 856-6412
Address: 11609 ASPENWOOD DR CSR: Linette Orengo Operator: William Stevens
Entry Date: 5/2/2013 9:06:32AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer has yellow water in her washer for a long time. Is now seeing yellow water in the sink & bathroom. I emailed Steve, Tony, Lee
Due Date: 5/2/2013 6:00:00PM Resolution Date: 5/2/2013 12:00:00AM FA Status: Completed
Resolution: Checked water, it was clear outside. CL2 residuals were good. Talked with customer and they were Appreciative of the care we are taking with this and have been assured that there are no health risks. WSs

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Sub Division: 414 MR Route: F29 FA ID: 6648800429
Account #: 6648800000 Customer Name: SHELDON, JANET Phone #: (727) 856-6412
Address: 11609 ASPENWOOD DR CSR: Glenda Thompson Operator: William Stevens
Entry Date: 5/10/2013 9:00:37AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is still reporting yellow water.
Due Date: 5/10/2013 6:00:00PM Resolution Date: 5/10/2013 2:34:00PM FA Status: Completed
Resolution: A slight tint to water. Customer aware that water has tint to it and there are no health issues.

Sub Division: 414 MR Route: F29 FA ID: 6707800054
Account #: 4955265331 Customer Name: MARTIN, MARGARET Phone #: (727) 953-5541
Address: 11740 WHITE ASH DR CSR: Amanda Stonebreaker Operator: William Stevens
Entry Date: 8/12/2013 9:21:21AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Check sulfur odor in water. Tag door. Amanda
Due Date: 8/12/2013 6:00:00PM Resolution Date: 8/12/2013 12:00:00AM FA Status: Completed
Resolution: Slight odor, CL2 0.8 combined. Spoke with customer, informed them that the issue had been corrected and that we were flushing, also that the odor would dissipate. WS

Sub Division: 414 MR Route: F29 FA ID: 6766700136
Account #: 8005918739 Customer Name: FUNKE, RAYMOND Phone #: (727) 457-5074
Address: 12031 BOYNTON LN CSR: Lorie Mayeski Operator: William Stevens
Entry Date: 3/13/2013 12:02:58PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer stated sewer smell coming from water. Called Steve H, advised relay to Will S in area at time of call. Lorie M
Due Date: 3/13/2013 6:00:00PM Resolution Date: 3/13/2013 12:00:00AM FA Status: Completed
Resolution: Tested water, Cl2 residuals were excellent, spoke with customer. She stated that the smell was worst this weekend and thought it may have something to do with the sewer back up, and that it is worse when the hot water is run. WS

Sub Division: 414 MR Route: F29 FA ID: 7875310079
Account #: 7875310000 Customer Name: JURKOWSKI, WILLIAM J Phone #: (727) 856-2312
Address: 11424 GOLF ROUND DR CSR: Sylvia Watler Operator: William Stevens
Entry Date: 3/20/2013 10:55:38AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer calling about water quality, said water is yellow and smelly. Sylvia
Due Date: 3/20/2013 6:00:00PM Resolution Date: 3/20/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet. No odor or color detected at this time. CL2 residual 2.2. Customer states that She had just finished a bath and the water was yellowish. Customer also showed a glass of chilled water that had a very slight yellowish tinge.

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Sub Division: 414 MR Route: F29 FA ID: 7948800360
 Account #: 7948800000 Customer Name: STROGIN, BARBARA Phone #: (727) 379-9845
 Address: 11623 Aspenwood Dr CSR: Diane Adams Operator: William Stevens
 Entry Date: 4/29/2013 9:31:34AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer reporting water smells like rotten eggs and she bought a water softener in December thinking it would help and it has not. Tag door with findings. DA
 Due Date: 4/30/2013 6:00:00PM Resolution Date: 4/30/2013 12:00:00AM FA Status: Completed
 Resolution: Cl2 residual good (1.5 combined), no smell at outside faucet, and it was going through the softener. Spoke with customer. They indicated that they would monitor more closely.

Sub Division: 414 MR Route: F29 FA ID: 7975310357
 Account #: 7975310000 Customer Name: SENTINELLA, JOHN Phone #: (727) 378-6152
 Address: 11428 GOLF ROUND DR CSR: Dona Richardson Operator: Stephen Habrey
 Entry Date: 1/21/2013 2:02:50PM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer called to report rotten egg smell in water. Dona (Emailed Steve Habery & Lee Neal 3:02 PM)
 Due Date: 1/21/2013 6:00:00PM Resolution Date: 1/22/2013 8:05:00AM FA Status: Completed
 Resolution: Spoke with customer found out it was their hot heater. Customer will flush.

Sub Division: 414 MR Route: F29 FA ID: 8048800116
 Account #: 3847697945 Customer Name: CHACO, ROQUE Phone #: (813) 465-3835
 Address: 11735 WHITE ASH DR CSR: Bonnie Storm Operator: Stephen Habrey
 Entry Date: 8/19/2013 3:04:53PM SO Type: M-SIO Request Type: Water Quality
 Instructions: Cust reporting bad odor to water. Bonnie FL
 Due Date: 8/20/2013 6:00:00PM Resolution Date: 8/21/2013 7:03:00AM FA Status: Completed
 Resolution: Customer is moving into house. Checked outside hose bib, no odor. Could be the hose has been vacant and the water in line got stale, will go away once water is being used.

Sub Division: 414 MR Route: F29 FA ID: 8048800846
 Account #: 3847697945 Customer Name: CHACO, ROQUE Phone #: (813) 465-3835
 Address: 11735 WHITE ASH DR CSR: Amanda Stonebreaker Operator: William Stevens
 Entry Date: 8/26/2013 9:45:25AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer said smell still in house. Sulfur smell. Has already flushed lines-- not helping. Amanda
 Due Date: 8/26/2013 6:00:00PM Resolution Date: 8/26/2013 12:00:00AM FA Status: Completed
 Resolution: Checked outside faucet, no odor, cl2 2.4 combined. WS

Sub Division: 414 MR Route: F29 FA ID: 8436800851
 Account #: 8436800000 Customer Name: WOODCHEKE, MARY Phone #: (727) 856-1932
 Address: 11509 PAMPAS DR CSR: Constance Dunn Operator: William Stevens
 Entry Date: 8/29/2013 9:22:28AM SO Type: M-SIO Request Type: Water Quality

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Instructions: Customer calling to complain of bad tasting water, states it may be causing her sickness. States we have put new chemicals in water. Customer wants to speak with field tech. e-mailed to Kim/Deb - Connie

Due Date: 8/29/2013 6:00:00PM Resolution Date: 8/29/2013 12:00:00AM FA Status Completed

Resolution: Found no taste issues at outside faucet. There is a water softener before the water enters the residence. Spoke with customer and explained that we have not added any new chemicals. Customer states that water was find until Tuesday morning. WS

Sub Division: 414 MR Route: F29 FA ID: 8436800084

Account #: 8436800000 Customer Name: WOODCHEKE, MARY Phone #: (727) 856-1932

Address: 11509 PAMPAS DR CSR: Amanda Stonebreaker Operator: Lucas Link

Entry Date: 11/20/2013 10:10:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer calling stating odor still in water. Said clears when we flush for a couple of weeks, then odor comes back. Brooke

Due Date: 11/20/2013 6:00:00PM Resolution Date: 11/20/2013 12:00:00AM FA Status: Completed

Resolution: No odor/discoloration at POE. Customer has water softener and complained of odor only on hot water side. Recommended flushing water heater. Going to flush closest fire hydrant per Steve Habery request.

Sub Division: 414 MR Route: F29 FA ID: 8436800404

Account #: 8436800000 Customer Name: WOODCHEKE, MARY Phone #: (727) 856-1932

Address: 11509 PAMPAS DR CSR: Sylvia Watler Operator: William Stevens

Entry Date: 10/21/2013 8:55:50AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer calling about bad tasting water, said this happens all the time at her premise. Sylvia

Due Date: 10/21/2013 6:00:00PM Resolution Date: 10/21/2013 12:00:00AM FA Status: Completed

Resolution: Checked outside faucet, total 4.6, free 0.1. Customer was complaining of a "rotten egg" odor. Also noted that there is a water softener, and asked the customer if this device was on, she stated that it was. WS

Sub Division: 414 MR Route: F29 FA ID: 8945900158

Account #: 2792362934 Customer Name: BARNES, BETH Phone #: (727) 378-3959

Address: 11438 SINATRA CT CSR: Karen Legere Operator: William Stevens

Entry Date: 4/1/2013 12:26:12PM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer called to state that water smells like rotten eggs. Dianne NV

Due Date: 4/2/2013 6:00:00PM Resolution Date: 4/2/2013 12:00:00AM FA Status Completed

Resolution: Checked water, Cl2 2.2 combined. no odor outside. There was a faint sulfur odor inside, the customer stated that they have a water treatment system that removes cl2. WS

Sub Division: 414 MR Route: F29 FA ID: 9108800755

Account #: 1626198726 Customer Name: DE VAUL, RICHARD Phone #: (727) 857-6360

Address: 11631 WHITE ASH DR CSR: Bonnie Storm Operator: William Stevens

Entry Date: 7/29/2013 9:27:28AM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer reporting strong odor of rotten eggs. Bonnie FL

Due Date: 7/29/2013 6:00:00PM Resolution Date: 7/29/2013 12:00:00AM FA Status: Completed

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Resolution: Checked outside faucet, cl2 1.3 combined, slight odor detected. Spoke with customer, was informed that the odor has lessened, flushing hydrant in area. WS

Sub Division: 414 MR Route: F29 FA ID: 9108800434
Account #: 1626198726 Customer Name: DE VAUL, RICHARD Phone #: (727) 857-6360
Address: 11631 WHITE ASH DR CSR: Bonnie Storm Operator: William Stevens
Entry Date: 8/15/2013 3:02:29PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called again about rotten egg smell. Bonnie
Due Date: 8/16/2013 6:00:00PM Resolution Date: 8/16/2013 8:00:00AM FA Status: Completed

Resolution: Upon arrival at residence, checked outside faucet, no odor was detected, took chlorine residuals 0.9 after 30 seconds, 1.2 after 60 seconds, 1.5 after 90 seconds. Will monitor further. WS

Sub Division: 414 MR Route: F29 FA ID: 9108800797
Account #: 1626198726 Customer Name: DE VAUL, RICHARD Phone #: (727) 857-6360
Address: 11631 WHITE ASH DR CSR: Lorie Mayeski Operator: William Stevens
Entry Date: 7/31/2013 9:42:49AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called again about rotten egg smell. Is not happy with just flushing and want UI Supervisor and/or Manger to call her. Lorie emailed Lee Neal & Mike Wilson.
Due Date: 7/31/2013 6:00:00PM Resolution Date: 8/12/2013 12:00:00AM FA Status: Completed

Resolution: Spoke with customer and flushed her water line going into the house. She is happy with water cleaniiing up. Will Stevens will send a credit to Kim for water we used to flush her line. This total should be credited to the customer's account as it went thru their line.

Sub Division: 414 MR Route: F29 FA ID: 9108800526
Account #: 1626198726 Customer Name: DE VAUL, RICHARD Phone #: (727) 857-6360
Address: 11631 WHITE ASH DR CSR: Karen Thimmes Operator: William Stevens
Entry Date: 7/30/2013 7:58:25AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining that odor is still bad. Wants a call or someone out there. Emailed Kim. Karyn
Due Date: 7/30/2013 8:00:00PM Resolution Date: 7/30/2013 12:00:00AM FA Status: Completed

Resolution: Checked outside faucet, cl2 0.9 combined, slight odor detected, flushing at hydrants near the residence, will continue flushing until issue is resolved. WS

Sub Division: 414 MR Route: F29 FA ID: 9426410659
Account #: 4028572670 Customer Name: LOONEY, PEGGY Phone #: (727) 378-4259
Address: 11139 KISKADEE CIR CSR: Loretta Abbott Operator:
Entry Date: 2/15/2013 12:21:04PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer's water has a bad odor. This has been going on since they returned in Nov. He has drained the tank, etc. Still bad odor. Tag door with findings. Loretta
Due Date: 2/18/2013 6:00:00PM Resolution Date: 2/18/2013 12:00:00AM FA Status: Completed

Resolution: No one home at time of visit. Unable to verify odor. Disinfectant residual is within parameters. If they have a softener it is scrubbing out our disinfectant. May need to chlorinate h/w heater. RC

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Sub Division: 414 MR Route: F29 FA ID: 9536410084
Account #: 0740958617 Customer Name: THAMES, FRED Phone #: (727) 645-5468
Address: 11216 GODWIT CT CSR: Ferrellyn Trovinger Operator:
Entry Date: 1/7/2013 4:48:25PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer called complaining of bad odor in water. Asked that we please flush line. FLT
Due Date: 1/8/2013 6:00:00PM Resolution Date: 1/8/2013 8:45:00AM FA Status: Completed
Resolution: Checked flush point and had good residual/tagged door to bypass softener if they had one and run hot water some. TC

Sub Division: 414 MR Route: F29 FA ID: 9618800138
Account #: 9618800000 Customer Name: WENK, MURIEL N Phone #: (813) 856-9444
Address: 11614 ENGLISH ELM DR CSR: Karen Thimmes Operator: William Stevens
Entry Date: 7/3/2013 9:59:27AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer complaining of "egg" odor in water. Emailed Kim. Tag door with results. Karyn
Due Date: 7/3/2013 8:00:00PM Resolution Date: 7/3/2013 12:00:00AM FA Status: Completed
Resolution: Checked residual, cl2 1.7, did not detect an odor at the residence, was informed that the customer across the street had a similar complaint and had called in the previous day. Talked with this customer as well (11615). Flushed hydrant on street. WS

Sub Division: 414 MR Route: F29 FA ID: 9618800444
Account #: 9618800000 Customer Name: WENK, MURIEL N Phone #: (813) 856-9444
Address: 11614 ENGLISH ELM DR CSR: Karen Thimmes Operator: William Stevens
Entry Date: 7/3/2013 10:03:27AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer complaining of toilet bowl turning black from water. Emailed Kim. Tag door with results. Karyn
Due Date: 7/3/2013 8:00:00PM Resolution Date: 7/3/2013 12:00:00AM FA Status: Completed
Resolution: Spoke with customer, checked cl2, flushed hydrant on street. WS

Sub Division: 414 MR Route: F29 FA ID: 9728800797
Account #: 9728800000 Customer Name: SCHREINER, LAWRENCE Phone #: (727) 379-0539
Address: 11619 COCOWOOD DR CSR: Ingrid Jenkins Operator: William Stevens
Entry Date: 7/22/2013 10:23:08AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer states his water has strong odor and has discolored. Also is clogging up his filters. Investigate and record the findings. Consult with customer as to what we have or could do for this matter. IEJ
Due Date: 7/22/2013 6:30:00PM Resolution Date: 7/22/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet, cl2 1.7 combined, no odor or discoloration detected. Spoke with customer and he stated that it was only after water had been sitting over night or through the day and cleared shortly after using. WS

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Sub Division: 414 MR Route: F29 FA ID: 9748800357
Account #: 9932672980 Customer Name: CANTRELL-BOLLWEK, LISA Phone #: (727) 597-1997
Address: 11615 ASPENWOOD DR CSR: Madelin Collado Operator: William Stevens
Entry Date: 8/13/2013 10:16:27AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaining about yellow water. Emailed Kim. MC/NC
Due Date: 8/13/2013 6:00:00PM Resolution Date: 8/13/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside faucet, cl2 2.1 combined, no odor or color detected. Upon speaking with customer, was shown yellowish water in the customer's toilet, they are upset about the color. WS

Sub Division: 414 MR Route: F29 FA ID: 4465317971
Account #: 2761208772 Customer Name: SILVA, RUTH Phone #: (727) 857-7041
Address: 11250 KISKADEE CIR CSR: Micah Johnson Operator: Lucas Link
Entry Date: 12/30/2013 9:19:43AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer says water has a high sulphur smell; egg smell.
Due Date: 12/31/2013 6:00:00PM Resolution Date: 1/2/2014 12:00:00AM FA Status: Completed
Resolution: Spoke with customer. They are not living at residence so stagnant water causing odor. CL2 = 2.1 @ POE. No odor.

Sub Division: 414 MR Route: F29 FA ID: 4216410769
Account #: 4074254652 Customer Name: SANDERS, EDITH Phone #: (727) 857-0323
Address: 11230 KISKADEE CIR CSR: Karen Thimmes Operator: William Stevens
Entry Date: 11/4/2013 2:06:21PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaining of bad odor. Karyn
Due Date: 11/5/2013 8:00:00PM Resolution Date: 11/5/2013 12:00:00AM FA Status: Completed
Resolution: Checked residual at meter; CL2 was 2.4 combined. No odor or adverse taste was detected. Customer stated that the odor has been persistent for the last 2 months. Customer has a treatment system with no faucet before treatment. WS

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Sub Division: 414 MR Route: F29 FA ID: 0029994573
Account #: 4602349396 Customer Name: MACALUSO, DIANE Phone #: (727) 226-3269
Address: 11219 MERGANSER WAY CSR: Haida Caruso Operator: Lucas Link
Entry Date: 9/5/2014 12:33:05PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reports very bad rotten egg smell in water thought the whole house. Haida NV
Due Date: 9/5/2014 8:00:00PM Resolution Date: 9/5/2014 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration at POE. Customer has water softener, spoke with customer.

Sub Division: 414 MR Route: F29 FA ID: 0089800859
Account #: 0089800000 Customer Name: PEERY, PATRICA Phone #: (727) 379-9271
Address: 11800 IVY WOOD PL CSR: Lorie Mayeski Operator: Lucas Link
Entry Date: 2/6/2014 8:28:04AM SO Type: M-SIO Request Type: Water Quality
Instructions: Received call from customer. Stated water is yellow and smells. Her hair and clothes are turning yellow. Requested flush for today. Lorie - dispatched to Kim Bennett & Deb Voltz @ 9:30AM.
Due Date: 2/6/2014 6:00:00PM Resolution Date: 2/6/2014 12:00:00AM FA Status: Completed
Resolution: No odor or discolor @ POE. CL2 = 2.3. No answer, left tag informing customer area was flushed on Monday and is on a weekly basis. Will flush again today. Per W Stevens, customer made same complaint last week with no issues found.

Sub Division: 414 MR Route: F29 FA ID: 0089800923
Account #: 0089800000 Customer Name: PEERY, PATRICA Phone #: (727) 379-9271
Address: 11800 IVY WOOD PL CSR: Israel Santos Operator: William Stevens
Entry Date: 1/30/2014 8:39:30AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Cust called stating that there is black stuff in the water. Please check and tag door with findings. Israel
Due Date: 1/30/2014 6:00:00PM Resolution Date: 1/30/2014 12:00:00AM FA Status: Completed
Resolution: Pulled residual, 3.4 total, 0.1 free, water was free of color, odor and sediment, and the taste was pleasant at the outside tap. Customer complains of "black" water after being away. No discolored water was observed as of this visit. WS

Sub Division: 414 MR Route: F29 FA ID: 0597618713
Account #: 0599700000 Customer Name: LOSADA, PAULINE Phone #: (727) 856-0680
Address: 11801 BAYONET LN CSR: Kevin Marcial Operator: Lucas Link
Entry Date: 11/4/2014 7:36:50AM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: Check valve. Customer says there is sand/dirt in her water valve seeping into her condo. Customer says water has lifted tiles in condo and into washing machine. Kevin
Due Date: 11/4/2014 6:00:00PM Resolution Date: 11/4/2014 12:00:00AM FA Status: Completed
Resolution: Water on. No odor/discoloration/sediment found at point of entry, CL2 residual=2.1. No answer at door. Tagged

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Sub Division: 414 MR Route: F29 FA ID: 0598202965
Account #: 0599700000 Customer Name: LOSADA, PAULINE Phone #: (727) 856-0680
Address: 11801 BAYONET LN CSR: Brooke Storm Operator: Lucas Link
Entry Date: 11/21/2014 3:53:34PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called to follow up on sand/sediment in her water issue. Brooke
Due Date: 11/24/2014 8:00:00PM Resolution Date: 12/10/2014 12:00:00AM FA Status: Completed
Resolution: Lee Neal spoke with customer via phone. He informed her that we would reimburse her for the valve that was damaged, but we weren't paying for her floor to be repaired. The customer wasn't happy with this response and stated that the ST office would handle it and hung up the phone.

Sub Division: 414 MR Route: F29 FA ID: 0591670854
Account #: 0599700000 Customer Name: LOSADA, PAULINE Phone #: (727) 856-0680
Address: 11801 BAYONET LN CSR: Zakia Bouldin Operator: Lucas Link
Entry Date: 11/4/2014 2:37:18PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Sediment in the valve. Due to the construction in area and the water being shut on and off has caused damage to floor. Customer would like to be contacted.
Due Date: 11/4/2014 8:00:00PM Resolution Date: 11/4/2014 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration/sediment found at point of entry, L. Neal to contact customer regarding interior complaints.

Sub Division: 414 MR Route: F29 FA ID: 0785700187
Account #: 0785700000 Customer Name: KAMINSKI, MARY Phone #: (727) 857-2491
Address: 12015 BAYONET LN CSR: Ingrid Jenkins Operator:
Entry Date: 6/26/2014 9:05:39AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reported bright yellow water and she is washing her whites. Investigate and record all information in CC&B. IEJ 06/26
Due Date: 6/26/2014 6:00:00PM Resolution Date: 6/26/2014 12:00:00AM FA Status: Completed
Resolution: Met with customer. No odor or discoloration at POE. CL2 3.0.

Sub Division: 414 MR Route: F29 FA ID: 2654870306
Account #: 4345909816 Customer Name: Welch, Harry Phone #: (727) 810-0225
Address: 11637 BOYNTON LN CSR: Lorie Mayeski Operator: Stephen Habrey
Entry Date: 9/11/2014 8:47:48AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Rec'd call from customer. Stated that in the last two weeks at least six times his water has been out and when water is restored 'gunk' comes out of his faucets which is causing him to flush each line minutes at a time. Last straw was wife had to miss work due to water being cut off while in shower could not rinse off to go to work. Aware of Contractor working in area and he is 'over it'. He wants to hear from Operations Supervisor. Lorie Emailed Kim & Sylvia @ 9:55 A.M. for dispatching.
Due Date: 9/11/2014 8:00:00PM Resolution Date: 9/11/2014 10:29:00AM FA Status: Completed
Resolution: I'll speak to customer about water outages. SH

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Sub Division: 414 MR Route: F29 FA ID: 2699700567
Account #: 8724769768 Customer Name: Bunting, Bill Phone #: (813) 997-1528
Address: 11803 BAYONET LN CSR: Ferrellyn Trovinger Operator: Lucas Link
Entry Date: 7/31/2014 3:27:10PM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: Customer complaining of no water. He said one of our sub-contractors was digging up a stump and cut his line. I dispatched to Kim to call for after hours.
Due Date: 7/31/2014 8:00:00PM Resolution Date: 7/31/2014 12:00:00AM FA Status: Completed
Resolution: Contractor for another company hit service line when removing tree, leak was repaired.

Sub Division: 414 MR Route: F29 FA ID: 3572225540
Account #: 2294723705 Customer Name: ISMAIL, SHIRAZ Phone #: (416) 829-6749
Address: 11219 KISKADEE CIR CSR: Karen Thimmes Operator: Lucas Link
Entry Date: 12/29/2014 7:32:34AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting odor in water. Check and tag door. Emailed Kim. Karyn
Due Date: 12/29/2014 8:00:00PM Resolution Date: 12/29/2014 12:00:00AM FA Status: Completed
Resolution: Customer does not have a POE hose bib so I had to pull sample from backflow, no odor/discoloration at backflow, good CL2 residual, left tag with findings.

Sub Division: 414 MR Route: F29 FA ID: 4799117853
Account #: 5721462892 Customer Name: ARLOTTA, SHIRLEY Phone #: (727) 408-0964
Address: 11737 BAYONET LN CSR: Loretta Abbott Operator: Lucas Link
Entry Date: 12/10/2014 11:42:41AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called and said when we did a meter exchange 12/09/14 (without them knowing this was going to happen) you cut the lines from the new meter to their water softener which is outside. Check on this and tag the door or call them. I am emailing Dispatch today. Loretta
Due Date: 12/10/2014 8:00:00PM Resolution Date: 12/10/2014 12:00:00AM FA Status: Completed
Resolution: Spoke with customer via phone. Explained the water softener was not connected and why the pipe was removed in order to exchange water meter. Also informed him that John of Pointe West maintenance crew was on site and did anything that involved their side of the meter.

Sub Division: 414 MR Route: F29 FA ID: 5010800240
Account #: 5010800000 Customer Name: SAWISCH, MARIA A Phone #: (262) 496-3928
Address: 11715 BAYONET LN CSR: Isabel Ceballos Operator: Lucas Link
Entry Date: 8/1/2014 8:02:36AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting brown/yellow water. IC
Due Date: 8/1/2014 8:00:00PM Resolution Date: 8/1/2014 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration at POE. No answer at door.

Sub Division: 414 MR Route: F29 FA ID: 6020260384
Account #: 1593110911 Customer Name: PASCALE, RICHARD Phone #: (727) 233-2076
Address: 11234 KISKADEE CIR CSR: Ferrellyn Trovinger Operator: Lucas Link

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Entry Date: 11/18/2014 1:34:10PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Mr. Pascale called and spoke with Scotty Haws. He complained about the water smelling like medicine, or a high chloramine level. Please check out and speak with Mr. Pascale. Ferri
Due Date: 11/18/2014 12:00:00AM Resolution Date: 11/18/2014 12:00:00AM FA Status: Completed
Resolution: No POE sample point, pulled sample from backflow. No odor/discoloration found. Spoke with customer and explained there may be a difference in the water quality since we are on straight chlorine instead of chloramines at the time.

Sub Division: 414 MR Route: F29 FA ID: 6307607570
Account #: 6300800000 Customer Name: CASSIDY, GERALDINE M Phone #: (727) 856-3358
Address: 11727 BAYONET LN CSR: Lorie Mayeski Operator: Lucas Link
Entry Date: 11/12/2014 11:22:28AM SO Type: M-EXCHNG
Instructions: Customer stated low pressure at premise for a long time now and cannot do a load of laundry. Tech Please knock on door upon arrival and discuss with customer.*Emailed Kim and Sylvia @ 12:22 P.M. for dispatching*
Due Date: 11/12/2014 8:00:00PM Resolution Date: 11/12/2014 12:30:00AM FA Status: Completed
Resolution: Good water pressure at point of entry, customer has water softener, no answer at door, left tag, found meter stuck, exchange meter.

Sub Division: 414 MR Route: F29 FA ID: 6532766896
Account #: 3240180196 Customer Name: FLYNN, MARGARET Phone #: (727) 697-2232
Address: 11607 ROSE TREE DR CSR: Sylvia Watler Operator: Lucas Link
Entry Date: 10/2/2014 9:03:20AM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks
Instructions: Customer is reporting that when we were out yesterday we left a mess in her yard and said driveway is damaged. Contact customer. Is concerned about tripping in driveway due to large cracks. Emailed Kim
Due Date: 10/2/2014 8:00:00PM Resolution Date: 10/2/2014 12:00:00AM FA Status: Completed
Resolution: Contractor hired irrigation crew for neighborhood to make proper landscaping repairs, damage in driveway not due to repairs we made. We only worked in yard, area in yard marked off with caution tape where we were working.

Sub Division: 414 MR Route: F29 FA ID: 6531454038
Account #: 3240180196 Customer Name: FLYNN, MARGARET Phone #: (727) 697-2232
Address: 11607 ROSE TREE DR CSR: Karon Hinchcliffe Operator: Lucas Link
Entry Date: 10/3/2014 1:46:38PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer said she has pictures of the heavy equipment on her driveway doing repairs on front yard. There are cracks wider in the drive way and she is afraid husband will trip in it. Karon
Due Date: 10/6/2014 6:00:00PM Resolution Date: 10/8/2014 12:00:00AM FA Status: Completed
Resolution: After meeting with S. Habery, the customer is ok with driveway repairs.

Sub Division: 414 MR Route: F29 FA ID: 6871955946
Account #: 7145420882 Customer Name: ARNOLD, TONY Phone #: (727) 378-3298
Address: 11831 BAYONET LN CSR: Ewan Dehnert Operator: Lucas Link

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Entry Date: 12/4/2014 8:30:08AM SO Type: M-SIO Request Type: Water Quality
Instructions: Check premise water quality. Customer states when he uses the water from tap or making coffee he can see a film or something like that floating on top of water. Ewan
Due Date: 12/5/2014 8:00:00PM Resolution Date: 12/5/2014 12:00:00AM FA Status: Completed
Resolution: Spoke with customers, no odor/discoloration at POE, cl2=2.4

Sub Division: 414 MR Route: F29 FA ID: 8048800384
Account #: 3847697945 Customer Name: CHACO, ROQUE Phone #: (813) 465-3835
Address: 11735 WHITE ASH DR CSR: Haida Caruso Operator: Lucas Link
Entry Date: 6/9/2014 10:56:43AM SO Type: M-SIO Request Type: Water Quality
Instructions: Please check water quality. Customer reports water is red in one of the toilets. Explained to her that it was not likely a problem with our system. Tag door with results. Haida NV
Due Date: 6/10/2014 8:00:00PM Resolution Date: 6/10/2014 12:00:00AM FA Status: Completed
Resolution: No odor or discoloration at POE. 2.7 CL2 residual. Only has problem in one bathroom that is not normally used and has red flapper. Explained this is most likely the issue.

Sub Division: 414 MR Route: F29 FA ID: 8438704669
Account #: 8436800000 Customer Name: WOODCHEKE, MARY Phone #: (727) 856-1932
Address: 11509 PAMPAS DR CSR: Ingrid Jenkins Operator: Lucas Link
Entry Date: 9/15/2014 11:06:21AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called regarding a smell in her water very strong; she says running the water for over 30 seconds it gets stronger. Investigate and record the information in CC&B and notify her with door tag. IEJ
Due Date: 9/15/2014 6:00:00PM Resolution Date: 9/15/2014 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration at POE, cl2 residual 2.8 at POE.

Sub Division: 414 MR Route: F29 FA ID: 8976410902
Account #: 9260196864 Customer Name: MCGUIRE, ROSEMARIE Phone #: (727) 857-6785
Address: 11130 MERGANSER WAY CSR: Brooke Storm Operator: William Stevens
Entry Date: 2/10/2014 10:41:36AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called reporting green water. Says it is visible in cold water. Please take a look, tag door with results. Brooke
Due Date: 2/10/2014 6:00:00PM Resolution Date: 2/10/2014 12:00:00AM FA Status: Completed
Resolution: Checked cl2 2.6 total, 0.1 free. Water was free of odor, color, and sediment. Taste was excellent. Spoke with customer, they did not seem happy with the answer given, and insisted that the water inside was yellow/ green. Stated that there is a filter. WS

Sub Division: 414 MR Route: F29 FA ID: 8985700710
Account #: 8985700000 Customer Name: PORZIO, ROSEMARIE Phone #: (727) 379-9172
Address: 12019 BAYONET LN CSR: Loretta Abbott Operator: Lucas Link
Entry Date: 1/2/2014 7:47:44AM SO Type: M-SIO Request Type: Taste or Odor in the Water

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Instructions: Customer states the water smells like rotten eggs. This has been going on forever. Check and tag door.
Loretta

Due Date: 1/3/2014 6:00:00PM Resolution Date: 1/2/2014 12:00:00AM FA Status: Completed

Resolution: Stopped by customer on 01/02/14. No odor/discoloration at POE. Talked with customer. Customer also had no odor inside her home at the time of visit.

Sub Division: 414 MR Route: F29 FA ID: 9758700673

Account #: 3660884281 Customer Name: BATLINER, DONALD Phone #: (540) 621-1377

Address: 11702 BAYONET LN CSR: Linette Orengo Operator: Lucas Link

Entry Date: 3/3/2014 11:46:42AM SO Type: M-SIO Request Type: Odor in Sewer

Instructions: Customer states the water smells like untreated river wtr. Wants to know if safe to wash & drink with. Please see what's going on. I emailed Kim, Deb

Due Date: 3/3/2014 6:00:00PM Resolution Date: 3/4/2014 12:00:00AM FA Status: Completed

Resolution: Spoke with cust via phone on 3/3. Met with cust on 3/4 in am. CL2=2.4 and no odor at the point of entry. Customer said odor had cleared some and that they were new tenants. I informed him that it was most likely stagnant water in their lines.

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Sub Division: 414 MR Route: F29 FA ID: 0179140532
Account #: 9741588268 Customer Name: KEHOE, WALTER J Phone #: (516) 921-0841
Address: 11613 BAYONET LN CSR: Kimberly Bennett Operator: Lucas Link
Entry Date: 7/21/2015 12:34:25PM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer called due to sand in toilets. Check and advise customer of findings. Knock on door.
Dispatched at 1:25pm. Kim-FL
Due Date: 7/21/2015 6:00:00PM Resolution Date: 7/21/2015 12:00:00AM FA Status: Completed
Resolution: Met with customer, no odor/discoloration/sediment @ point of entry, 2.3 CL2 residual.

Sub Division: 414 MR Route: F29 FA ID: 0501971274
Account #: 0508800000 Customer Name: CATIR, VICTOR S Phone #: (727) 857-0537
Address: 11643 WHITE ASH DR CSR: Kimberly Bennett Operator: Lucas Link
Entry Date: 11/20/2015 10:08:21AM SO Type: M-SIO Request Type: Water Quality
Instructions: WATER QUALITY COMPLAINT
Due Date: 11/20/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration @ POE, pulled a 2.3 combined cl2 residual, customer has water softener, fire hydrant across the street from customer home is flushed weekly, verified that customer is aware this routine flushing occurs there. Relayed information to L.Neal & S.Habery as customer requested a call.

Sub Division: 414 MR Route: F29 FA ID: 0549433361
Account #: 0548800000 Customer Name: GARBACKI, PETER Phone #: (727) 856-1900
Address: 11601 ASPENWOOD DR CSR: Zakia Bouldin Operator: Lucas Link
Entry Date: 6/8/2015 9:12:22AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting an odor in water and water was coming out black.
Due Date: 6/8/2015 8:00:00PM Resolution Date: 6/8/2015 12:00:00AM FA Status: Completed
Resolution: Odor at POE, low cl2 residual, flushed fire hydrant on street, spoke with customer, hydrant added into routine flushing during low seasonal population.

Sub Division: 414 MR Route: F29 FA ID: 0568014244
Account #: 9227049459 Customer Name: WEBER, SANDRA Phone #: (262) 358-5786
Address: 11649 COCOWOOD DR CSR: Ewan Dehnert Operator: Lucas Link
Entry Date: 7/31/2015 9:47:17AM SO Type: M-SIO Request Type: Inspection
Instructions: Contact customer Sandra as she states she has some questions on the door tag that was left on door about the results from last FA. Ewan
Due Date: 7/31/2015 6:00:00PM Resolution Date: 7/31/2015 12:00:00AM FA Status: Completed
Resolution: She was very animated and irritated from the moment I arrived. Not only does she have a water softener, but she also stated the odor was coming from the hot water side. She didn't want to listen to anything that I had to say. The end result was her telling me to "just go away and forget it" as she was going inside and then shut the door.

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Sub Division: 414 MR Route: F29 FA ID: 0566375998
Account #: 9227049459 Customer Name: WEBER, SANDRA Phone #: (262) 358-5786
Address: 11649 COCOWOOD DR CSR: Sylvia Watler Operator: Lucas Link
Entry Date: 7/30/2015 11:22:13AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer is complaining of water quality. States water smells very bad and this has been going on for some time. Sylvia
Due Date: 7/30/2015 8:00:00PM Resolution Date: 7/30/2015 12:00:00AM FA Status: Completed
Resolution: No one at property during investigation, left tag with findings. Cust has water softener installed before point of entry. Hose bib, with water softener in use the combined CL2 residual was 0.2 and then was 3.8 when water softener was bypassed. Cust is on the same street as one of our wells, my tag explained why this happened.

Sub Division: 414 MR Route: F29 FA ID: 0780358887
Account #: 0785700000 Customer Name: KAMINSKI, MARY Phone #: (727) 857-2491
Address: 12015 BAYONET LN CSR: Samantha Gongre Operator: Lucas Link
Entry Date: 6/30/2015 9:15:33AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Investigate claims of discolored water. Apparently this is a problem that has been occurring in this area for an extended period of time. Dispatched to Kim and Sylvia. Sam.
Due Date: 6/30/2015 8:00:00PM Resolution Date: 6/30/2015 12:00:00AM FA Status: Completed
Resolution: Combined 2.9 CL2 residual. Spoke with customer, no odor nor discoloration at POE, customer was present while I pulled sample, she agreed that sample looked clear.

Sub Division: 414 MR Route: F29 FA ID: 1619528028
Account #: 6894430864 Customer Name: CHEAVES, JERRY Phone #: (248) 229-1986
Address: 11626 WHITE ASH DR CSR: LaQuon Huntley Operator: Lucas Link
Entry Date: 7/7/2015 10:43:39AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states she has brown water.
Due Date: 7/7/2015 8:00:00PM Resolution Date: 7/7/2015 12:00:00AM FA Status: Completed
Resolution: No answer at door, no odor nor discoloration at point of entry, pulled 2.2 combined CL2 residual, left tag.

Sub Division: 414 MR Route: F29 FA ID: 161222337
Account #: 6894430864 Customer Name: CHEAVES, JERRY Phone #: (248) 229-1986
Address: 11626 WHITE ASH DR CSR: Micah Johnson Operator: Lucas Link
Entry Date: 5/22/2015 9:01:42AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called about brown water.
Due Date: 5/22/2015 8:00:00PM Resolution Date: 5/22/2015 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration at POE, spoke with customer, has water softener and just moved into house that has been empty for a while.

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Sub Division: 414 MR Route: F29 FA ID: 1640990936
Account #: 5616236640 Customer Name: CARTER, CYNTHIA Phone #: (505) 412-0814
Address: 11719 BOYNTON LN CSR: Yanet Garcia Operator: Lucas Link
Entry Date: 10/16/2015 8:10:22AM SO Type: M-SIO Request Type: Odor in Sewer
Instructions: Customer complaining of water smelling like rotten eggs. Janet/FL
Due Date: 10/16/2015 8:00:00PM Resolution Date: 10/16/2015 12:00:00AM FA Status: Completed
Resolution: No odor/dicolor at POE, combined 3.0 cl2 residual, no answer at door, left tag.

Sub Division: 414 MR Route: F29 FA ID: 1720928417
Account #: 1726800000 Customer Name: SANTINI, RICHARD Phone #: (727) 856-3109
Address: 11516 PAMPAS DR CSR: Isabel Ceballos Operator: Lucas Link
Entry Date: 5/4/2015 10:00:52AM SO Type: M-SIO Request Type: High or Low Waster Pressure
Instructions: Customer reporting very low water pressure.
Due Date: 5/4/2015 8:00:00PM Resolution Date: 5/4/2015 12:00:00AM FA Status: Completed
Resolution: Met with customer. They have inline filter before POE hose bib. They stated they have been having pressure issues ever since that was installed. No way to bypass to verify if that was issue. Customer to try to replace filter to see if that resolves problem.

Sub Division: 414 MR Route: F29 FA ID: 2896540644
Account #: 6858590626 Customer Name: ELGANAINY, LORETTA Phone #: (407) 729-0727
Address: 11906 CARISSA LN CSR: Brittany Warembourg Operator: Lucas Link
Entry Date: 10/6/2015 11:44:43AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to say that water is brown. Loretta
Due Date: 10/6/2015 8:00:00PM Resolution Date: 10/6/2015 12:00:00AM FA Status: Completed
Resolution: No odor/dicolor at POE, combined 3.5 cl2 residual, customer requested to speak to supervisor after I explained my findings.

Sub Division: 414 MR Route: F29 FA ID: 3299287603
Account #: 7672516424 Customer Name: MORGAN, DAVID Phone #: (647) 287-9230
Address: 12034 BOYNTON LN CSR: Kevin Marcial Operator: Lucas Link
Entry Date: 12/18/2015 12:06:30PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states water is dirty and smells like sewer. Brown and green water and a strong smell. Customer has allowed water to flush and it still has not cleared up. Kevin
Due Date: 12/18/2015 8:00:00PM Resolution Date: 12/18/2015 12:00:00AM FA Status: Completed
Resolution: No odor nor discoloration at POE. Customer stated that it is a bathroom they rarely use plus the fact that they were just gone for about 8 months. I told them it sounded like stagnant water. They are close to well #1 which provides our best water in this system. Customer was satisfied with my information.

Sub Division: 414 MR Route: F29 FA ID: 3896242976

Pasco County - Summertree
Customer Complaints and Resolutions 01/01/11- 12/31/15

Account #: 8380322766 Customer Name: KEENAGHAN, WILLIAM Phone #: (727) 505-9187
Address: 11513 SCOTCH PINE DR CSR: Ronald Chard Operator: Lucas Link
Entry Date: 5/25/2015 7:41:00PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer pulled sample of discolored water. P/U sample. If customer is not home sample will be left
Due Date: 5/26/2015 6:18:00PM Resolution Date: 5/26/2015 12:00:00AM FA Status: Completed
Resolution: After hours call per R.CHARD, customer has water softener, 1.9 cl2 residual with no odor/discoloration at POE before water softener, left tag.

Sub Division: 414 MR Route: F29 FA ID: 4799553377
Account #: 5721462892 Customer Name: ARLOTTA, SHIRLEY Phone #: (727) 408-0964
Address: 11737 BAYONET LN CSR: Lorie Mayeski Operator: Lucas Link
Entry Date: 8/28/2015 11:41:26AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer stated has grit in water sand like particles in tub water, toilet. Please investigate and discuss finding with Mr. Arlotta who will be home. Lorie dispatched to Ferri and Sylvia
Due Date: 8/28/2015 8:00:00PM Resolution Date: 8/28/2015 12:00:00AM FA Status: Completed
Resolution: No odor, discoloration, nor sediments at POE, combined 3.5 cl2 residual, spoke with customer, stated they find grit-like substance in tub after showering, he stated they haven't flushed their hot water heater since they moved in. Advised him to start there.

Sub Division: 414 MR Route: F29 FA ID: 5767085712
Account #: 4575606492 Customer Name: VENTURA, FRANK Phone #: (727) 457-0399
Address: 11721 ASPENWOOD DR CSR: Paul Wright Operator: Lucas Link
Entry Date: 11/3/2015 7:24:36AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer has been calling in for the past month or 2 about discolored water and smell in the water. We already sent a tech out there he stated it was fine. Customer doesn't want to pay bill due to this cause he states he has to buy water to consume due to smell and discoloration. Can you please contact him about this and see what needs to be done please? Paul.
Due Date: 11/3/2015 8:00:00PM Resolution Date: 11/3/2015 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration at POE, 2.6 cl2 residual.

Sub Division: 414 MR Route: F29 FA ID: 8663992470
Account #: 2050383498 Customer Name: SULLIVAN, PAMELA Phone #: (586) 557-0939
Address: 11601 BAYONET LN CSR: Brooke Storm Operator: Lucas Link
Entry Date: 4/15/2015 11:44:35AM SO Type: M-SIO Request Type: No Water
Instructions: Customer called to report no water for about an hour and a half.
Due Date: 4/15/2015 8:00:00PM Resolution Date: 4/15/2015 12:00:00AM FA Status: Completed
Resolution: Water turned off at customer's valve by house, talked w/customer.

Sub Division: 414 MR Route: F29 FA ID: 9668348285
Account #: 9667700000 Customer Name: SPLENDORIO, LUCILLE Phone #: (727) 857-9895

Pasco County - Summertree
Customer Complaints and Resolutions 01/01/11- 12/31/15

Address: 11401 MERGANSER WAY CSR: Brooke Storm Operator: Lucas Link
Entry Date: 7/31/2015 7:28:38AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to report discolored water. Brooke
Due Date: 7/31/2015 8:00:00PM Resolution Date: 7/31/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with customer. She has a water softener. Point of entry sample showed 2.0 cl2 residual without any discolor, odor, or sediment. Also I am currently flushing the fire hydrant located in this area.

Sub Division: 414 MR Route: F29 FA ID: 9429479640
Account #: 4028572670 Customer Name: LOONEY, PEGGY Phone #: (727) 378-4259
Address: 11139 KISKADEE CIR CSR: Karon Hinchcliffe Operator: Lucas Link
Entry Date: 6/26/2015 2:41:01PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer said her water smells like sulphur. Karon
Due Date: 6/26/2015 6:00:00PM Resolution Date: 6/26/2015 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration found, customer had water softener installed at POE, spoke with customer.

Sub Division: 414 MR Route: F29 FA ID: 1536987003
Account #: 2344852267 Customer Name: GONZALEZ, SANTIAGO Phone #: (727) 857-3164
Address: 11221 GODWIT CT CSR: Jerrie Hoffman Operator: Lucas Link
Entry Date: 7/23/2015 12:58:30PM SO Type: M-SIO Request Type: Odor in Sewer
Instructions: Bad sewer odor coming into the house. Reported by customer. Jerrie NV
Due Date: 7/23/2015 8:00:00PM Resolution Date: 7/23/2015 12:00:00AM FA Status: Completed
Resolution: Met with customer. No odor/discoloration at POE, 3.0 cl2 residual. Customer states odor only in bathroom that's rarely used, informed customer that sitting water can cause this - suggested to use the bathroom more often to verify that odor no longer exists.

Sub Division: 414 MR Route: F29 FA ID: 7295478994
Account #: 6587055219 Customer Name: DEMADDIS, JOSEPH Phone #: (702) 610-9397
Address: 11252 MERGANSER WAY CSR: Constance Dunn Operator: Stephen Habrey
Entry Date: 3/2/2015 11:18:32AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called to say that smell is very intense. Please flush hydrant. Connie
Due Date: 3/3/2015 8:00:00PM Resolution Date: 3/3/2015 12:00:00AM FA Status: Completed
Resolution: Cl2 Res @ house 2.2 No odor water clear, unable to flush hydrant do to cars parked at hydrant, opened auto flusher past cust house to flush, Res. was good.

Sub Division: 414 MR Route: F29 FA ID: 8729348737
Account #: 1608130986 Customer Name: TOMASEK, VICTORIA Phone #: (727) 233-6776
Address: 11148 MERGANSER WAY CSR: Isabel Ceballos Operator: Lucas Link
Entry Date: 9/16/2015 10:22:44AM SO Type: M-SIO Request Type: Discolored Water

Pasco County - Summertree
Customer Complaints and Resolutions 01/01/11– 12/31/15

Instructions: Customer says she had to spend \$5,000 on a filtration system, she continues to have sulfur smell and brown water. Contact customer. She says this problem needs to be corrected by water company. We have sent out a young guy before and all he has told her is that water is tested and tested fine within guidelines. IC

Due Date: 9/17/2015 8:00:00PM Resolution Date: 9/17/2015 12:00:00AM FA Status: Completed

Resolution: Cust is requesting financial reimbursements due to her out of pocket expenses with her new filtration system because she didn't feel our water quality was up to par with her desires. She understands that our water is within DEP regulations and I pulled a 1.9 cl2 residual without odor/discoloration today prior to talking to her.

ATTACHMENT "1-17"

Orangewood

Pasco County - Orangewood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 307 MR Route: F35 FA ID: 1286800114
Account #: 1286800000 Customer Name: STANLEY, HELEN Phone #: (727) 938-4499
Address: 4618 ABDELLA LN CSR: Karen Thimmes Operator: Jeffrey Finehirsh
Entry Date: 3/24/2011 2:25:59PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called complaining of bad odor from water, Called Lee. Karyn.
Due Date: 3/24/2011 8:00:00PM Resolution Date: 3/24/2011 4:00:00PM FA Status: Completed
Resolution: spoke with customer it only happen once and a while tested water cool clear no odor good residual

Sub Division: 307 MR Route: F35 FA ID: 1727710307
Account #: 1727710000 Customer Name: GIORDANO ENTERPRISE LLC Phone #: (727) 942-3551
Address: 2628 US HWY 19 CSR: Cristina Harden Operator: Keith Schneider
Entry Date: 1/13/2011 11:00:38AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer reports dirty water. Paged to Keith S. Tina
Due Date: 1/13/2011 6:00:00PM Resolution Date: 1/13/2011 2:00:00PM FA Status: Completed
Resolution: Checked water, it was ok. KS

Pasco County - Orangewood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 307 MR Route: F35 FA ID: 0985800156
Account #: 9617644818 Customer Name: SEYMOUR, SARA Phone #: (727) 815-6899
Address: 2526 SWEETWOOD DR CSR: Matthew Chandler Operator:
Entry Date: 5/21/2012 9:20:17AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Per customer, yesterday 05/19/12 the water started to have a real bad taste to it. Check out. MC
Due Date: 5/21/2012 6:00:00PM Resolution Date: 5/21/2012 12:00:00AM FA Status: Completed
Resolution: Customer stated problem cleared up. Water is clear, odor free and has a residual of 1.2 at this time. RC

Sub Division: 307 MR Route: F35 FA ID: 3793800101
Account #: 2146049763 Customer Name: REDNOUR, CHRISTOPHER Phone #: (727) 488-1185
Address: 4737 LONGWOOD AVE CSR: Loretta Abbott Operator: Anthony Cardinal
Entry Date: 2/8/2012 9:25:09AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer says was is nasty looking and smells. Pressure very low in shower. Tag door with findings.
Due Date: 2/9/2012 6:00:00PM Resolution Date: 2/9/2012 4:15:00PM FA Status: Completed
Resolution: Checked water at side of house and there was nothing wrong with it, cl2 residual 1.8. No odor or color. Good pressure. TC

Sub Division: 307 MR Route: F35 FA ID: 5664800226
Account #: 5251135495 Customer Name: WALLACE, BRENDISHIA Phone #: (850) 702-7313
Address: 4812 LONGWOOD AVE CSR: Glenda Thompson Operator:
Entry Date: 9/24/2012 2:11:43PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting no water pressure. GT.
Due Date: 9/24/2012 6:00:00PM Resolution Date: 9/24/2012 12:00:00AM FA Status: Completed
Resolution: Curb stop was in off position. Turned on stop and house had pressure. RC

Sub Division: 307 MR Route: F35 FA ID: 7904800321
Account #: 8990228144 Customer Name: CHELLIS, STEPHEN Phone #: (603) 247-2811
Address: 4711 BLOSSOM DR CSR: Deborah Volz Operator: Stephen Habrey
Entry Date: 8/29/2012 11:45:58AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low PSI. Deb
Due Date: 8/29/2012 8:00:00PM Resolution Date: 8/30/2012 7:12:00AM FA Status: Completed
Resolution: It was the customer's hot water heater.

Sub Division: 307 MR Route: F35 FA ID: 8138800031
Account #: 0523944349 Customer Name: MICHAEL KIRK Phone #: (727) 470-4171
Address: 5015 DARLINGTON RD CSR: Karon Hinchcliffe Operator: Stephen Habrey
Entry Date: 10/23/2012 11:14:23AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Customer reporting water has strong chlorine smell. KH

Pasco County - Oranewood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Due Date: 10/23/2012 6:00:00PM Resolution Date: 10/24/2012 7:56:00AM FA Status: Completed

Resolution: Flush outside hose bib. Customer satisfied.

Pasco County - Orangewood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 307 MR Route: F35 FA ID: 1727710677
Account #: 1727710000 Customer Name: GIORDANO ENTERPRISE LLC Phone #: (727) 942-3551
Address: 2628 US HWY 19 CSR: Margaret Coates Operator: Lucas Link
Entry Date: 9/10/2013 12:05:58PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reports brown water for the last two days. Do not see any main breaks in the area.
Advise customer of your findings. Peggy NV
Due Date: 9/11/2013 6:00:00PM Resolution Date: 9/11/2013 12:00:00AM FA Status: Completed
Resolution: No odor/discoloration at POE. Spoke with customer. Informed that we had main break on Monday.
Advised them to give it a few more days and if it did not clear up inside then to call back. It is clear
In the sinks in bathroom and kitchen.

Sub Division: 307 MR Route: F35 FA ID: 9683800291
Account #: 9683800000 Customer Name: SCANTLIN, KEN Phone #: (727) 937-9298
Address: 4736 FOOTHILL DR CSR: Loretta Abbott Operator: Lucas Link
Entry Date: 9/18/2013 10:45:52AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Reporting dirty water. Check and tag door.
Due Date: 9/18/2013 6:00:00PM Resolution Date: 9/18/2013 12:00:00AM FA Status: Completed
Resolution: Spoke with customer. Discoloration is due to pressure relief valve testing at hydro tanks in area.

Sub Division: 307 MR Route: F35 FA ID: 9568627546
Account #: 0949012314 Customer Name: WALGREENS #12318 Phone #:
Address: 2480 US HWY 19 CSR: Isabel Ceballos Operator: Stephen Habrey
Entry Date: 1/22/2013 12:23:37PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer says after water came back yesterday, he has had very low pressure in the store. IC
Due Date: 1/22/2013 6:00:00PM Resolution Date: 1/23/2013 7:24:00AM FA Status: Completed
Resolution: Informed them they are part of our planned outage. Customer okay with that.

Sub Division: 307 MR Route: F35 FA ID: 5834800924
Account #: 5834800000 Customer Name: BROOKS, JANICE M Phone #: (727) 515-3732
Address: 2350 CHANCERY DR CSR: Amanda Stonebreaker Operator: Lucas Link
Entry Date: 9/18/2013 9:50:59AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to report water is red/brown color. Amanda
Due Date: 9/18/2013 6:00:00PM Resolution Date: 9/18/2013 12:00:00AM FA Status: Completed
Resolution: Spoke with customer. Discoloration is due to pressure relief valve testing at hydro tanks in area.

Pasco County - Orangewood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 307 MR Route: F35 FA ID: 0985800558
Account #: 9617644818 Customer Name: SEYMOUR, SARA Phone #: (727) 815-6899
Address: 2526 SWEETWOOD DR CSR: Kimberly Bennett Operator:
Entry Date: 1/22/2014 9:49:46AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Cust calling about brown water. Please check. Emailed Dispatch.
Due Date: 1/22/2014 6:00:00AM Resolution Date: 1/22/2014 12:00:00AM FA Status: Completed
Resolution: Main break in area stirred up iron in lines. RC

Sub Division: 307 MR Route: F35 FA ID: 6268422930
Account #: 6264800000 Customer Name: DERK, DEAN L Phone #: (727) 938-7052
Address: 4726 BONTON DR CSR: Sylvia Watler Operator: Stephen Habrey
Entry Date: 11/21/2014 9:28:32AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting yellow water and strong chlorine smell. Sylvia
Due Date: 11/21/2014 8:00:00PM Resolution Date: 11/21/2014 12:00:00AM FA Status: Completed
Resolution: Customer called back to say he ran water and it is clear. Odor cleared up. No issue found.

Sub Division: 307 MR Route: F35 FA ID: 2906800280
Account #: 6106840185 Customer Name: GWINN, TONI Phone #: (727) 485-4027
Address: 2532 CHANCERY DR CSR: Crystal Woolard Operator: Stephen Habrey
Entry Date: 7/24/2014 10:57:29AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer complaining of heavy chlorine smell in water. CRW
Due Date: 7/24/2014 8:00:00PM Resolution Date: 7/24/2014 2:41:00PM FA Status: Completed
Resolution: Tested water with customer, residual 1.5. She didn't smell any bleach at outside hose bib. She will flush her hot water tank and her cold water lines, customer happy with findings.

Pasco County - Orangewood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 307 MR Route: F35 FA ID: 2469985454
Account #: 4409936442 Customer Name: COLON, JONATTAN Phone #: (727) 481-3227
Address: 4719 BONTON DR CSR: Bonnie Storm Operator: Ronald Chard
Entry Date: 2/17/2015 11:59:39AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water. Acct is current. No alerts. Bonnie
Due Date: 2/17/2015 8:00:00PM Resolution Date: 2/17/2015 12:00:00AM FA Status: Completed
Resolution: Customer issue, broken pipe on customer's side prompted neighbor to turn off house valve. Customer will repair line.

Sub Division: 307 MR Route: F35 FA ID: 7364056135
Account #: 1105069301 Customer Name: WINN, DAVID Phone #: (727) 480-4753
Address: 4803 TRAFFORD RD CSR: Sylvia Watler Operator: Ronald Chard
Entry Date: 8/17/2015 3:33:08PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer is stating he had a leak and it took operator over an hour to locate meter to shut off. He feels he should be reimbursed for water. He said it was a contractor that came out.
Due Date: 8/18/2015 8:00:00PM Resolution Date: 8/18/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with customer 8/19. Customer states he called in AM to report leak then had to call several times throughout the day before someone showed up. We searched work orders and emails and found no dispatch for this leak. We were first made aware of it at the end of the day when ON CALL was working another issue.

Sub Division: 307 MR Route: F35 FA ID: 7992470584
Account #: 7993800000 Customer Name: MOURATOGLOU, STEPHANO Phone #: (727) 326-7097
Address: 4822 DARLINGTON RD CSR: Isabel Ceballos Operator: Ronald Chard
Entry Date: 5/21/2015 2:04:43PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reported no water.
Due Date: 5/21/2015 8:00:00PM Resolution Date: 5/21/2015 12:00:00AM FA Status: Completed
Resolution: Leak was discovered while crew was working at 4828. Leak was on the meter tail after the meter so usage was registering but it was UI equipment failure. We knocked on the door prior to starting the repair but got no response when dispatched for the no water complaint. I went out and spoke with customer.

Sub Division: 307 MR Route: F35 FA ID: 7996258595
Account #: 7993800000 Customer Name: Mouratoglou,Stephano Phone #: (727) 326-7097
Address: 4822 DARLINGTON RD CSR: Zakia Bouldin Operator: Ronald Chard
Entry Date: 6/4/2015 10:51:11AM SO Type: M-SIO Request Type: General Investigation
Instructions: Verify if the customer is entitled to a credit for leak. FA on 05/21 states 'informed customer that the leak Was on our equipment but registering through the meter. Customer now calling for credit. Please verify What needs to be adjusted.
Due Date: 6/4/2015 8:00:00PM Resolution Date: 6/4/2015 12:00:00AM FA Status: Completed
Resolution: Verified. NOTIFIED Dispatch that leak was ours but registering through meter.

Pasco County - Orangenwood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 307 MR Route: F35 FA ID: 9625516589
Account #: 9717606230 Customer Name: SANTIAGO,INEZ Phone #: (727) 277-9606
Address: 2329 CHANCERY DR CSR: Zakia Bouldin Operator: Ronald Chard
Entry Date: 6/23/2015 8:15:36AM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Ms. Santiago reporting little to no pressure. Customer can be reached at 727.2779606.
Due Date: 6/23/2015 8:00:00PM Resolution Date: 6/23/2015 12:00:00AM FA Status: Completed
Resolution: Pressure at hose bib 60 psi. Volume is good. Customer is not home. Issue is on customer's side of service. Tagged door with findings and advised customer to contact a plumber.

Sub Division: 307 MR Route: F35 FA ID: 1721826306
Account #: 1728800000 Customer Name: GALLAY, ELIZABETH H Phone #: (727) 943-2087
Address: 4913 ANN DR CSR: Sarah Locascio Operator: Ronald Chard
Entry Date: 5/12/2015 2:09:47PM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Customer reports very low pressure, says it's been going on all day.
Due Date: 5/12/2015 6:00:00PM Resolution Date: 5/12/2015 12:00:00AM FA Status: Completed
Resolution: Pressure at service entrance 55psi volume good. Issue on customer's side.

Sub Division: 307 MR Route: F35 FA ID: 5329558093
Account #: 5323800000 Customer Name: WELLS, MICHAEL Phone #: (727) 937-7001
Address: 4707 TRAFFORD RD CSR: Carolyn McVicker Operator: Jeff Becker
Entry Date: 12/29/2015 2:05:29PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Water is discolored (on dark side) Noticed it after the flushing of a hydrant.
Due Date: 12/29/2015 8:00:00PM Resolution Date: 12/29/2015 3:00:00PM FA Status: Completed
Resolution: Water was stirred up from testing pressure relief valves on the hydro tanks. Flushed hydrant until clear, talked to the customer, allow some time for water to settle out. He was fine with the results. JB

Sub Division: 307 MR Route: F35 FA ID: 3625575087
Account #: 3231857786 Customer Name: FREMER, ROBIN Phone #: (614) 940-3814
Address: 4919 ANN DR CSR: Zakia Bouldin Operator: Stephen Habery
Entry Date: 8/6/2015 1:41:22PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports no water. No alerts or disconnection in system.
Due Date: 8/6/2015 8:00:00PM Resolution Date: 8/6/2015 12:00:00AM FA Status: Completed
Resolution: Conducting valve maintenance. No issues.

Sub Division: 307 MR Route: F35 FA ID: 5287957299
Account #: 5764239630 Customer Name: CALAVAS, ANTHONY Phone #: (727) 239-8129
Address: 4950 DARLINGTON RD CSR: Sarah Locascio Operator: Ronald Chard
Entry Date: 1/26/2015 1:29:43PM SO Type: M-SIO Request Type: No Water

Pasco County - Orangewood
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Instructions: Customer reports no water. Reports there is a vendor there waiting to use water. Sarah/NV
Due Date: 1/26/2015 6:00:00PM Resolution Date: 1/26/2015 12:00:00AM FA Status: Completed
Resolution: Service issue on customer's side.

Sub Division: 307 MR Route: F35 FA ID: 3104360251
Account #: 9703300870 Customer Name: BREWSAUGH, JUDITH Phone #: (727) 422-2453
Address: 2521 CHANCERY DR CSR: Jerrie Hoffman Operator: Stephen Habery
Entry Date: 1/7/2015 11:45:51AM SO Type: M-SIO Request Type: Water Quality
Instructions: Cloudy, sulphur smelling water reported by customer. Jerrie NV
Due Date: 1/7/2015 8:00:00PM Resolution Date: 1/7/2015 12:00:00AM FA Status: Completed
Resolution: No cloudy water, also no sulphur odor at hose bib, left tag with findings.

ATTACHMENT "1-17"

Buena Vista TP

Pasco County - Buena Vista Trailer Park
Customer Complaints and Resolutions 01/01/11 - 12/31/15

Sub Division:036 MR Route:F14 FA ID:1311100924
Account #: 9415901669 Customer Name: JOHN VLAHAKIS Phone #: (727) 945-1808
Address: 4417 BUENA VISTA LN CSR: Amanda Stonebreaker Operator: Stephen Habrey
Entry Date: 12/8/2011 12:27:13PM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer has ice machine that we supply water too and it has buildup of fine white powdery substance clogging pump. He has contacted Ice Company and they say it is something we add to water. Customer will be there.
Due Date: 12/9/2011 6:00:00PM Resolution Date: 12/9/2011 12:00:00AM FA Status: Completed
Resolution: Spoke with customer. Took a look at the powder which he was talking about. It is white with a blueish ting and a gritty consistency. Told customer that when he had a quantity of it that we would come back to collect it and take a better look. WS

Sub Division: 036 MR Route: F14 FA ID: 2213000454
Account #: 0858312983 Customer Name: JONES, PATRICIA Phone #: (727) 485-3400
Address: 2005 SHADY COVE DR CSR: Lisa Bachmann Operator: Jeffrey Finehirsh
Entry Date: 4/15/2011 10:12:11AM SO Type: M-SIO Request Type: General Investigation
Instructions: Please check water quality. Customer reports deposits on fixtures and pet bowls. Reports no cap on meter. LAB
Due Date: 4/18/2011 8:00:00PM Resolution Date: 4/18/2011 9:00:00AM FA Status: Completed
Resolution: Good cl2 residual, no smell or discoloration. Spoke with customer.

Sub Division: 036 MR Route: F14 FA ID: 7236000021
Account #: 3673479236 Customer Name: WALL, JOHN Phone #: (727) 943-0580
Address: 2101 MELODY DR CSR: Lorie Mayeski Operator: Stephen Habrey
Entry Date: 2/24/2011 12:09:10PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer stated water is orange colored. Called out to SH
Due Date: 2/24/2011 6:00:00PM Resolution Date: 2/24/2011 1:19:00PM FA Status: Completed
Resolution: Showed customer water clear at outside hose bib.

Sub Division: 036 MR Route: F14 FA ID: 8498000549
Account #: 2410557093 Customer Name: Matheson, Kitty Phone #: (727) 420-3363
Address: 4004 DALWOOD DR CSR: Linda Jones Operator: Stephen Habrey
Entry Date: 8/15/2011 2:26:40PM SO Type: M-SIO Request Type: Air in Water
Instructions: Customer said air in line, humming noise. Linda. Tag door with findings.
Due Date: 8/16/2011 6:00:00PM Resolution Date: 8/16/2011 1:27:00PM FA Status: Completed
Resolution: Spoke with customer and showed no air in water Told customer that the humming is something that they need to check since it is in their house.

Pasco County - Buena Vista Trailer Park
Customer Complaints and Resolutions 01/01/11 - 12/31/15

Sub Division: 036 MR Route: F14 FA ID: 4282000176
Account #: 4282000000 Customer Name: MADDOX, PATRICIA M Phone #: (727) 656-2799
Address: 2122 SHADY COVE DR CSR: Loretta Abbott Operator: Stephen Habrey
Entry Date: 11/30/2012 8:18:04AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer's water is dirty. Neighbors says they are not having this problem. This happened last evening and this morning. Tag the door with your findings Loretta
Due Date: 11/30/2012 6:00:00PM Resolution Date: 11/30/2012 11:50:00AM FA Status: Completed
Resolution: Spoke with customer told them we are replacing mains which is causing crust to break off. Water is clear. Customer is okay with the findings.

Sub Division: 036 MR Route: F14 FA ID: 4455000176
Account #: 4455000000 Customer Name: HOWELL, JOHNNY Phone #: (727) 992-0069
Address: 1807 HOLIDAY DR CSR: Sylvia Watler Operator: William Stevens
Entry Date: 12/20/2012 10:37:46AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer has brown water. Said has flushed over 100 gallons and still brown. Also said when meter was changed out, his faucets and filter is damaged from sludge in line. Wants someone to discuss that As well. Sylvia
Due Date: 12/20/2012 6:00:00P Resolution Date: 12/20/2012 12:00:00AM FA Status: Completed
Resolution: Mike Wilson will be handling, per Lee Neal. WS

Sub Division: 036 MR Route: F14 FA ID: 6879000643
Account #: 3302627780 Customer Name: ARCIERO, NADIA Phone #: (416) 729-5272
Address: 4005 IRONWARE DR CSR: Brandi Deere Operator: Stephen Habrey
Entry Date: 7/9/2012 8:14:24AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting very low to no water pressure. Email to Steve & Lee
Due Date: 7/9/2012 6:00:00PM Resolution Date: 7/10/2012 7:12:00AM FA Status: Completed
Resolution: Customer's water softener has problems. Informed customer.

Sub Division: 036 MR Route: F14 FA ID: 7172000032
Account #: 3290136275 Customer Name: Achorn, Carol Phone #: (727) 940-5122
Address: 2042 SHADY COVE DR CSR: Amanda Stonebreaker Operator: William Stevens
Entry Date: 8/23/2012 2:40:48PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states water is brown and green and full of algae. Amanda
Due Date: 8/23/2012 6:00:00PM Resolution Date: 8/23/2012 12:00:00AM FA Status: Completed
Resolution: Spoke with customer, stated that water has cleared up, showed a sample of water, had some rust in it. WS

Sub Division: 036 MR Route: F14 FA ID: 7277810036
Account #: 3181813570 Customer Name: BRUNOTTE, BRANDON Phone #: (727) 937-9009
Address: 4249 MORLOCK LN CSR: Maxine Norris Operator: Stephen Habrey

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Entry Date: 1/12/2012 9:42:37AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called in and stated that water has a rusty color.

Due Date: 1/11/2012 6:30:00PM Resolution Date: 1/12/2012 2:40:00PM FA Status: Completed
Resolution: Spoke with customer, she is seeing a clear up at the cold side. Customer is ok with the findings.
Cold side has good chlorine residual.

Sub Division: 036 MR Route: F14 FA ID: 8500100134
Account #: 0875611296 Customer Name: Niemiller, Vicki Phone #: (727) 744-1891
Address: 4108 IRONWARE DR CSR: Deloris Rowland Operator:

Entry Date: 12/3/2012 7:36:45AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting very low pressure since the main break about 2 weeks ago. DPR
Due Date: 12/3/2012 6:00:00PM Resolution Date: 12/3/2012 12:00:00AM FA Status: Completed
Resolution: Pressure is approx. 30-35 PSI. There is a water main replacement ongoing in the neighborhood and
Fluctuations in pressure and clarity could be possible throughout December. Further investigation is ongoing.

Sub Division: 036 MR Route: F14 FA ID: 8999000182
Account #: 8999000000 Customer Name: CASSIDY, GERALD Phone #: (727) 934-7372
Address: 4030 IRONWARE DR CSR: Amanda Stonebreaker Operator:

Entry Date: 12/4/2012 7:29:41AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer says low pressure all week. Amanda/FI
Due Date: 12/4/2012 6:00:00PM Resolution Date: 12/4/2012 12:00:00AM FA Status: Completed
Resolution: Pressure restored.

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Sub Division: 036 MR Route: F14 FA ID: 1660910826
Account #: 4552984903 Customer Name: WALDRON, JAMES Phone #: (727) 743-2555
Address: 1935 HOYLE DR CSR: Shona Robinson Operator:
Entry Date: 8/12/2013 10:54:46AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called stating that they are experiencing discolored brown water. States that it smells bad. Investigate.
Due Date: 8/12/2013 6:00:00PM Resolution Date: 8/12/2013 12:00:00AM FA Status: Completed
Resolution: Issue is on customer's side. Residual is 1.0 and all neighbors have clean clear water. Advised customer to contact a plumber. RC

Sub Division: 036 MR Route: F14 FA ID: 6895810968
Account #: 6895810000 Customer Name: KUBACKI, MARY Phone #: (727) 942-0437
Address: 1917 HESS DR CSR: Israel Santos Operator:
Entry Date: 4/5/2013 8:51:33AM SO Type: M-EXCHNG
Instructions: Customer called stating she has low pressure for the past few days. Israel
Due Date: 4/5/2013 6:00:00PM Resolution Date: 4/6/2013 12:00:00PM FA Status: Completed
Resolution: Changed out meter. TC

Sub Division: 036 MR Route: F14 FA ID: 9159000827
Account #: 9159000000 Customer Name: HECKER, PETER Phone #: (727) 946-0898
Address: 4025 CHESSWOOD DR CSR: Isabel Ceballos Operator:
Entry Date: 1/21/2013 10:02:03AM SO Type: M-SIO Request Type: No Water
Instructions: Customer is reporting no water. Emailed Ops. IC
Due Date: 1/21/2013 6:00:00PM Resolution Date: 1/21/2013 12:00:00AM FA Status: Completed
Resolution: Water off due to scheduled repairs. Reverse callout made prior to outage. Recommend customers update contact information. RC

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Sub Division: 036 MR Route: F14 FA ID: 1777000543
Account #: 1777000000 Customer Name: FULLERTON, JANE Phone #: (727) 938-1438
Address: 4209 KIBLER LN CSR: Karon Hinchcliffe Operator: Stephen Habrey
Entry Date: 1/6/2014 11:54:30AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer said her water is brown and she has run the water for a long time. Karon
Due Date: 1/6/2014 6:00:00PM Resolution Date: 1/6/2014 3:27:00PM FA Status: Completed
Resolution: When I arrived, customer said it cleared up about 41 minutes ago.

Sub Division: 036 MR Route: F14 FA ID: 2034000783
Account #: 0177817380 Customer Name: ZUCKERMAN, MATTHEW Phone #: (727) 326-2501
Address: 2108 ROSELAWN DR CSR: Deborah Volz Operator: Ronald Chard
Entry Date: 4/24/2014 12:06:33PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Ms. Lovejoy on Lange Rd is reporting stagnant water smell coming from this house. Asked her if there is standing water. She said it was coming from garden hose. Deb
Due Date: 4/24/2014 8:00:00PM Resolution Date: 4/24/2014 12:00:00AM FA Status: Completed
Resolution: Odor coming from neighbor's pool. Stagnant water.

Sub Division: 036 MR Route: F14 FA ID: 2756051971
Account #: 4308005364 Customer Name: HOPE, ELAINE Phone #: (440) 487-3678
Address: 2015 HOYLE DR CSR: Constance Dunn Operator: Ronald Chard
Entry Date: 11/24/2014 11:07:59AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer says that water is leaving a white film glasses. Go speak with customer. Connie
Due Date: 11/25/2014 8:00:00PM Resolution Date: 11/25/2014 12:00:00AM FA Status: Completed
Resolution: No one at residence. Mineral deposits are common. UI does not remove minerals in the treatment process. Water tested and residual was good. Water is safe.

Sub Division: 036 MR Route: F14 FA ID: 6458000772
Account #: 8508837687 Customer Name: MERRICK, RICKY Phone #: (352) 598-7108
Address: 4004 DARLINGTON RD CSR: Linda Jones Operator: Ronald Chard
Entry Date: 6/30/2014 3:17:50PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report low water pressure. Linda
Due Date: 6/30/2014 8:00:00PM Resolution Date: 7/1/2014 12:00:00AM FA Status: Completed
Resolution: Pressure @ hose bib is 52 PSI volume is good. Issue may be internal to premise, notified cust. RC

Sub Division: 036 MR Route: F14 FA ID: 7319810443
Account #: 2189402468 Customer Name: DADAMO, PATTI Phone #: (860) 459-5639
Address: 1814 PLEASURE DR CSR: Karen Thimmes Operator: Ronald Chard
Entry Date: 7/23/2014 12:41:56PM SO Type: M-SIO Request Type: Discolored Water

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Instructions: Customer reporting brown water, please check. Emailed Sylvia. Karyn
Due Date: 7/23/2014 8:00:00PM Resolution Date: 7/23/2014 12:00:00AM FA Status: Completed
Resolution: Hydro tank down for service. Brown water can be expected until system flushed.

Sub Division: 036 MR Route: F14 FA ID: 8500100997
Account #: 0875611296 Customer Name: Niemiller, Vicki Phone #: (727) 744-1891
Address: 4108 IRONWARE DR CSR: Ronald Chard Operator:
Entry Date: 2/18/2014 10:23:40AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer states pressure low for over a year. Spoke w/ops who told him contractor would be scheduled for replacement but no one ever came. Line from meter to main verified galvanized.
Due Date: 2/19/2014 12:00:00AM Resolution Date: 2/20/2014 12:00:00AM FA Status: Completed
Resolution: Contractor to make repairs 2-21-14 @ 9:00AM RC

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Sub Division: 036 MR Route: F14 FA ID: 0050560379
Account #: 0050000000 Customer Name: MORRISON, MATT Phone #: (989) 239-4970
Address: 1745 SHADY COVE DR CSR: Sarah Locascio Operator: Ronald Chard
Entry Date: 3/4/2015 12:23:13PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports that she and her neighbors are without water. Sarah NV
Due Date: 3/4/2015 6:00:00PM Resolution Date: 3/4/2015 12:00:00AM FA Status: Completed
Resolution: Customer inadvertently turned off house valve. Water was restored. There is no outage and all neighbors have water.

Sub Division: 036 MR Route: F14 FA ID: 0721036566
Account #: 8738861438 Customer Name: OTHBERG,ANNA MARIE Phone #: (727) 940-6594
Address: 4341 KIBLER LN CSR: Ingrid Jenkins Operator: Ronald Chard
Entry Date: 11/3/2015 10:25:10AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting brown water from the repairs of yesterday. Need to investigate.
Due Date: 11/3/2015 8:00:00PM Resolution Date: 11/4/2015 12:00:00AM FA Status: Completed
Resolution: Tagged door notifying customer discoloration due to main break and that customers are advised to boil water until notified. Also advised to call office and make sure phone number was up to date.

Sub Division: 036 MR Route: F14 FA ID: 2065003825
Account #: 2065000000 Customer Name: PIERCE, FRANCES Phone #: (727) 938-6981
Address: 1922 HOLIDAY DR CSR: Isabel Ceballos Operator: Jeff Becker
Entry Date: 9/4/2015 7:39:36AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reported no water. /IC
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/4/2015 11:20:00AM FA Status: Completed
Resolution: Spoke to customer and explained water off due to emergency repairs after a water main break. JB

Sub Division: 036 MR Route: F14 FA ID: 2549676177
Account #: 2545000000 Customer Name: RYAN, SAMANTHA B Phone #: (727) 484-0736
Address: 1847 HOLIDAY DR CSR: Bonnie Storm Operator: Jeff Becker
Entry Date: 9/8/2015 1:32:01PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting cloudy water. Has run water and it has not cleared up.
Due Date: 9/8/2015 8:00:00PM Resolution Date: 9/8/2015 3:00:00PM FA Status: Completed
Resolution: I talked to the customer, she looks to still have a lot of air in the water.. CL2 is 1.5 at POE. I explained to her that there may be some pockets of water in the system that has air in it from having the water off for the main break on Fri. I told her the water is safe and to give it a few more days to work out of the system. She was satisfied with the results.

Sub Division: 036 MR Route: F14 FA ID: 2540957143
Account #: 2545000000 Customer Name: RYAN, SAMANTHA B Phone #: (727) 484-0736
Address: 1847 HOLIDAY DR CSR: Lorie Mayeski Operator: Stephen Habery
Entry Date: 2/13/2015 11:52:12AM SO Type: M-SIO Request Type: Discolored Water

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Instructions: Call from customer yesterday, February 12th and reported brown water. (Water is clear now) She was gone at work and on the way home received call from UI Tech at 7:30 PM asking her if her water was clear and she went over and saw water was clear. She called after hours at 10PM and 2:45 AM this morning regarding feedback as to why this occurred and wanted to know why no one had called her since she reported this. She stated this occurred with her cold water line and not hot water. She is now looking for a call back to give her an explanation as why the brown water occurred. Please call her to discuss. Lorie M. 2-13-15*Emailed to Kim and Sylvia @ 12:52 for dispatching*

Due Date: 2/13/2015 8:00:00PM Resolution Date: 2/13/2015 12:00:00AM FA Status: Completed

Resolution: Left tag with findings. Clear at outside hose bib. Water was being used at hydrant by a well, this stirred up the mineral sediment in the water main.

Sub Division: 036 MR Route: F14 FA ID: 2544473571
Account #: 2545000000 Customer Name: RYAN,SAMANTHA B Phone #: (727) 484-0736
Address: 1847 HOLIDAY DR CSR: Sylvia Watler Operator: Lucas Link
Entry Date: 2/12/2015 3:58:27PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer is reporting brown water. Is running brown using cold water.

Due Date: 2/12/2015 8:00:00PM Resolution Date: 2/12/2015 12:00:00AM FA Status: Completed

Resolution: Spoke with customer via phone, customer stated water had cleared up.

Sub Division: 036 MR Route: F14 FA ID: 4453304639
Account #: 1665830846 Customer Name: TELLIS, AISHA Phone #: (225) 335-3492
Address: 4037 CHESSWOOD DR CSR: Samantha Gongre Operator: Ronald Chard
Entry Date: 7/1/2015 3:39:05PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Please investigate brown water coming from faucets. Dispatched to Kim and Sylvia..

Due Date: 7/1/2015 8:00:00PM Resolution Date: 7/2/2015 12:00:00AM FA Status: Completed

Resolution: Clear on arrival, flushed closest hydrant to verify.

Sub Division: 036 MR Route: F14 FA ID: 4889997349
Account #: 4885810000 Customer Name: REINHART, MARIA Phone #: (727) 940-5743
Address: 1942 HESS DR CSR: Kevin Marcial Operator: Ronald Chard
Entry Date: 7/1/2015 1:39:31PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Water is coming out brown. No work orders or notice. Kevin

Due Date: 7/1/2015 6:00:00PM Resolution Date: 7/1/2015 12:00:00AM FA Status: Completed

Resolution: Water was clear on arrival and residual CL2 was good. Customer did not take sample when water was discolored. Advised customer that old galvanized plumbing on her side might be the culprit.

Sub Division: 036 MR Route: F14 FA ID: 5134071881
Account #: 8738814450 Customer Name: RUFFINO,JOEY Phone #: (727) 277-9670
Address: 1823 KEPNER DR CSR: Sylvia Watler Operator: Ronald Chard
Entry Date: 7/1/2015 3:01:09PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer is reporting brown water for last 4 days. Sylvia

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Due Date: 7/1/2015 8:00:00PM Resolution Date: 7/2/2015 12:00:00AM FA Status: Completed

Resolution: Flushed hydrant nearest house; suspect rust may have been from a service line repair at a customer's home directly behind this one.

Sub Division: 036 MR Route: F14 FA ID: 5295262379
Account #: 2049013140 Customer Name: VEST, DOUGLAS Phone #: (812) 599-1530
Address: 1930 PLEASURE DR CSR: Bonnie Storm Operator: Ronald Chard
Entry Date: 12/7/2015 3:27:00PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer called about low pressure. Said plumber is measuring pressure at meter at 8 PSI. Pressure is too low to engage sprinklers in front yard. Please check and tag door and/or make contact with cust. Bonnie

Due Date: 12/8/2015 8:00:00PM Resolution Date: 12/8/2015 12:00:00AM FA Status: Completed

Resolution: Chocked down galvanized service line. Contractor scheduled to replace.

Sub Division: 036 MR Route: F14 FA ID: 6574935413
Account #: 0113001574 Customer Name: SMEAD, LYLE Phone #: (727) 236-0754
Address: 1806 HOLIDAY DR CSR: Isabel Ceballos Operator: Ronald Chard
Entry Date: 9/4/2015 8:03:40AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer reported some kind of particles in the water all the time.

Due Date: 9/9/2015 8:00:00PM Resolution Date: 9/9/2015 12:00:00AM FA Status: Completed

Resolution: Talked to customer and will meet with him on 9/9 to discuss issue. JB - Spoke with gentleman about quality. Found no particulate during visit but he says it settles out over time. Checked the residual and it was good, 1.2 This is old trailer and the issues may be internal since we are not getting quality complaints from surrounding homes.

Sub Division: 036 MR Route: F14 FA ID: 6871034897
Account #: 6876000000 Customer Name: WILLIAMS, DENISE Phone #: (727) 935-5315
Address: 2120 HESS DR CSR: Carolyn McVicker Operator: Stephen Habrey
Entry Date: 8/31/2015 11:47:55AM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: High chlorine levels. Customer states affecting their health as well as cats. Pls confirm levels and advise. Emailing Kim/Sylvia. Carolyn/FL

Due Date: 8/31/2015 8:00:00PM Resolution Date: 8/31/2015 12:00:00AM FA Status: Completed

Resolution: Spoke with customer showed a residual of 1.7. Customer ok with findings.

Sub Division: 036 MR Route: F14 FA ID: 7027350638
Account #: 4462412174 Customer Name: LEVIN, PAUL Phone #: (813) 841-5583
Address: 4115 CLUSTER DR CSR: Yanet Garcia Operator: Ronald Chard
Entry Date: 10/12/2015 12:28:29PM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer complaining of brown water coming out since main break.

Due Date: 10/12/2015 8:00:00PM Resolution Date: 10/13/2015 12:00:00AM FA Status: Completed

Resolution: Water was clear and odor free at time of visit and residual was good. Customer stated the issue was intermittent

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following a water main break in the area. I explained that this was common after a water break and that the disinfectant level made the water safe. Customer was satisfied with explanation.

Sub Division: 036 MR Route: F14 FA ID: 7083140745
Account #: 8689110484 Customer Name: HALL, NANA Phone #: (727) 940-6266
Address: 2132 HESS DR CSR: Yanet Garcia Operator: Ronald Chard
Entry Date: 7/2/2015 2:51:19PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer says getting discolored water, reddish tint, has been like this all day.
Due Date: 7/2/2015 8:00:00PM Resolution Date: 7/2/2015 12:00:00AM FA Status: Completed
Resolution: Water was clear on arrival.

Sub Division: 036 MR Route: F14 FA ID: 9513447286
Account #: 2304730812 Customer Name: STENSON, MYRA Phone #: (727) 563-6595
Address: 2014 ROSELAWN DR CSR: Ronald Chard Operator: Ronald Chard
Entry Date: 5/25/2015 7:34:46PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called in discolored water complaint. Check water, tag door.
Due Date: 5/26/2015 6:18:00PM Resolution Date: 5/26/2015 12:00:00AM FA Status: Completed
Resolution: Cl2 = 2.2, water is clear looks like issue is with galvanized piping on customer's side of service.

ATTACHMENT "1-17"

Buena Vista Manor MHP

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Sub Division: 497 MR Route: F11 FA ID: 7841810406
Account #: 5372201002 Customer Name: KEITT,CARMEN Phone #: (347) 760-5771
Address: 2542 FLINTWOOD DR CSR: Isabel Ceballos Operator: Stephen Habrey
Entry Date: 9/6/2011 10:35:01AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer states sewer is plugged at this location and neighbor's as well. Paged Steve H /ic
Due Date: 9/6/2011 6:00:00PM Resolution Date: 9/7/2011 7:27:00AM FA Status: Completed
Resolution: Repaired sewer lateral

Sub Division: 497 MR Route: F11 FA ID: 2985810982
Account #: 1998608665 Customer Name: ANDREI, JOHN Phone #: (727) 935-5659
Address: 2426 PRESTIGE DR CSR: Madelin Collado Operator: Anthony Cardinal
Entry Date: 5/5/2011 8:11:19AM SO Type: M-SIO Request Type: General Investigation
Instructions: Cust states the water is coming out somewhat dirty and would like to be called. Also states there is a water break right beside his home. Please investigate.
Due Date: 5/5/2011 6:00:00PM Resolution Date: 5/5/2011 12:00:00AM FA Status: Completed
Resolution: There was a leak next door at meter. I talked to this customer he said he had cloudy water. It is ok. TC

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Sub Division: 497 MR Route: F11 FA ID: 1874810463
Account #: 1874810000 Customer Name: HOLLIFIELD, CHARLES Phone #: (727) 938-0153
Address: 5144 DARLINGTON RD CSR: Tricia Anderson Operator: Stephen Habrey
Entry Date: 10/22/2012 10:25:09AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reports water has a harsh taste and burned his throat when he drank it. Dispatched IDA
Due Date: 10/22/2012 6:00:00PM Resolution Date: 10/23/2012 7:51:00AM FA Status: Completed
Resolution: Flush customer water line , water good.

Sub Division: 497 MR Route: F11 FA ID: 5164810416
Account #: 5164810000 Customer Name: SCHMIDT, PATSY Phone #: (607) 797-7377
Address: 2452 PALMWOOD DR CSR: Karen Thimmes Operator: Stephen Habrey
Entry Date: 1/10/2012 9:07:11AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaining that her laundry has been ruined twice due to brown water. Please check and tag door with results. Karyn
Due Date: 1/11/2012 8:00:00PM Resolution Date: 1/11/2012 9:40:00AM FA Status: Completed
Resolution: Water clear at outside hose bib and left tag and Red-B-Gone at entrance.

Sub Division: 497 MR Route: F11 FA ID: 5255810521
Account #: 5255810000 Customer Name: WOODS, MARYANN Phone #: (727) 938-7900
Address: 2347 BARON DR CSR: Linette Orenge Operator: Anthony Cardinal
Entry Date: 2/6/2012 11:17:28AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer has brown water, I called Lee.../LIO FL
Due Date: 2/6/2012 6:00:00PM Resolution Date: 2/6/2012 12:00:00AM FA Status: Completed
Resolution: Customer said water was clearing up now, no one else calling in. TC

Sub Division: 497 MR Route: F11 FA ID: 5255810231
Account #: 5255810000 Customer Name: WOODS, MARYANN Phone #: (727) 938-7900
Address: 2347 BARON DR CSR: Vicki Wilson Operator: Stephen Habrey
Entry Date: 1/5/2012 9:43:09AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states brown water when flushes; also out of faucet. Hot is clear. Emailed Steve & Tony
Due Date: 1/5/2012 8:00:00PM Resolution Date: 1/5/2012 11:40:00AM FA Status: Completed
Resolution: Spoke with customer, observed discoloration in water. WS

Sub Division: 497 MR Route: F11 FA ID: 5435810835
Account #: 5435810000 Customer Name: PURDY, DERECK Phone #: (727) 938-4455
Address: 2344 STAGHORN DR CSR: Amanda Stonebreaker Operator: Stephen Habrey
Entry Date: 10/23/2012 8:33:24AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complains of dirty water in entire neighborhood. Amanda

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Due Date: 10/23/2012 6:00:00PM Resolution Date: 10/24/2012 7:54:00AM FA Status: Completed

Resolution: Water clear at outside hose bib. Told customer we will flush next month and will give her a Week's notice so she can tell neighbors.

Sub Division: 497 MR Route: F11 FA ID: 7355810424

Account #: 7355810000 Customer Name: WARDREP, MAXINE Phone #: (727) 937-4395

Address: 2341 BARON DR CSR: Lisa Bachmann Operator: Stephen Habrey

Entry Date: 1/12/2012 11:00:25AM SO Type: M-SIO Request Type: Water Quality

Instructions: Water is dark gray, no odor. Occurring for 4 days. Mentioned sewer clean out leak. Verify water quality. LAB

Due Date: 1/12/2012 8:00:00PM Resolution Date: 1/13/2012 3:35:00AM FA Status: Completed

Resolution: Water quality is good, customer stated that she had talked to Steve Habery yesterday (1/12/13). WS

Sub Division: 497 MR Route: F11 FA ID: 7374810389

Account #: 8374810000 Customer Name: VIECZOREK, RICHARD Phone #: (727) 937-4202

Address: 5118 DARLINGTON RD CSR: Tricia Anderson Operator: William Stevens

Entry Date: 8/23/2012 10:52:09AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer reporting brown water. Dispatched. TDA

Due Date: 8/23/2012 6:00:00PM Resolution Date: 8/23/2012 12:00:00AM FA Status: Completed

Resolution: Checked water. Good CL2 residual. Water was clear. Spoke with customer. Water had cleared up. WS

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Sub Division: 497 MR Route: F11 FA ID: 0605810897
Account #: 8943427460 Customer Name: TIDLUND, SHERYL Phone #: (727) 967-0456
Address: 5139 ROSADA AVE CSR: Amanda Stonebreaker Operator: William Stevens
Entry Date: 7/9/2013 8:45:32AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Check for rusty water. Said all faucets. Amanda
Due Date: 7/9/2013 6:00:00PM Resolution Date: 7/9/2013 12:00:00AM FA Status: Completed
Resolution: Spoke with customer and she stated that it only lasted for 10 or 15 minutes. Flushing was being done in the area at the time, this may have been the issue. WS

Sub Division: 497 MR Route: F11 FA ID: 2985810349
Account #: 1998608665 Customer Name: ANDREI, JOHN Phone #: (727) 935-5659
Address: 2426 PRESTIGE DR CSR: Glenda Thompson Operator: Lucas Link
Entry Date: 8/1/2013 11:40:26AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reports rust and debris in his water. QT
Due Date: 8/1/2013 6:00:00PM Resolution Date: 8/2/2013 12:00:00AM FA Status: Completed
Resolution: No odor or discolor @ POE. CL2residual was 1.4. Spoke with customer.

Pasco County – Buena Vista Manor MHP
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 497 MR Route: F11 FA ID: 4241810593
Account #: 4180454258 Customer Name: BURKE, SCOTT Phone #: (727) 934-3747
Address: 2523 FLINTWOOD DR CSR: Jerrie Hoffman Operator: Stephen Habrey
Entry Date: 7/16/2014 1:43:55PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting low pressure and rusty water. Toilet not flushing all the way. Jerrie
Due Date: 7/16/2014 8:00:00PM Resolution Date: 7/16/2014 12:00:00AM FA Status: Completed
Resolution: Customers water softener failed, he will repair.

Sub Division: 497 MR Route: F11 FA ID: 2915810316
Account #: 2915810000 Customer Name: LAMBERT, BALLARD Phone #: (727) 942-6663
Address: 5102 RIVER BIRCH AVE CSR: Carolyn McVicker Operator:
Entry Date: 1/22/2014 8:56:49AM SO Type: M-SIO Request Type: No Water
Instructions: No water in last 15 minutes. Neighbors without water as well. Emailed Kim/Deb. Carolyn/FL
Due Date: 1/22/2014 6:00:00PM Resolution Date: 1/22/2014 12:00:00AM FA Status: Completed
Resolution: Water was never off. Pressure was reduced to make emergency repairs to broken water main. RC

Sub Division: 497 MR Route: F11 FA ID: 7377260366
Account #: 8374810000 Customer Name: VIECZOREK, RICHARD Phone #: (727) 937-4202
Address: 5118 DARLINGTON RD CSR: Karon Hinchcliffe Operator: Stephen Habrey
Entry Date: 11/21/2014 10:55:38AM SO Type: M-SIO Request Type: No Water
Instructions: Customer said he doesn't have any water. He said there is water all over the street. Karon
Due Date: 11/21/2014 6:00:00PM Resolution Date: 11/21/2014 12:00:00AM FA Status: Completed
Resolution: Contractor broke water line installing fence, line being repaired.

Sub Division: 497 MR Route: F11 FA ID: 8365810701
Account #: 8365810000 Customer Name: LAWTON, DOLORES Phone #: (727) 935-5557
Address: 2350 BARON DR CSR: Micah Johnson Operator:
Entry Date: 1/22/2014 8:41:43AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complains of dirty and brown water coming from faucets.
Due Date: 1/22/2014 6:00:00PM Resolution Date: 1/22/2014 12:00:00AM FA Status: Completed
Resolution: Brown water due to water main break in area. Pressure fluctuations break scale loose and discolor the water. Water is safe, just discolored. RC

Pasco County – Buena Vista Manor MHP
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 497 MR Route: F11 FA ID: 7549348091
Account #: 0903735678 Customer Name: BONDS, JENNY Phone #: (478) 318-2113
Address: 2642 FLINTWOOD DR CSR: Crystal Woolard Operator: Ronald Chard
Entry Date: 7/16/2015 8:29:02AM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Customer called and said they have pressure but no volume. Check and tag door with results. CRW
Due Date: 7/16/2015 8:00:00PM Resolution Date:: 7/16/2015 12:00:00AM FA Status: Completed
Resolution: Galvanized service line is choked down with rust. Contractor will be scheduled to remove old line and install new line and relocate meter to the easement.

Sub Division: 497 MR Route: F11 FA ID: 8238474337
Account #: 8231810000 Customer Name: MOORE, THERESA Phone #: (727) 942-1143
Address: 2608 FLINTWOOD DR CSR: Sylvia Watler Operator: Stephen Habery
Entry Date: 7/22/2015 11:17:58AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water at premise. Sylvia
Due Date: 7/22/2015 8:00:00PM Resolution Date:: 7/22/2015 12:00:00AM FA Status: Completed
Resolution: Water main break being repaired. Pressure has been restored.

Sub Division: 497 MR Route: F11 FA ID: 9044939355
Account #: 9041810000 Customer Name: SEKULOVSKA, TODA Phone #: (727) 939-4779
Address: 2541 FLINTWOOD DR CSR: Jerrie Hoffman Operator: Stephen Habery
Entry Date: 7/22/2015 11:18:11AM SO Type: M-SIO Request Type: No Water
Instructions: No water reported by customer. Jerrie NV
Due Date: 7/22/2015 8:00:00PM Resolution Date:: 7/22/2015 12:00:00AM FA Status: Completed
Resolution: Water main break being repaired. Pressure has been restored.

ATTACHMENT "1-17"

Golden Hills

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 0074200708
Account #: 0074200000 Customer Name: MORREALE, LOIS D Phone #: (352) 351-3923
Address: 8367 NW 46TH ST CSR: Lisa Silva Operator: Charles Schwades
Entry Date: 7/7/2011 7:19:17AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer is reporting low water pressure - please check. Thanks
Due Date: 7/7/2011 8:00:00PM Resolution Date: 7/7/2011 2:30:00PM FA Status: Completed
Resolution: Talked to Customer. I believe that she has a problem with her water softener.

Sub Division: 136 MR Route: F25 FA ID: 0254200412
Account #: 9647023718 Customer Name: BUTLER, THOMAS Phone #: (612) 840-8118
Address: 5598 NW 78TH CT CSR: Karen Thimmes Operator: Daniel Anderson
Entry Date: 8/30/2011 7:42:30AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer said the water undrinkable, bad taste. Check and tag door results. Karyn
Due Date: 8/31/2011 8:00:00PM Resolution Date: 8/31/2011 10:00:00AM FA Status: Completed
Resolution: Tested water. Clear, disinfected, 0.4 Free CL2. Flushed hydrant 120 minutes at 100 GPM. Up to 1.3 Free Cl2. Tagged door. DSA

Sub Division: 136 MR Route: F25 FA ID: 1962200197
Account #: 2001738070 Customer Name: WEINBAUM, MARC Phone #:
Address: 5690 NW 80TH AVENUE RD CSR: Lori Jones Operator: Daniel Anderson
Entry Date: 1/6/2011 3:23:46PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer complaining of low water pressure. LLJ *Dispatched to Daniel @ 4:23pm
Due Date: 1/6/2011 6:00:00PM Resolution Date: 1/6/2011 6:00:00PM FA Status: Completed
Resolution: At WTP found lead pumped tripped out. Running 10-15 PSI lower. Reset, checked vol s/AMPs ok. At Customer residence found a malfunctioning house shut off valve. Now full pressure. All ok both sides of Meter. DSA

Sub Division: 136 MR Route: F25 FA ID: 4120000512
Account #: 7139253469 Customer Name: HAUGHT, DAVID Phone #: (352) 812-7395
Address: 5795 NW 80TH AVENUE RD CSR: Karen Thimmes Operator: Daniel Anderson
Entry Date: 7/25/2011 9:22:54AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called complaining of water quality. Stated there is lime in the water. Check and tag the door with the results. Karyn
Due Date: 7/26/2011 8:00:00PM Resolution Date: 7/26/2011 12:20:00PM FA Status: Completed
Resolution: Customer was unhappy with line content in source water. Explained source of water as Floridian Aquifer. Limestone 'sponge'. Flushing line to hydrant at end of 80th Ave Rd. Customer acceptance of Quality. If no/low line/hardness is desired, softening unit. DSA

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 5114200541
Account #: 5114200000 Customer Name: DURIS, HAROLD Phone #: (352) 402-9149
Address: 7658 NW 56TH PL CSR: Vicki Wilson Operator: Daniel Anderson
Entry Date: 9/8/2011 10:06:01AM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks
Instructions: Customer said yard was messed up when we made repairs to break//Vicki
Due Date: 9/9/2011 8:00:00PM Resolution Date: 9/14/2011 10:45:00AM FA Status: Completed
Resolution: Will repair sod for yard, landscape. DSA

Sub Division: 136 MR Route: F25 FA ID: 5742200046
Account #: 0914320159 Customer Name: MARCO, ELIZABETH A Phone #: (904) 305-2541
Address: 5570 NW 80TH AVENUE RD CSR: Brandi Deere Operator: Daniel Anderson
Entry Date: 3/4/2011 2:06:21PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Cust says that when he fills his sink with water it comes out gray and full of bubbles. BND
Due Date: 3/4/2011 6:00:00PM Resolution Date: 3/4/2011 4:30:00PM FA Status: Completed
Resolution: Called customer and scheduled meeting on Saturday. Found bubbles to be from hot water heater. Cold water has no bubbles. All ok. DSA

Sub Division: 136 MR Route: F25 FA ID: 5742200292
Account #: 0914320159 Customer Name: MARCO, ELIZABETH A Phone #: (904) 305-2541
Address: 5570 NW 80TH AVENUE RD CSR: Brandi Deere Operator:
Entry Date: 1/21/2011 7:51:43AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer reported water looks cloudy. Phoned to Daniel.
Due Date: 1/21/2011 6:00:00PM Resolution Date: 1/21/2011 8:15:00AM FA Status: Completed
Resolution: Met customer right away. Air bubbles from kitchen, very little outside hose bibb. None yesterday, none by Saturday. Softener is the issue. Customer satisfied with prompt response. Teamwork excellent. BND DSA

Sub Division: 136 MR Route: F25 FA ID: 7397010754
Account #: 3786178373 Customer Name: REGIONS MORTGAGE Phone #: (352) 816-1080
Address: 8175 NW 45TH LN CSR: Vicki Wilson Operator: Daniel Anderson
Entry Date: 7/12/2011 3:55:51PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer said white stuff floating in water. Vicki
Due Date: 7/13/2011 8:00:00PM Resolution Date: 7/13/2011 8:00:00AM FA Status: Completed
Resolution: 4PM 7/12, scheduled 8AM meet 07/13. White substance is hardness, calcium carbonate from heated water and ice and fine air bubbles rising to surface. Flushed 6,000 gals via hydrant on 45th Lane and 3,000 g from blowoff. Customer happy.

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 0074200513
Account #: 0074200000 Customer Name: MORREALE, LOIS D Phone #: (352) 351-3923
Address: 8367 NW 46TH ST CSR: Crystal Woolard Operator: Daniel Anderson
Entry Date: 3/27/2012 9:18:16AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer complaining of a lot of slime on their osmosis filter, coffee pot, etc. Water is undrinkable. Call before Coming out.
Due Date: 3/27/2012 5:00:00PM Resolution Date: 3/28/2012 12:30:00PM FA Status: Completed
Resolution: Called and made appointment. Arrived, CL2 witnessed by customer. Good level 1.5 MG/L. Customer has Culligan softener and RO filter under sink. Customer checking date of last change, checking substance on filter. DSA

Sub Division: 136 MR Route: F25 FA ID: 3177010113
Account #: 3177010000 Customer Name: FLORIMONTE, CHRISTINE Phone #: (352) 615-3281
Address: 4820 NW 80TH CT CSR: Dona Richardson Operator: Jennifer Schwades
Entry Date: 7/12/2012 11:23:54AM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer wants to meet with field tech re: water quality. He installed filter a hot water heater and within 8 days the filter is brown. Using bottled water because he is fearful of what is in water. Dona
Due Date: 7/13/2012 6:00:00PM Resolution Date: 7/13/2012 11:00:00AM FA Status: Completed
Resolution: Flushed hydrant chlorine res. 0.9 called back customer and left a message about what we did.

Sub Division: 136 MR Route: F25 FA ID: 3177010231
Account #: 3177010000 Customer Name: FLORIMONTE, CHRISTINE Phone #: (352) 615-3281
Address: 4820 NW 80TH CT CSR: Kimberly Bennett Operator: Daniel Anderson
Entry Date: 8/3/2012 8:43:23AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called due to problem again with the hot water heater, filter is brown. This problem keeps happening and needs resolution. Kim-FI Emailed Daniel copied Domenic
Due Date: 8/3/2012 3:00:00PM Resolution Date: 8/7/2012 3:00:00PM FA Status: Completed
Resolution: Met customer 08/30 in the evening. Observed filter. Schedule to flush Saturday. Unable to complete and will Flush Tuesday. 3PM flushed service and main lines, 5,900 gals; all good. CL2 0.f

Sub Division: 136 MR Route: F25 FA ID: 5734200148
Account #: 9073494283 Customer Name: ELLIS, BARBARA Phone #: (716) 833-7929
Address: 4500 NW 79th Terrace Rd CSR: Amanda Stonebreaker Operator: Daniel Anderson
Entry Date: 9/13/2012 10:20:23AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer states low water pressure. Amanda/FLU
Due Date: 9/13/2012 6:00:00PM Resolution Date: 9/13/2012 12:30:00PM FA Status: Completed
Resolution: Read meter. Valve open 100 per when customer had softener bypassed, flow and pressure returned To normal. Softener is the issue. Customer acknowledged. All ok with company PSI/flow. DSA

Sub Division: 136 MR Route: F25 FA ID: 7130000730

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Account #: 7130000000 Customer Name: MAGER, JAMES Phone #: (352) 812-6647
Address: 5110 NW 80TH AVENUE RD CSR: Karen Thimmes Operator: Daniel Anderson
Entry Date: 2/16/2012 8:10:43AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer said water has been cloudy for 3 days. Karyn
Due Date: 2/17/2012 8:00:00PM Resolution Date: 2/16/2012 3:30:00PM FA Status: Completed
Resolution: Read meter. Flushing hydrants in area due to lower PSI Tuesday to remove dissolved air in lines.
Discussed with customer. Satisfied with response. DSA

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 0101000387
Account #: 0101000000 Customer Name: CICCHETTI, DANIEL Phone #: (352) 867-9709
Address: 7928 NW 56TH PL CSR: Sylvia Watler Operator: Michael Schwades
Entry Date: 3/11/2013 9:16:20AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer thinks we did work at his premise about 6 mos ago and invisible fence was broken. Advised no Field Activity in system. Agreed to have someone contact him. Sylvia
Due Date: 3/11/2013 6:00:00PM Resolution Date: 3/11/2013 12:00:00AM FA Status: Completed
Resolution: County was doing grade work in front yard about 1 month ago, couldn't tag door due to aggressive dog. No work has been done by Utilities, Inc. Called customer 3 times, no voice mail set up.

Sub Division: 136 MR Route: F25 FA ID: 0313200916
Account #: 1569704140 Customer Name: STEPHENSON, KATE Phone #: (352) 362-8424
Address: 8293 NW 48TH LN CSR: Bonnie Storm Operator: Michael Overton
Entry Date: 10/4/2013 12:56:28PM SO Type: TESTMTR
Instructions: Cust's rep insisting problem with meter. Would like meter tested. Contact Patty Hawkesworth to schedule test. Insisting meter is bad and plumber will testify in court that meters speed up or spin when they go bad.
Due Date: 10/11/2013 6:00:00PM Resolution Date: 10/11/2013 2:00:00PM FA Status: Completed
Resolution: Meter failed test (low flow 90.0%), overall 95.73%. Exchanged meter. She says no one at home at time of consumption and plumber says no leaks. Also said irrigation was off. MAO

Sub Division: 136 MR Route: F25 FA ID: 3008010030
Account #: 3590199082 Customer Name: ELLINGTON, DAVID Phone #: (336) 314-1235
Address: 4721 NW 82ND CT CSR: Destiny Nelson Operator: Marlin Richardson
Entry Date: 3/20/2013 3:06:59PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer still having low pressure. Recheck and see what can be done to fix it, DN/NV
Due Date: 3/21/2013 6:00:00PM Resolution Date: 3/21/2013 2:00:00PM FA Status: Completed
Resolution: Checked pressure at hers and neighbors. Tagged door. Marlin

Sub Division: 136 MR Route: F25 FA ID: 3008010870
Account #: 3590199082 Customer Name: ELLINGTON, DAVID Phone #: (336) 314-1235
Address: 4721 NW 82ND CT CSR: Margaret Coates Operator: Marlin Richardson
Entry Date: 2/26/2013 11:50:41AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer is advising she can only run one thing at a time- either shower or dishwasher, not both. Pressure very low at time. Check and tag door with results. Peggy NV
Due Date: 3/11/2013 6:00:00PM Resolution Date: 3/28/2013 2:00:00PM FA Status: Completed
Resolution: No one was home will stop back 02-28-13. Meter read 234750. Field Activity done on 02-28-13. No one home. Spoke with customer on 03/08/13. She only had low water pressure 4 time. She does have a water softener.

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 3932200886
Account #: 3128857260 Customer Name: HOWARD, DYON Phone #: (352) 512-0940
Address: 8000 NW 47TH ST CSR: Israel Santos Operator: Marlin Richardson
Entry Date: 11/15/2013 9:42:02AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called stating that she has really low pressure. No active alert/Israel
Due Date: 11/19/2013 6:00:00PM Resolution Date: 11/19/2013 7:20:00AM FA Status: Completed
Resolution: All operations back to normal. Meter test conducted. MR

Sub Division: 136 MR Route: F25 FA ID: 5900000490
Account #: 2541126231 Customer Name: MCGUIRE, MEGAN Phone #: (908) 534-6979
Address: 8255 NW 47TH ST CSR: Isabel Ceballos Operator: Jennifer Schwades
Entry Date: 1/28/2013 10:04:00AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer says when he uses the dishwasher, it leaves a white residue in dishes and glasses. Check this out.
Tag door w/findings /IC
Due Date: 2/4/2013 6:00:00PM Resolution Date: 2/4/2013 11:00:00AM FA Status: Completed
Resolution: Field Activity done 1-29. Customer lived in different house was just concerned CL 1.4. Marlin

Sub Division: 136 MR Route: F25 FA ID: 7437010691
Account #: 7437010000 Customer Name: BUSCEMI, ST CHARLES Phone #: (352) 351-0598
Address: 8180 NW 47TH ST CSR: Deborah Volz Operator: Marlin Richardson
Entry Date: 12/13/2013 1:08:01PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer said has sand in his water. Deb
Due Date: 12/14/2013 8:00:00PM Resolution Date: 12/14/2013 8:30:00AM FA Status: Completed
Resolution: Checked premise, spoke with customer and determined problem was not sand. Water softener issue. MR

Sub Division: 136 MR Route: F25 FA ID: 7869810015
Account #: 7869810000 Customer Name: HAMILTON, GWEN B Phone #: (352) 867-7446
Address: 5256 NW 80TH AVENUE RD CSR: Amanda Stonebreaker Operator: Marlin Richardson
Entry Date: 12/30/2013 2:00:19PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Cust called said low pressure. Said when we did work last month the pressure never came back to Normal. Amanda
Due Date: 12/31/2013 6:00:00PM Resolution Date: 12/31/2013 11:45:00AM FA Status: Completed
Resolution: Checked premise and determined that there was a problem with the water softener. MR.

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 0074200216
Account #: 0074200000 Customer Name: MORREALE, LOIS D Phone #: (352) 351-3923
Address: 8367 NW 46TH ST CSR: Bonnie Storm Operator: Marlin Richardson
Entry Date: 4/3/2014 12:43:29PM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: Customer is having ongoing issue with very low pressure. Bonnie
Due Date: 4/8/2014 6:00:00PM Resolution Date: 4/8/2014 9:00:00AM FA Status: Completed
Resolution: Checked premise, checked for leaks and PSI of 52. Recorded read and gave to customer. MR

Sub Division: 136 MR Route: F25 FA ID: 0074200409
Account #: 0074200000 Customer Name: MORREALE, LOIS D Phone #: (352) 351-3923
Address: 8367 NW 46TH ST CSR: Sylvia Watler Operator: Marlin Richardson
Entry Date: 2/7/2014 3:41:22PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer is reporting that water is back on but water pressure is very low. Sylvia
Due Date: 2/10/2014 12:00:00AM Resolution Date: 2/10/2014 10:20:00AM FA Status: Completed
Resolution: Checked premise and pressure was okay outside but inside was not as good. Customer said they would call a plumber. MR

Sub Division: 136 MR Route: F25 FA ID: 0362096198
Account #: 0364200000 Customer Name: AUDI, RONALD Phone #: (352) 629-5607
Address: 4480 NW 79TH TERRACE RD CSR: Ingrid Jenkins Operator: Marlin Richardson
Entry Date: 10/9/2014 8:31:10AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Mr. Audi called to report of loud noise in his pipes he says has extremely high water pressure. Investigate and advise if pressure is to high/low. Record all information in CC&B, tag door if unable to consult with customer. IEJ 10/09
Due Date: 10/9/2014 6:00:00PM Resolution Date: 10/9/2014 3:00:00PM FA Status: Completed
Resolution: Checked premise, tested PSI on (2) outside hose bibs. 1st test result was 52 PSI, 2nd was 50 PSI. Spoke with homeowner about the problem and he said it all started when he got his new washer. Could not find any issues with PSI. MRC

Sub Division: 136 MR Route: F25 FA ID: 0549098670
Account #: 8779483352 Customer Name: PARRISH, CYNTHIA Phone #: (352) 362-0091
Address: 5484 NW 80TH AVENUE RD CSR: Kimberly Bennett Operator: Marlin Richardson
Entry Date: 10/21/2014 12:30:41PM SO Type: M-SIO Request Type: No Water
Instructions: Customer called due to no water, dispatched out @ 1:28pm. Cynthia #352-362-0091. Kim-FL
Due Date: 10/23/2014 6:00:00PM Resolution Date: 10/23/2014 8:00:00AM FA Status: Completed
Resolution: Called customer, no answer. Emergency repairs underway, repairs were completed shortly after.

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 2550606172
Account #: 2553200000 Customer Name: WOODBY, VICTORIA Phone #: (352) 402-9223
Address: 5876 NW 80TH AVENUE RD CSR: Glenda Thompson Operator: Marlin Richardson
Entry Date: 9/23/2014 11:12:00AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reports dirty and milky water. Check
Due Date: 9/25/2014 8:00:00PM Resolution Date: 9/25/2014 7:00:00AM FA Status: Completed

Resolution: Called customer and explained that construction taken place on her street and that there was probably air in her lines. Stated that I would be out to investigate shortly after she called saying that the construction/quality has been resolved. MR

Sub Division: 136 MR Route: F25 FA ID: 2814261195
Account #: 2812200000 Customer Name: HALL, JAMES W Phone #: (352) 369-1516
Address: 7851 NW 56TH PL CSR: Patrina McCandies Operator: Marlin Richardson
Entry Date: 10/13/2014 8:05:40AM SO Type: HIBILL
Instructions: Reread meter and check for leak; customer complain that bill has doubled. Patrina
Due Date: 10/14/2014 8:00:00PM Resolution Date: 10/14/2014 8:15:00AM FA Status: Completed

Resolution: Checked premise and obtained meter read. No leaks were detected in or near meter box. MRC

Sub Division: 136 MR Route: F25 FA ID: 2982192294
Account #: 2983200000 Customer Name: WIESKAMP, EUGENE Phone #: (352) 351-3533
Address: 5599 NW 80TH AVENUE RD CSR: Jerrie Hoffman Operator: Marlin Richardson
Entry Date: 10/8/2014 11:00:58AM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: Investigate. Customer reported that our techs broke a coupling to his sprinkler system during line repair and meter replacement work. Jerry NVP
Due Date: 10/9/2014 8:00:00PM Resolution Date: 10/9/2014 7:00:00AM FA Status: Completed

Resolution: Checked premise along with contractor and homeowner. Determined that leak wasn't caused by recent utility work in the area. Homeowner would need a plumber. MR

Sub Division: 136 MR Route: F25 FA ID: 2983200594
Account #: 2983200000 Customer Name: WIESKAMP, EUGENE Phone #: (352) 351-3533
Address: 5599 NW 80TH AVENUE RD CSR: Amanda Stonebreaker Operator: Marlin Richardson
Entry Date: 7/15/2014 11:39:15AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting air in lines and bad taste in the water. Amanda
Due Date: 7/21/2014 8:00:00PM Resolution Date: 7/21/2014 7:30:00AM FA Status: Completed

Resolution: Spoke with customer via phone. He stated that everything was back to normal. No issues. MRS

Sub Division: 136 MR Route: F25 FA ID: 3855124708
Account #: 3852200000 Customer Name: LYUTA, GEORGE R Phone #: (352) 351-5061
Address: 5897 NW 80TH AVENUE RD CSR: Isabel Ceballos Operator: Marlin Richardson

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Entry Date: 9/19/2014 7:13:46AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer said Water Company yesterday put in galvanized lines in the area and since yesterday water has been very milky white. They ran the water but it is still like that today. IC

Due Date: 9/22/2014 8:00:00PM Resolution Date: 9/22/2014 9:00:00AM FA Status: Completed

Resolution: Checked premise. Plumbers explained to customer that air was trapped in main and that was the reason for the milky appearance to the water. Issue has been resolved. MR

Sub Division: 136 MR Route: F25 FA ID: 3932200151
Account #: 3128857260 Customer Name: HOWARD, DYON Phone #: (352) 512-0940
Address: 8000 NW 47TH ST CSR: Lorie Mayeski Operator: Marlin Richardson

Entry Date: 4/1/2014 8:09:28AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer stated 'low pressure' started this morning. Nothing in Alerts as of time of call. Please investigate. Lorie e-mailed Kim Bennett & Deb Volz @ 9:11 AM for dispatching.

Due Date: 4/2/2014 6:00:00PM Resolution Date: 4/2/2014 9:45:00AM FA Status: Completed

Resolution: Hydro tank was being worked on. PSI was restored shortly after. MR.

Sub Division: 136 MR Route: F25 FA ID: 5662200964
Account #: 1416922046 Customer Name: KELTON, PHYLLIS Phone #: (352) 690-3040
Address: 8181 NW 46TH ST CSR: Bonnie Storm Operator: Marlin Richardson

Entry Date: 4/1/2014 8:02:45AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Cust is reporting repeated drastic drop in pressure in the mornings. Cust would like to be contacted to discuss Issue. Bonnie

Due Date: 4/2/2014 6:00:00PM Resolution Date: 4/2/2014 11:00:00AM FA Status: Completed

Resolution: Called customer and explained that hydro tank was being worked on. PSI was restored shortly after. MR

Sub Division: 136 MR Route: F25 FA ID: 7067010633
Account #: 7067010000 Customer Name: DUSCH, MARLENE Phone #: (352) 732-4669
Address: 4455 NW 80TH TER CSR: Sylvia Watler Operator: Marlin Richardson

Entry Date: 2/10/2014 7:10:19AM SO Type: M-SI Request Type: High or Low Pressure in the Water

Instructions: Customer reporting very low water pressure. Said started on Fri and all weekend has been low. Sylvia

Due Date: 2/12/2014 6:00:00PM Resolution Date: 2/12/2014 10:00:00AM FA Status: Completed

Resolution: Checked premise. Tagged door for construction on Hydro Tank. Problem resolved. MRH

Sub Division: 136 MR Route: F25 FA ID: 7067010607
Account #: 7067010000 Customer Name: DUSCH, MARLENE Phone #: (352) 732-4669
Address: 4455 NW 80TH TER CSR: Micah Johnson Operator: Marlin Richardson

Entry Date: 7/22/2014 9:08:55AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Little to no water pressure.

Due Date: 7/22/2014 8:00:00PM Resolution Date: 7/22/2014 11:05:00AM FA Status: Completed

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Sub Division: 136 MR Route: F25 FA ID: 0978894551
Account #: 9857083547 Customer Name: Cortese Carmella Phone #: (352) 502-3884
Address: 4343 NW 80TH AVE #4 CSR: Zakia Bouldin Operator: Marlin Richardson
Entry Date: 9/2/2015 3:05:43PM SO Type: M-SIO Request Type: High or Low Pressure
Instructions: Customer reporting no water pressure.
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/4/2015 8:30:00AM FA Status: Completed
Resolution: Emergency leak repair. Service restored. MR

Sub Division: 136 MR Route: F25 FA ID: 1507033532
Account #: 4739329475 Customer Name: CITRUS HILL GOLF LLC Phone #: (352) 746-5828
Address: 4782 NW 80TH AVE CSR: Amanda Stonebreaker Operator: Marlin Richardson
Entry Date: 9/2/2015 2:26:23PM SO Type: M-SIO Request Type: No Water
Instructions: Please check no water. Amanda
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/4/2015 8:40:00AM FA Status: Completed
Resolution: Emergency leak repair. Service restored..MR

Sub Division: 136 MR Route: F25 FA ID: 2161565549
Account #: 2169810000 Customer Name: CARVER, GEORGE H Phone #: (352) 840-0639
Address: 5397 NW 78TH CT CSR: Zakia Bouldin Operator: Marlin Richardson
Entry Date: 3/10/2015 3:55:25PM SO Type: M-SIO Request Type: No Water
Instructions: Customer called to report no water.
Due Date: 3/11/2015 8:00:00PM Resolution Date: 3/11/2015 1:15:00PM FA Status: Completed
Resolution: Emergency water main repair were being completed at that time. MR

Sub Division: 136 MR Route: F25 FA ID: 2588619996
Account #: 2581200000 Customer Name: PAYNTER,LAURA Phone #: (352) 843-0200
Address: 8397 NW 46TH ST CSR: Amanda Stonebreaker Operator: Marlin Richardson
Entry Date: 9/2/2015 2:54:01PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Low pressure. Laura 352-843-0200..Amanda
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/4/2015 9:20:00AM FA Status: Completed
Resolution: Emergency leak repair. Service restored. MR

Sub Division: 136 MR Route: F25 FA ID: 9731691598
Account #: 9353492865 Customer Name: SALEH,SALEH Phone #: (352) 213-2724
Address: 4760 NW 75TH AVE CSR: Lorie Mayeski Operator: Marlin Richardson
Entry Date: 3/11/2015 12:04:36PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states he has been getting 'white cloudy water' in his faucets since yesterday. He has tried flushing cold water lines and it's still occurring. I don't see anything in alerts regarding this issue. Please investigate and discuss with customer (is at home). Lorie M. 3-11-15*E-Mailed Kim and Sylvia @ 1:05 PM for dispatching.*E-Mailed Kim and Sylvia

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Due Date: 3/11/2015 8:00:00PM Resolution Date: 3/11/2015 3:00:00PM FA Status: Completed

Resolution: Checked premise, found no one home. Tagged door, also called customer and explained that the cloudy water was due to recent repair work on water main yesterday. Will continue to monitor (myself).

Sub Division: 136 MR Route: F25 FA ID: 6613120028
Account #: 6611000000 Customer Name: WILSON, JOSEPH Phone #: (352) 572-5403
Address: 4497 NW 78TH AVE CSR: Amanda Stonebreaker Operator: Marlin Richardson
Entry Date: 2/11/2015 9:41:00AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Please check for cloudy/milky water. Amanda
Due Date: 2/17/2015 8:00:00PM Resolution Date: 2/17/2015 2:10:00PM FA Status: Completed
Resolution: Foreman of Traverse stopped by and explained that the cloudy water was for repair on service connection.MR

Sub Division: 136 MR Route: F25 FA ID: 6959611163
Account #: 6957010000 Customer Name: CASSONE, JACK Phone #: (352) 629-7452
Address: 4640 NW 80TH CT CSR: LaQuon Huntley Operator: Marlin Richardson
Entry Date: 9/2/2015 2:47:34PM SO Type: M-SIO Request Type: High or Low Water
Instructions: Customer called to report very low water. States only a trickle is coming out of faucets..
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/4/2015 8:35:00AM FA Status: Completed
Resolution: Emergency leak repair. Service Restored. MR

Sub Division: 136 MR Route: F25 FA ID: 2187031146
Account #: 2187010000 Customer Name: MOONEY, JAMES Phone #: (352) 368-2118
Address: 4825 NW 80TH CT CSR: Ferrellyn Trovinger Operator: Marlin Richardson
Entry Date: 9/2/2015 4:40:05PM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Customer called about low pressure. Has only a small stream of water and toilets will not flush properly.
Dispatched to Kim and Sylvia
Due Date: 9/2/2015 8:00:00PM Resolution Date: 9/4/2015 9:00:00AM FA Status: Completed
Resolution: Emergency leak repair. Restored service.

Sub Division: 136 MR Route: F25 FA ID: 1186915186
Account #: 1182200000 Customer Name: DELAHUNTY, DONNA Phone #: (352) 368-5615
Address: 7751 NW 49TH STREET RD CSR: Bonnie Storm Operator: Marlin Richardson
Entry Date: 3/10/2015 11:57:09AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water. No alerts. Please check. Bonnie
Due Date: 3/11/2015 8:00:00PM Resolution Date: 3/11/2015 1:00:00PM FA Status: Completed
Resolution: Emergency work was being completed at that time. MR

Sub Division: 136 MR Route: F25 FA ID: 0904902767

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Customer Complaints and Resolutions 01/01/11 – 12/31/15

Account #: 6677297484 Customer Name: MILLSPAUGH, SIDNEY Phone #: (352) 615-3399
Address: 4670 NW 78TH AVE CSR: Carolyn McVicker Operator: Marlin Richardson
Entry Date: 1/20/2015 2:37:09PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water. Emailed Kim/Sylvia. Carolyn/FL
Due Date: 1/20/2015 8:00:00PM Resolution Date: 1/21/2015 12:30:00PM FA Status: Completed
Resolution: Checked premise, work was being completed on water main. Service has been restored.MR

Sub Division: 136 MR Route: F25 FA ID: 4541438907
Account #: 4541000000 Customer Name: MURRAY, CHARLES Phone #: (352) 840-7162
Address: 7632 NW 56TH PL CSR: Zakia Bouldin Operator: Marlin Richardson
Entry Date: 9/11/2015 9:03:19AM SO Type: M-SIO Request Type: Water Quality
Instructions: Charles reporting that that water has a nasty taste and has been this way for about 4 days. States they rec'd a notice from the city of Ocala states that water quality wasn't any good. Customer would like someone to check into this and get back w/ him about what's going on.
Due Date: 9/15/2015 8:00:00PM Resolution Date: 9/15/2015 6:30:00AM FA Status: Completed
Resolution: Checked Premise, OHB residual was 1.0. No odor complaints from customer during service investigation.No CL2 Residual after water filter during testing. All levels are normal.

Sub Division: 136 MR Route: F25 FA ID: 4114017926
Account #: 4111000000 Customer Name: BREZNYAK ED Phone #: (352) 867-1699
Address: 4764 NW 78TH AVE CSR: LaQuon Huntley Operator: Marlin Richardson
Entry Date: 4/6/2015 7:24:51AM SO Type: M-SIO Request Type: Air in Water
Instructions: Customer states she has air in her water and has samples and it looks like grit in the water. Water has a grayish color.
Due Date: 4/7/2015 8:00:00PM Resolution Date: 4/7/2015 9:10:00AM FA Status: Completed
Resolution: Checked premise. Observed particles in water were from water softener. Advised customer to Flush lines. She also mentioned that a tech had worked on the softener several months ago. MR

Sub Division: 136 MR Route: F25 FA ID: 7986054635
Account #: 7829774689 Customer Name: RAWLS, ANNETTE Phone #: (352) 216-9472
Address: 8440 NW 43RD LN CSR: Micah Johnson Operator: Marlin Richardson
Entry Date: 4/28/2015 1:15:55PM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Customer complaint of low water pressure. Can't use two things at once.
Due Date: 4/29/2015 8:00:00PM Resolution Date: 4/29/2015 10:05:00AM FA Status: Completed
Resolution: Checked premise. Water softener was not working properly. Had customer place system in bypass. All events are normal with good pressure. MR

Sub Division: 136 MR Route: F25 FA ID: 7983472139
Account #: 7829774689 Customer Name: RAWLS,ANNETTE Phone #: (352) 216-9472
Address: 8440 NW 43RD LN CSR: Loretta Abbott Operator: Marlin Richardson
Entry Date: 10/20/2015 8:17:11AM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Customer reporting very low pressure this morning. Emailing to Kim and Sylvia to dispatch. Loretta

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Due Date: 10/20/2015 8:00:00PM Resolution Date: 10/20/2015 12:00:00PM FA Status: Completed

Resolution: Generator being exercised and PSI restored. MR

Sub Division: 136 MR Route: F25 FA ID: 6756741229
Account #: 6753200000 Customer Name: OWEN, ELMER Phone #: (352) 732-3400
Address: 5730 NW 75th Ave CSR: Loretta Abbott Operator: Marlin Richardson
Entry Date: 5/19/2015 9:54:32AM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water. Emailing to Kim and Sylvia to dispatch. Loretta
Due Date: 5/20/2015 8:00:00PM Resolution Date: 5/20/2015 11:00:00AM FA Status: Completed
Resolution: Near premise, emergency repairs were underway on water main. All ops were normal after repairs. MR

Sub Division: 136 MR Route: F25 FA ID: 6758784621
Account #: 6753200000 Customer Name: OWEN, ELMER Phone #: (352) 732-3400
Address: 5730 NW 75th Ave CSR: Ewan Dehnert Operator: Michael Schwades
Entry Date: 5/26/2015 10:44:04AM SO Type: M-SIO Request Type: No Water
Instructions: Please check premise as customer states there no water. Ewan
Due Date: 5/26/2015 8:00:00PM Resolution Date: 5/26/2015 2:20:00PM FA Status: Completed
Resolution: Customer stated they had low pressure. Checked P.S.I=80 and CL2=1.4. MGS

Sub Division: 136 MR Route: F25 FA ID: 7831085521
Account #: 7830000000 Customer Name: STEIDLITZ, AUDREY Phone #: (352) 861-6662
Address: 5615 NW 75TH AVE CSR: Carolyn McVicker Operator: Marlin Richardson
Entry Date: 3/10/2015 3:54:11PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports no water. Had had water up until last 30 minutes. Emailing Kim/Sylvia. Carolyn/FL
Due Date: 3/12/2015 8:00:00PM Resolution Date: 3/12/2015 7:45:00AM FA Status: Completed
Resolution: Emergency repairs were being completed on water main, all services have been restored. MR

Sub Division: 136 MR Route: F25 FA ID: 5461853944
Account #: 5460000000 Customer Name: DAUGHERTY, AMANDA Phone #: (352) 401-0698
Address: 4533 NW 78TH AVE CSR: Sarah Locascio Operator: Marlin Richardson
Entry Date: 1/20/2015 2:09:25PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports no water. Sarah
Due Date: 1/21/2015 6:00:00PM Resolution Date: 1/21/2015 1:05:00PM FA Status: Completed
Resolution: Called customer and explained that work was being completed on service main. MRA

Sub Division: 136 MR Route: F25 FA ID: 7065766890
Account #: 6748150404 Customer Name: Waldrep Enterprises LLP Phone #: (352) 401-0063

Marion County – Golden Hills
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 136 MR Route: F25 FA ID: 9290245977
Account #: 9293200000 Customer Name: REVLON, MARC L Phone #:
Address: 7574 NW 56TH PL CSR: Glenda Thompson Operator: Marlin Richardson
Entry Date: 5/20/2015 8:11:59AM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Customer report very high water pressure. GT
Due Date: 5/20/2015 8:00:00PM Resolution Date: 5/20/2015 12:00:00PM FA Status: Completed
Resolution: Checked premise, pressure was low due to repairs on water line. All OPS were normal after repairs. MR

Sub Division: 136 MR Route: F25 FA ID: 9593463515
Account #: 8406903063 Customer Name: JENKINS, LYLE Phone #: (352) 427-1837
Address: 5219 NW 82ND CT CSR: Shona Robinson Operator: Marlin Richardson
Entry Date: 9/2/2015 12:23:14PM SO Type: M-SIO Request Type: High or Low Water
Instructions: Customer called stating that he is experiencing very low pressure.
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/4/2015 9:10:00AM FA Status: Completed
Resolution: Emergency leak repaired. MR

Sub Division: 136 MR Route: F25 FA ID: 9598065633
Account #: 8406903063 Customer Name: JENKINS, LYLE Phone #: (352) 427-1837
Address: 5219 NW 82ND CT CSR: Linette Orengo Operator: Marlin Richardson
Entry Date: 7/17/2015 12:19:16PM SO Type: M-SIO Request Type: High or Low Water Pressure
Instructions: Please verify why there is low water pressure. Ferri
Due Date: 7/17/2015 8:00:00PM Resolution Date: 7/17/2015 1:30:00PM FA Status: Completed
Resolution: Checked premise with customer and determined that water softener was not working properly.
48 PSI on hose bib prior to softener.

Sub Division: 136 MR Route: F25 FA ID: 5119394699
Account #: 1643748976 Customer Name: DURIS, COLLEEN Phone #: (352) 368-3613
Address: 7658 NW 56TH PL CSR: Jerrie Hoffman Operator: Marlin Richardson
Entry Date: 6/18/2015 11:23:20AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Very low pressure reported by customer. Jerrie
Due Date: 6/18/2015 8:00:00PM Resolution Date: 6/18/2015 2:30:00PM FA Status: Completed
Resolution: Spoke with customer via phone and he said pressure was back to normal. I mentioned that he may need his water softener checked. MR

Sub Division: 136 MR Route: F25 FA ID: 8926040588
Account #: 8924200000 Customer Name: CEROSIMO, LOUIS Phone #: (352) 291-2072
Address: 7606 NW 56TH PL CSR: Sylvia Watler Operator: Marlin Richardson

Marion County – Golden Hills

Customer Complaints and Resolutions 01/01/11 – 12/31/15

Entry Date: 2/19/2015 11:23:13AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Customer reporting residue in toilets, dishwasher and odor in parts of home. Sylvia
Due Date: 2/25/2015 8:00:00PM Resolution Date: 2/25/2015 12:00:00PM FA Status: Completed
Resolution: Checked premise. No issues during the visit. Will continue to monitor. CL2 residual 1.4 MR

Sub Division: 136 MR Route: F25 FA ID: 6845509819
Account #: 6844200000 Customer Name: DOBBS, LINDA Phone #: (352) 390-6219
Address: 7798 NW 49TH STREET RD CSR: Brooke Storm Operator: Marlin Richardson
Entry Date: 1/20/2015 1:00:49PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports no water. Brooke
Due Date: 1/21/2015 8:00:00PM Resolution Date: 1/21/2015 1:00:00PM FA Status: Completed
Resolution: Called customer and explained the work was being completed on service main.

Sub Division: 136 MR Route: F25 FA ID: 6848705333
Account #: 6844200000 Customer Name: DOBBS,LINDA Phone #: (352) 390-6219
Address: 7798 NW 49TH STREET RD CSR: Yanet Garcia Operator: Marlin Richardson
Entry Date: 10/22/2015 3:00:29PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer complaining of low water pressure since 10/22/15. Janet/FL
Due Date: 10/23/2015 8:00:00PM Resolution Date:10/23/2015 2:25:00PM FA Status: Completed
Resolution: Checked premise. Tested outside bib on the side closest to wells. PSI was between 46-48.
No issues. Tagged door. MR

ATTACHMENT "1-17"

Crystal Lake

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 0951810260
Account #: 0951810000 Customer Name: HARGER, CAMI Phone #: (407) 302-6728
Address: 421 LAKE BLVD CSR: Lorie Mayeski Operator: Kevin Cooper
Entry Date: 1/11/2011 8:57:39AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called reporting chlorine smell in water since 1-10-11. Investigate. Lorie called out to Pedro/Scott Gosnell @C 10:03 A.M.
Due Date: 1/11/2011 6:00:00PM Resolution Date: 1/11/2011 12:00:00AM FA Status: Completed
Resolution: Well went down and I/C came on line to service area. Chlorine at plant was still pumping into system and Caused high CL2 residual. Operator flushed lines and reduced CL2 feed. KEV

Sub Division: 091 MR Route: F07 FA ID: 1154000394
Account #: 1154000000 Customer Name: SPEIRS, JAMES T Phone #: (407) 323-8368
Address: 105 SUNSET DR CSR: Tricia Anderson Operator: Kevin Cooper
Entry Date: 11/30/2011 9:09:42AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is stating that her water is yellow. Check. Phoned to Kevin, Kevin said to call John left him a VM. TDA
Due Date: 11/30/2011 6:00:00PM Resolution Date: 12/1/2011 12:00:00AM FA Status: Completed
Resolution: Corey met with customer on side and CL2 was 1.5 MG/L. Flushed outside hose bib and water cleared up.

Sub Division: 091 MR Route: F07 FA ID: 1154000209
Account #: 1154000000 Customer Name: SPEIRS, JAMES T Phone #: (407) 323-8368
Address: 105 SUNSET DR CSR: Loretta Abbott Operator:
Entry Date: 12/28/2011 12:23:45PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer has yellow water again. Call customer. He thinks the lines need to be flushed at the street and not just at his which means the water to clear lines is going thru his meter. I am going to call John M also. Loretta
Due Date: 12/29/2011 6:00:00PM Resolution Date: 12/29/2011 12:00:00AM FA Status: Completed
Resolution: Cory, met with customer onsite - ran spigot & water was clear when Cory arrived. CL2 @1.9mg/l

Sub Division: 091 MR Route: F07 FA ID: 1154000511
Account #: 1154000000 Customer Name: SPEIRS, JAMES T Phone #: (407) 323-8368
Address: 105 SUNSET DR CSR: Cammy Iwinski Operator: Kevin Cooper
Entry Date: 3/17/2011 2:44:48PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called in to report bright orange water. Investigate. Cammy
Due Date: 3/17/2011 6:00:00PM Resolution Date: 3/17/2011 12:00:00AM FA Status: Completed
Resolution: Pete went to house and checked water and CL2 residual was 1.5. Made contact with customer and Explained he had been flushing the day before and he may have gotten remnants. Water is clear now. KEV

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 2964000852
Account #: 2964000000 Customer Name: TATE,JENNIFER A Phone #: (407) 268-3129
Address: 111 SUNSET DR CSR: Ferrellyn Trovinger Operator: Kevin Cooper
Entry Date: 1/12/2011 7:23:09AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called complaining of strong CL2 odor. Called to Pedro. FLT
Due Date: 1/12/2011 6:00:00PM Resolution Date: 1/12/2011 12:00:00AM FA Status: Completed
Resolution: Per plant operator, flushed lines to drop CL2 levels. Everything ok now. Scott Gosnell

Sub Division: 091 MR Route: F07 FA ID: 5101810903
Account #: 5101810000 Customer Name: CASELLA, EDNA Phone #: (407) 330-3488
Address: 200 MIRROR DR CSR: Linda Jones Operator: Kevin Cooper
Entry Date: 1/12/2011 7:41:41AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called to report low pressure and chlorine high in water. Called Pete. Linda
Due Date: 1/12/2011 6:00:00PM Resolution Date: 1/12/2011 12:00:00AM FA Status: Completed
Resolution: Flushed lines to lower CL2 levels. Informed customer. Everything ok now. S Gosnell

Sub Division: 091 MR Route: F07 FA ID: 5481810481
Account #: 5481810000 Customer Name: LEE, CARLA H Phone #: (407) 321-6388
Address: 411 LAKE BLVD CSR: Linda Jones Operator: Kevin Cooper
Entry Date: 1/11/2011 9:55:14AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called to advise chlorine is very high in water. Emailed Pete 11:06AM. Linda
Due Date: 1/11/2011 6:00:00PM Resolution Date: 1/12/2011 12:00:00AM FA Status: Completed
Resolution: Well went down and I/C came on line to service area. Chlorine at plant was still pumping into system and Caused high CL2 residual. Operator flushed lines and reduced CL2 feed. KEV

Sub Division: 091 MR Route: F07 FA ID: 7621810564
Account #: 7621810000 Customer Name: PIPPIN, ANNA Phone #: (407) 314-6738
Address: 200 FORREST DR CSR: Lorie Mayeski Operator: Kevin Cooper
Entry Date: 1/12/2011 9:49:02AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called to report extreme high level of chlorine. It is spotting clothes and smells bad. Customer Has baby and dog at home. Cannot use water. Investigate. Lorie called S Gosnell @ 10:49 AM.
Due Date: 1/12/2011 6:00:00PM Resolution Date: 1/12/2011 12:00:00AM FA Status: Completed
Resolution: Per plant operator – spoke with customer and he stated it was much better now. Did additional flushing. Scott Gosnell

Sub Division: 091 MR Route: F07 FA ID: 8074000879
Account #: 8074000000 Customer Name: VELILLA, ANGELICA Phone #: (407) 330-9095
Address: 113 SUNSET DR CSR: Lorie Mayeski Operator:

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Entry Date: 3/16/2011 2:17:29PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to report water has become very dirty looking. Investigate. Lorie M called out to Pedro @ 3:17 PM.
Due Date: 3/16/2011 6:00:00PM Resolution Date: 3/16/2011 12:00:00AM FA Status: Completed
Resolution: Pedro met the customer and took CL2 residual 1.5 Flushed 2" blow off and told customer to run faucets to clear lines. Call back if problem continues.

Sub Division: 091 MR Route: F07 FA ID: 8483378235
Account #: 8064237585 Customer Name: CRIM ,MARION P Phone #: (407) 321-0477

Address: 302 SUNSET DR CSR: Tara Drury Operator:
Entry Date: 10/27/2011 10:31:49AM SO Type: M-SIO Request Type: General Investigation

Instructions: Please investigate discoloration of water. Called to Pedro. tmd
Due Date: 10/27/2011 6:00:00PM Resolution Date: 10/27/2011 12:00:00AM FA Status: Completed
Resolution: Allan Finch met customer on site. Ran spigot water clear cl2@ 1.9 m/l informed customer we were flushing lines in the area that day.

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 1154000757
Account #: 1154000000 Customer Name: SPEIRS, JAMES T Phone #: (407) 323-8368
Address: 105 SUNSET DR CSR: Deborah Volz Operator: Allan Finch
Entry Date: 12/14/2012 10:21:52AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Cust and neighbor at 104 Sunset Dr said has very low psi. Deb
Due Date: 12/14/2012 8:00:00PM Resolution Date: 12/14/2012 12:00:00AM FA Status: Completed
Resolution: Temporary problem at well at the plant that was resolved quickly.. Allan finch

Sub Division: 091 MR Route: F07 FA ID: 5340810332
Account #: 5340810000 Customer Name: IRISH, NANCY B Phone #: (407) 323-1930
Address: 415 LAKE BLVD CSR: Linette Orengo Operator:
Entry Date: 6/15/2012 9:44:10AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer has had low pressure for the past few wks. I emailed John, Kevin/linette
Due Date: 6/15/2012 6:00:00PM Resolution Date: 6/21/2012 12:00:00AM FA Status: Completed
Resolution: We have a well out at Crystal plant & are on the Sanford I/C. PSI was turned down on the c lay valve
- Nate turned it up to give the area 50psi JAM

Sub Division: 091 MR Route: F07 FA ID: 5440810575
Account #: 5440810000 Customer Name: LOCKHART, TIM Phone #: (407) 814-7935
Address: 417 LAKE BLVD CSR: Lorie Mayeski Operator:
Entry Date: 6/21/2012 8:04:16AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer sent email stating experiencing low pressure over the past several weeks during various times
of the day Investigate. LORIE *E-MAILED JOHN&KEVIN @ 9:06AM
Due Date: 6/21/2012 6:00:00PM Resolution Date: 6/22/2012 12:00:00AM FA Status: Completed
Resolution: The well is bad at the plant and we are on the Sanford I/C. Needed to have psi adjusted.

Sub Division: 091 MR Route: F07 FA ID: 7321810352
Account #: 7321810000 Customer Name: BENITEZ, MARIA T Phone #: (407) 324-7285
Address: 228 SUNSET DR CSR: Linette Orengo Operator: Kevin Cooper
Entry Date: 4/16/2012 2:50:42PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer stated there is sand in her water line. She has only noticed it in the line that goes to her washer
because there is a screen filter & it was full of sand said her neighbors have the same problem wants us to check
it out. LIO
Due Date: 4/17/2012 6:00:00PM Resolution Date: 4/20/2012 12:00:00AM FA Status: Completed
Resolution: Checked hose bib on the side of the house, no sand on meter spoke with the neighbor on double service and
stated there is no sand going in their lines. Tagged door with info..Kev

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 7791810741
Account #: 1307707682 Customer Name: COX, TINA Phone #: (407) 272-6711
Address: 214 VINEWOOD DR CSR: Isabel Ceballos Operator: Nate Carver
Entry Date: 11/21/2012 10:20:34AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining of high chlorine in water for last 2 days. IC
Due Date: 11/21/2012 6:00:00PM Resolution Date: 11/21/2012 12:00:00AM FA Status: Completed
Resolution: Checked CL2 at hose bib and it was high, 2.6 PPM. Lowered CL2 at treatment plant. TK

Sub Division: 091 MR Route: F07 FA ID: 8243000759
Account #: 8243000000 Customer Name: AMMON, STEVE Phone #: (407) 463-7636
Address: 204 VINEWOOD DR CSR: Deloris Rowland Operator: Allan Finch
Entry Date: 12/14/2012 10:01:38AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to say he had low water pressure and barely running.
Due Date: 12/14/2012 6:00:00PM Resolution Date: 12/14/2012 12:00:00AM FA Status: Completed
Resolution: Temporary problem at well at the plant that was resolved quickly.. Allan finch

Sub Division: 091 MR Route: F07 FA ID: 9331810243
Account #: 9331810000 Customer Name: TEMBY, BARBARA Phone #: (407) 324-9582
Address: 209 FORREST DR CSR: Deborah Volz Operator: Roberto Remigio
Entry Date: 6/20/2012 10:28:20AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Cust has had low pressure. Deb
Due Date: 6/20/2012 8:00:00PM Resolution Date: 6/21/2012 12:00:00AM FA Status: Completed
Resolution: Plant is down and services are running on interconnect causing a drop on pressure.
Pressure read at 38psi on their line and their neighbors. Notified customer with info..RH

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 0951810370
Account #: 0951810000 Customer Name: HARGER, CAMI Phone #: (407) 302-6728
Address: 421 LAKE BLVD CSR: Deborah Volz Operator: Pete Figueroa
Entry Date: 12/23/2013 9:16:26AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Water smells like bleach. Deb
Due Date: 12/23/2013 8:00:00PM Resolution Date: 12/23/2013 12:00:00AM FA Status: Completed
Resolution: Problem at water plant with pump and high cl2. Went to interconnect and flushed area blow-offs to bring down cl2. Pete

Sub Division: 091 MR Route: F07 FA ID: 1151810047
Account #: 5203480596 Customer Name: PARRETT, CHRIS Phone #: (321) 720-3914
Address: 219 FORREST DR CSR: Bonnie Storm Operator:
Entry Date: 11/18/2013 10:47:53AM SO Type: M-SIO Request Type: Water Quality
Instructions: Cust reporting discolored/murky water and smells like bleach or chlorine. Began yesterday. Cust can be reached at 321-720-3914. Please tag door. Bonnie
Due Date: 11/18/2013 6:00:00PM Resolution Date: 11/18/2013 12:00:00AM FA Status: Completed
Resolution: Checked Cl2 at house. High and advised customer to flush all lines in the house - & I was going to flush main- flushed the 1 1/2" blow off on Homewood for 40 mins checked house & had a 1.5 cl2 - this was due to Crystal plant well.

Sub Division: 091 MR Route: F07 FA ID: 1645000543
Account #: 1645000000 Customer Name: BURNSD, MARK A Phone #: (407) 324-1086
Address: 124 BUNKER LN CSR: Lorie Mayeski Operator:
Entry Date: 8/9/2013 5:53:27PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called stating has had brown/discolored water today. Stated early today. As of this evening, it is slightly cleared. Left VM and sent email to John Marinelli & Kevin Cooper @ 6:55 P.M.
Due Date: 8/9/2013 6:00:00PM Resolution Date: 8/9/2013 12:00:00AM FA Status: Completed
Resolution: Called the customer & he stated that the water was clearing up. Informed him we changed out a curbstop And that is why he had brown discolored water. Just let it run for a while. JAM

Sub Division: 091 MR Route: F07 FA ID: 3351810467
Account #: 3351810000 Customer Name: BRABBAN, CHARLES R Phone #: (407) 406-3521
Address: 221 FORREST DR CSR: Sylvia Watler Operator:
Entry Date: 12/20/2013 1:54:17PM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer reporting cloudy water. Sylvia
Due Date: 12/20/2013 6:00:00PM Resolution Date: 12/20/2013 12:00:00AM FA Status: Completed
Resolution: Flushed blow offs in area and customer's line. Water is fine. Pete

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 5131810293
Account #: 5131810000 Customer Name: JARRELL, RYAN F Phone #: (407) 754-4371
Address: 207 FORREST DR CSR: Isabel Ceballos Operator: Pete Figueroa
Entry Date: 12/23/2013 11:26:52AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reported extremely chlorinated water. Check out. IC
Due Date: 12/23/2013 6:00:00PM Resolution Date: 12/27/2013 12:00:00AM FA Status: Completed
Resolution: Problem at water plant with pump and high cl2. Went to interconnect and flushed area blowoffs to bring down cl2. Pete

Sub Division: 091 MR Route: F07 FA ID: 5340810210
Account #: 5340810000 Customer Name: IRISH, NANCY B Phone #: (407) 323-1930
Address: 415 LAKE BLVD CSR: Lorie Mayeski Operator: Pete Figueroa
Entry Date: 12/23/2013 8:50:59AM SO Type: M-SIO Request Type: Water Quality
Instructions: Received call from friend of customer. Stated high chlorine smell in water. Would like to have this investigated. Call before arrival. Lorie M emailed Kim & Deb @ 9:53 AM for dispatching.
Due Date: 12/23/2013 6:00:00PM Resolution Date: 12/23/2013 12:00:00AM FA Status: Completed
Resolution: Call Mrs. Irish. Problem at water plant with pump and high cl2. went to interconnect and flushed area blowoffs to bring down cl2. Pete

Sub Division: 091 MR Route: F07 FA ID: 5481810393
Account #: 5481810000 Customer Name: LEE, CARLA H Phone #: (407) 321-6388
Address: 411 LAKE BLVD CSR: Karen Thimmes Operator:
Entry Date: 11/18/2013 12:57:24PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer came to office, very upset. He said he and his neighbor's (413) skin and eyes burn, and they are both irritable. Please check and tag door. 407-474-2812. Emailed Kim. Thanks, Karyn
Due Date: 11/18/2013 8:00:00PM Resolution Date: 11/18/2013 12:00:00AM FA Status: Completed
Resolution: Pete spoke with the customer. Advised of the problem (Crystal pump went down) & flushed a 2" blow off on Lake Blvd to bring Cl2 residual down. After flushing for 40 min went back to house & had a 1.5 at the hose bib & customer was present.

Sub Division: 091 MR Route: F07 FA ID: 7791810181
Account #: 1307707682 Customer Name: COX, TINA Phone #: (407) 272-6711
Address: 214 VINEWOOD DR CSR: Sylvia Watler Operator: Kevin Cooper
Entry Date: 12/19/2013 9:22:37AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer is reporting very low water pressure. Sylvia
Due Date: 12/19/2013 6:00:00PM Resolution Date: 12/19/2013 12:00:00AM FA Status: Completed
Resolution: Plant operator informed me that they were flushing in that area today and to notify customer service rep that they may receive low pressure complaints in area. Notified Kim by email. Pete will inform customer and pressure will be up shortly. KEV

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 8243000675
Account #: 8243000000 Customer Name: AMMON,STEVE Phone #: (407) 463-7636
Address: 204 VINEWOOD DR CSR: Lorie Mayeski Operator:
Entry Date: 11/18/2013 1:55:36PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Received call from customer. Stated has low pressure and it has been that way all weekend. Investigate.
Lorie emailed Kim B & Deb Volz @3:00PM
Due Date: 11/18/2013 6:00:00PM Resolution Date: 11/18/2013 12:00:00AM FA Status: Completed
Resolution: Increased PSI at the interconnect. Went to customer house, No one home. No place to attach a PSI gauge
tried to call customer but no answer. Left door tag. Pete.

Sub Division: 091 MR Route: F07 FA ID: 8341810956
Account #: 8341810000 Customer Name: LACKEY, BETTY B Phone #: (407) 322-5077
Address: 215 FORREST DR CSR: Jennifer Sides Operator:
Entry Date: 11/18/2013 1:36:51PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states black water. Check. JRS
Due Date: 11/18/2013 6:00:00PM Resolution Date: 11/18/2013 12:00:00AM FA Status: Completed
Resolution: Checked cl2 at house advised customer I was flushing a 2" blow off on Lake Blvd. Checked house and it was
1.5 after flushing.

Sub Division: 091 MR Route: F07 FA ID: 9331810216
Account #: 9331810000 Customer Name: TEMBY, BARBARA Phone #: (407) 324-9582
Address: 209 FORREST DR CSR: Jennifer Sides Operator:
Entry Date: 7/8/2013 1:51:45PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer states that there is sand coming through his pipes in sink and washing machine. Please check for
Sand in the lines. JRS
Due Date: 7/8/2013 6:00:00PM Resolution Date: 7/8/2013 12:00:00AM FA Status: Completed
Resolution: Pete went to the customers house - flushed the line on Homewood & checked the plant - only this customer.

Sub Division: 091 MR Route: F07 FA ID: 9331810449
Account #: 9331810000 Customer Name: TEMBY, BARBARA Phone #: (407) 324-9582
Address: 209 FORREST DR CSR: Jennifer Sides Operator: Pete Figueroa
Entry Date: 12/23/2013 7:36:01AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Cust states the water tastes like bleach, too much chlorine. Please check. JRS
Due Date: 12/23/2013 6:00:00PM Resolution Date: 12/23/2013 12:00:00AM FA Status: Completed
Resolution: Problem at water plant with pump and high CL2. Went to interconnect and flushed area blowoffs to bring down
CL2. Pete

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 9393000380
Account #: 9393000000 Customer Name: CAHILL, MARK Phone #: (407) 314-4052
Address: 212 SUNSET DR CSR: Amanda Stonebreaker Operator:
Entry Date: 12/11/2013 3:54:34PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Please check for odor in water. Said is close to plant and smells like rotten eggs in his home. Amanda
Due Date: 12/11/2013 6:00:00PM Resolution Date: 12/12/2013 12:00:00AM FA Status: Completed
Resolution: Allen spoke with the customer. Problem had cleared up, CL2 1.2. Crystal plant is on the interconnect
Customer has a water softener. Allen

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 3786940894
Account #: 3780810000 Customer Name: RUSHO, MANLEY Phone #: (407) 927-1581
Address: 305 SUNSET DR CSR: Sylvia Watler Operator: Kevin Cooper
Entry Date: 9/23/2014 10:16:56AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer is reporting bad taste and odor in water. Emailed Kim. Sylvia
Due Date: 9/23/2014 8:00:00PM Resolution Date: 9/23/2014 12:00:00AM FA Status: Completed
Resolution: Went to address and smelled and tasted the water at outside hose bib. Did not find anything wrong with Water. Also measured a CL2 residual of 1.6 MGL from hose bib. Tagged door with findings. TK

Sub Division: 091 MR Route: F07 FA ID: 7621810175
Account #: 7621810000 Customer Name: PIPPIN, ANNA Phone #: (407) 314-6738
Address: 200 FORREST DR CSR: Ingrid Jenkins Operator:
Entry Date: 7/2/2014 12:58:13PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting of low pressure. States for the last two days; investigate and the pressure going into home nothing showing on alerts that we are working in area. IEJ
Due Date: 7/2/2014 6:00:00PM Resolution Date: 7/2/2014 12:00:00AM FA Status: Completed
Resolution: Spoke with the customer & psi is ok now was low - told him to call me if he has another problem - we are on interconnect with Sanford. JAM

Sub Division: 091 MR Route: F07 FA ID: 8076763451
Account #: 8074000000 Customer Name: VELILLA, ANGELICA Phone #: (407) 330-9095
Address: 113 SUNSET DR CSR: Amanda Stonebreaker Operator:
Entry Date: 11/13/2014 11:27:13AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to report odor in water. Amanda
Due Date: 11/13/2014 8:00:00PM Resolution Date: 11/13/2014 12:00:00AM FA Status: Completed
Resolution: Pete spoke with the customer she has a filtration system. Had low CL2 0.2, that could need service water clear & no odor Pete Figueroa

Sub Division: 091 MR Route: F07 FA ID: 8151810716
Account #: 8151810000 Customer Name: KIMBALL, OTHO F Phone #: (407) 323-7983
Address: 220 HOMEWOOD DR CSR: Brooke Storm Operator:
Entry Date: 7/2/2014 10:23:36AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report very low water pressure. Brooke
Due Date: 7/2/2014 8:00:00PM Resolution Date: 7/2/2014 12:00:00AM FA Status: Completed
Resolution: Spoke with the customer & he stated PSI was fine at that time - was low for a while then came back. JM

Seminole County – Crystal Lake
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Sub Division: 091 MR Route: F07 FA ID: 1017986741
Account ID: 5953058723 Customer Name: SMITH, LARRY Phone #: (407) 322-3224
Address: 220 SUNSET DR CSR: Brooke Storm Operator:
Entry Date: 11/24/2015 2:03:10PM SO Type: M-SIO Request Type: No Water
Instructions: Customer called to report no water, says neighbors across the street are also currently without water. Brooke
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay. JAM

Sub Division: 091 MR Route: F07 FA ID: 3440459481
Account ID: 3444000000 Customer Name: SENKARIK, CHARLES Phone #: (407) 322-4054
Address: 104 SUNSET DR CSR: Paul Wright Operator:
Entry Date: 11/24/2015 2:20:24PM SO Type: M-SIO Request Type: No Water
Instructions: Customer calling stating no water. Nothing on alerts. Paul.
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/25/2015 12:00:00AM FA Status: Completed
Resolution: Valve was shut off on Sunset. Opened valve. Okay.

Sub Division: 091 MR Route: F07 FA ID: 3542001797
Account ID: 3540810000 Customer Name: TAYLOR, JACK Phone #: (407) 322-3985
Address: 311 FAIRWAY RD CSR: Linette Orenge Operator: Roberto Remigio
Entry Date: 11/4/2015 8:38:02AM SO Type: M-SIO Request Type: High or Low Pressure in the
Water
Instructions: Check why there is low pressure and leave tag on door with findings. Emailed Kim, Sylvia
Due Date: 11/4/2015 8:00:00PM Resolution Date: 11/5/2015 12:00:00AM FA Status: Completed
Resolution: Customer is getting 12GPM@50psi. Tagged door with findings. Neighbor from 309 approached us and reported
dirty water coming out of her tap. Flushed her lines too until clear. RH

Sub Division: 091 MR Route: F07 FA ID: 3549707283
Account ID: 3540810000 Customer Name: TAYLOR, JACK Phone #: (407) 322-3985
Address: 311 FAIRWAY RD CSR: Isabel Ceballos Operator:
Entry Date: 11/24/2015 3:17:13PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting very low pressure. IC
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. OK JAM

Sub Division: 091 MR Route: F07 FA ID: 3545895560
Account ID: 3540810000 Customer Name: TAYLOR, JACK Phone #: (407) 322-3985
Address: 311 FAIRWAY RD CSR: Lorie Mayeski Operator:
Entry Date: 10/26/2015 4:02:30PM SO Type: M-SIO Request Type: High or Low Pressure in the

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Water

Instructions: Customer stated called UI after hours yesterday, Sunday 10-25-15 and stated has low pressure when using manual oscillating sprinkler but rest of home is fine. Stated UI Tech on call did call him and stated would be at his home or tag door on Monday morning and nothing. Please investigate. Lorie

Due Date: 10/26/2015 8:00:00PM Resolution Date: 10/26/2015 12:00:00AM FA Status: Completed

Resolution: Greg spoke with the customer & he checked the pressure with the customer; 60 PSI. Problem is with the customer's irrigation. Greg

Sub Division: 091 MR Route: F07 FA ID: 5372975136
Account ID: 5370810000 Customer Name: ENGLE, L G Phone #: (000) 322-5394

Address: 211 RIDGE DR CSR: Brooke Storm Operator:
Entry Date: 11/24/2015 3:01:37PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Gerald called about very low water pressure. Brooke

Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed

Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 8251742370
Account ID: 6440698167 Customer Name: CONIGLIARO, MARLENE Phone #: (407) 385-9309

Address: 222 HOMEWOOD DR CSR: Paul Wright Operator:
Entry Date: 11/25/2015 7:58:16AM SO Type: M-SIO Request Type: Mineral Amount in Water

Instructions: Customer calling in stating the water had white stuff in it and left a film type on her sinks. She states it still has "white stuff" in the water. Didn't see any alerts for this area. Paul.

Due Date: 11/25/2015 8:00:00PM Resolution Date: 11/25/2015 12:00:00AM FA Status: Completed

Resolution: Spoke with the customer & explained the problem. Flushed the system. JAM

Sub Division: 091 MR Route: F07 FA ID: 7070621278
Account ID: 7075000000 Customer Name: GIBSON III, ROBERT C Phone #: (407) 415-3422

Address: 119 FAIRWAY DR CSR: LaQuon Huntley Operator:
Entry Date: 11/24/2015 2:47:56PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Very low water pressure.

Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed

Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 5440858710
Account ID: 5440810000 Customer Name: LOCKHART, TIM Phone #: (407) 323-3383

Address: 417 LAKE BLVD CSR: Jerrie Hoffman Operator:
Entry Date: 11/24/2015 2:22:17PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reporting low water pressure. JERRIE NV

Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed

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Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 0356663095
Account ID: 9175761863 Customer Name: RENAUD, JOHN Phone #: (407) 218-2113
Address: 307 FAIRWAY RD CSR: Brittany Warembourg Operator:
Entry Date: 11/24/2015 3:16:00PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reports low water pressure. Brittany NV
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 3375536796
Account ID: 3374000000 Customer Name: HARRELL, ROBERT E Phone #: (407) 328-4718
Address: 108 ORANGE DR CSR: Zakia Bouldin Operator:
Entry Date: 12/16/2015 12:18:41PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting that water tastes like dirt.
Due Date: 12/16/2015 8:00:00PM Resolution Date: 12/16/2015 12:00:00AM FA Status: Completed
Resolution: Checked CL2 at house. 1.8 PPM. No noticeable dirt tast. Spoke with customer; stated it was better today. We flushed the system at 2 locations. Don Hasty

Sub Division: 091 MR Route: F07 FA ID: 7877660553
Account ID: 6123934934 Customer Name: CONLIN, GWENDOLYN Phone #: (407) 556-5573
Address: 208 FORREST DR CSR: Sylvia Watler Operator:
Entry Date: 11/24/2015 2:42:59PM SO Type: M-SIO Request Type: No Water
Instructions: Customer is reporting no water at premise. Sylvia
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 0768439712
Account ID: 0760810000 Customer Name: GANAS, GREG Phone #: (407) 322-6291
Address: 215 RIDGE DR CSR: Isabel Ceballos Operator:
Entry Date: 11/25/2015 10:18:58AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reported milky and smelly water today. IC
Due Date: 11/25/2015 8:00:00PM Resolution Date: 11/25/2015 12:00:00AM FA Status: Completed
Resolution: Fflushed system. Milky water was due to tie on of new water main. JAM

Sub Division: 091 MR Route: F07 FA ID: 7321059479

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Account ID: 7321810000 Customer Name: BENITEZ, MARIA T Phone #: (407) 324-7285
Address: 228 SUNSET DR CSR: Isabel Ceballos Operator:
Entry Date: 10/27/2015 7:42:50AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low water pressure. IC
Due Date: 10/27/2015 8:00:00PM Resolution Date: 10/27/2015 12:00:00AM FA Status: Completed
Resolution: No place to check outside PSI. Checked house next door. They had 59 PSI. Called customer. She saw workers at the plant and thought there was a problem. She is on the Sanford interconnect and the site is being demolished. Don Hasty

Sub Division: 091 MR Route: F07 FA ID: 7625965880
Account ID: 7621810000 Customer Name: PIPPIN, ANNA Phone #: (407) 314-6738
Address: 200 FORREST DR CSR: Lakisha Cooper Operator:
Entry Date: 11/24/2015 2:08:42PM SO Type: CHK STAT
Instructions: Customer reporting low water pressure.
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 1641021187
Account ID: 1645000000 Customer Name: BURNSD, MARK A Phone #: (407) 324-1086
Address: 124 BUNKER LN CSR: Lorie Mayeski Operator:
Entry Date: 11/24/2015 1:57:52PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water. , Lorie*Dispatched Out*
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 5641151043
Account ID: 5113200693 Customer Name: GAUSE, TIMOTHY Phone #: (407) 456-9428
Address: 213 FORREST DR CSR: Jerrie Hoffman Operator:
Entry Date: 11/24/2015 3:11:04PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low water pressure. JERRIE NV
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 7579270965
Account ID: 7571810000 Customer Name: LAVIN, JAMES Phone #: (407) 302-1967
Address: 404 LAKE BLVD CSR: Sylvia Watler Operator:
Entry Date: 11/24/2015 2:17:29PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low water pressure. SYLVIA

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Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed

Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 8695473114
Account ID: 0406571701 Customer Name: WOOLSEY ,KUNIGUNDE Phone #: (407) 709-3222

Address: 226 VINEWOOD DR CSR: Zakia Bouldin Operator:

Entry Date: 11/24/2015 3:06:28PM SO Type: M-SIO Request Type: No Water

Instructions: Customer reporting no water.

Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed

Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 0189919497
Account ID: 0184000000 Customer Name: PARRISH, ALTHEA C Phone #: (407) 322-7179

Address: 201 VINEWOOD DR CSR: Crystal Woolard Operator:

Entry Date: 12/16/2015 9:26:51AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Water is gritty and has metallic taste to it and smells of really strong chlorine. Has been going on
For a few days. Not going away. CRW

Due Date: 12/16/2015 8:00:00PM Resolution Date: 12/16/2015 12:00:00AM FA Status: Completed

Resolution: Checked CL2 1.5 ppm, no noticeable odor or bad taste. Customer did have an open hose bib connected to a
Garden hose with a sprayer attached - called customer , told him about hose. He will shut it off & see if that
changes quality. Don Hasty

Sub Division: 091 MR Route: F07 FA ID: 0180610296
Account ID: 0184000000 Customer Name: PARRISH, ALTHEA C Phone #: (407) 322-7179

Address: 201 VINEWOOD DR CSR: LaQuon Huntley Operator:

Entry Date: 11/24/2015 2:19:24PM SO Type: M-SIO Request Type: No Water

Instructions: No water at location.

Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed

Resolution: Low PSI due to valve off on Sunset. Opened valve. Okay, JAM

MR Route: F07 FA ID: 7593038985
Account ID: 4180942252 Customer Name: BLACK, HULON J Phone #: (407) 323-9744

Address: 105 FORREST DR CSR: Zakia Bouldin Operator:

Entry Date: 11/24/2015 1:59:10PM SO Type: M-SIO Request Type: No Water

Instructions: Customer reporting no water. M

Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed

Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 091 MR Route: F07 FA ID: 4281099942
Account ID: 0409580543 Customer Name: BUSHUR, DAWN Phone #: (407) 721-1247
Address: 208 RIDGE DR CSR: Zakia Bouldin Operator:
Entry Date: 11/25/2015 7:10:00AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting cloudy water. States mainly in front bathroom, doesn't clear up after letting run for a while.
Due Date: 11/25/2015 8:00:00PM Resolution Date: 11/25/2015 12:00:00AM FA Status: Completed
Resolution: Had milky water due to tie in of new water main. Spoke with customer. Flushed system. JAM

Sub Division: 091 MR Route: F07 FA ID: 4511510335
Account ID: 4515000000 Customer Name: SCOTT, DOROTHY Phone #: (407) 323-0540
Address: 111 ORANGE DR CSR: Zakia Bouldin Operator:
Entry Date: 11/24/2015 3:00:18PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water.
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: We had 20 psi in line at interconnect - had valve off on Sunset. JAM

Sub Division: 091 MR Route: F07 FA ID: 0484939937
Account ID: 0480810000 Customer Name: BEVERLY, ALVIN Phone #: (407) 322-4200
Address: 403 SUNSET DR CSR: Amanda Stonebreaker Operator:
Entry Date: 12/15/2015 8:04:04AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complains of bad taste in water. Amanda
Due Date: 12/15/2015 8:00:00PM Resolution Date: 12/15/2015 12:00:00AM FA Status: Completed
Resolution: Don Hasty spoke with the customer and explained they are the only ones complaining - took CL2 read 1.5
Flushed the main line on Fairway Dr.

Sub Division: 091 MR Route: F07 FA ID: 0488705449
Account ID: 0480810000 Customer Name: BEVERLY ,ALVIN Phone #: (407) 322-4200
Address: 403 SUNSET DR CSR: Ingrid Jenkins Operator: John Marinelli
Entry Date: 12/17/2015 8:12:08AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer asking to speak with us regarding the continued odor and rusty tasting to the water.
Please record information in CC&B. IEJ 12/17
Due Date: 12/17/2015 8:00:00PM Resolution Date: 12/16/2015 12:00:00AM FA Status: Completed
Resolution: 12-15-15 0930 hrs.- checked CL2 residual at customer's home at 1.5 PPM. No noticeable odors or
bad taste.

Sub Division: 091 MR Route: F07 FA ID: 0393734719
Account ID: 0950959863 Customer Name: BEST, CHUCK Phone #: (904) 305-9245

Seminole County – Crystal Lake
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Address: 404 SUNSET DR CSR: Paul Wright Operator:
Entry Date: 11/24/2015 2:00:09PM SO Type: M-SIO Request Type: No Water
Instructions: Customer calling in stating they have no water. I looked in alerts and nothing in there. Paul.
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

Sub Division: 091 MR Route: F07 FA ID: 0398390203
Account ID: 0950959863 Customer Name: BEST, CHUCK Phone #: (904) 305-9245

Address: 404 SUNSET DR CSR: Sylvia Watler Operator:
Entry Date: 11/25/2015 1:00:23PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer is reporting very strong chlorine smell and bubbly water, doesn't clear if water runs. Started 11/24 after pressure was returned to normal. Sylvia
Due Date: 11/25/2015 8:00:00PM Resolution Date: 11/25/2015 12:00:00AM FA Status: Completed
Resolution: Flushed the system to get it to clear up due to tie in of new water main. JAM

Sub Division: 091 MR Route: F07 FA ID: 9398796541
Account ID: 1425953184 Customer Name: WHITE, DARREN Phone #: (407) 236-6204

Address: 402 SUNSET DR CSR: Zakia Bouldin Operator:
Entry Date: 11/25/2015 11:36:46AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting water coming out white and fizzy like throughout home and has an odor.
Due Date: 11/25/2015 8:00:00PM Resolution Date: 11/25/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with the customer and explained the problem. Flushed lines. JAM

Sub Division: 091 MR Route: F07 FA ID: 0485258935
Account ID: 1144076611 Customer Name: ROBERTSON, THOMAS Phone #: (321) 363-1901

Address: 207 VINEWOOD DR CSR: Zakia Bouldin Operator:
Entry Date: 11/24/2015 2:59:15PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water.
Due Date: 11/24/2015 8:00:00PM Resolution Date: 11/24/2015 12:00:00AM FA Status: Completed
Resolution: Low psi due to valve off on Sunset. Opened valve. Okay, JAM

ATTACHMENT "1-17"

Jansen

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 0414210719
Account #: 0414210000 Customer Name: Glynn,Ilene Phone #: (407) 298-1768
Address: 9382 JUNIOR AVE CSR: Sheri Demonbreun Operator: Kevin Cooper
Entry Date: 2/2/2011 1:01:40PM SO Type: M-SIO Request Type: Air in Water
Instructions: Customer called to report air in water. Sheri
Due Date: 2/2/2011 8:00:00PM Resolution Date: 2/2/2011 12:00:00AM FA Status: Completed
Resolution: House was checked. No one was home and there was no air in the lines or in system per Operator. KEV

Sub Division: 204 MR Route: F06 FA ID: 0884210603
Account #: 0884210000 Customer Name: KANAGA,RYAN Z Phone #: (321) 231-3060
Address: 6227 COURTNEY COVE CSR: Constance Dunn Operator: LeRoy Grainger
Entry Date: 10/21/2011 12:53:10PM SO Type: M-SIO Request Type:High or Low Pressure in the Water
Instructions: Customer called to report very low pressure. Plumber states it is below pressure level. Tag Door. Connie
Due Date: 10/24/2011 8:00:00PM Resolution Date: 10/24/2011 12:00:00AM FA Status: Completed
Resolution: Water pressure is 40 PSI. Checked neighbors on both sides and go same pressure. Spoke with customer about findings. IRG

Sub Division: 204 MR Route: F06 FA ID: 1222210990
Account #: 1222210000 Customer Name: FRENCH, STEVEN D Phone #: (407) 578-1341
Address: 6022 ARDELE CT CSR: Jennifer Elliot Operator: Nate Carver
Entry Date: 8/18/2011 8:24:22AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer called stating that he has sulfur smell in his water and he said that it is worse in the am and it has been ongoing for months and said that his neighbors have the same problem too. I called Nate Carver. Jennifer
Due Date: 8/18/2011 8:00:00PM Resolution Date: 8/18/2011 12:00:00AM FA Status: Completed
Resolution: Flushed blow off at the end of Ardele for 25 minutes, CL2 residual at 2.5. went to customers house and residual CL2 was a 0.9, flushed his lines and tagged door explaining that the lines were flushed to improve water quality.. Nate Carver

Sub Division: 204 MR Route: F06 FA ID: 1222210191
Account #: 1222210000 Customer Name: FRENCH,STEVEN D Phone #: (407) 578-1341
Address: 6022 ARDELE CT CSR: Tara Drury Operator: Nate Carver
Entry Date: 10/3/2011 1:09:31PM SO Type: M-SIO Request Type:High or Low Pressure in the Water
Instructions: Customer requesting contact re hydrant tank that is being replaced. Sulfur smell still exists and flushing isn helping. Low pressure is 1/4 of what it used to be. Ongoing for 4 months. TMD
Due Date: 10/3/2011 6:00:00PM Resolution Date: 10/3/2011 12:00:00AM FA Status: Completed
Resolution: Nate onsite, flushed blow off on Ardele Ct for 15min. CL2 @ 2.7. Met w/cust ran his faucet, CL2 2.6. Says smell is always first thing in the morning when starting shower. Recommended he drain his water heater. Nate C.

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 2114210155
Account #: 2114210000 Customer Name: HAMMERLY, CHERYL Phone #: (407) 292-8840
Address: 9394 FLORENCE AVE CSR: Grace Dugan Operator:
Entry Date: 8/29/2011 9:37:17AM SO Type: M-SIO Request Type: General Investigation
Instructions: Call customer and set up appointment to come out and check the issue he is having with low pressure. Says it has been going on for a couple months. GD
Due Date: 8/30/2011 6:00:00PM Resolution Date: 8/30/2011 12:00:00AM FA Status: Completed
Resolution: Flushed at the meter; result 16gpm at 47psi on a 2" line

Sub Division: 204 MR Route: F06 FA ID: 2133210550
Account #: 2570833095 Customer Name: FENNER, KEVIN Phone #: (407) 538-3128
Address: 6595 BRENDA DR CSR: Amanda Stonebreaker Operator: Rodel Hermano
Entry Date: 11/18/2011 9:01:20AM SO Type: M-EXCHNG
Instructions: Customer states very low water pressure and irrigation system is not working right. Irrigation company Told them to have meter tested. Possible leak. Check the meter and tag door with results. Amanda
Due Date: 11/18/2011 6:00:00PM Resolution Date: 11/21/2011 12:00:00AM FA Status: Completed
Resolution: Static water pressure is @ 43psi flowing 10.8 gpm. Notified the customer about the results and per John Marinelli we will replace the service because there might be corrosion obstructing the flow on the existing service line..RH

Sub Division: 204 MR Route: F06 FA ID: 5953210619
Account #: 5953210000 Customer Name: TINSLEY, EMILY G Phone #: (407) 293-3855
Address: 6087 LINNEAL BEACH DR CSR: Amanda Stonebreaker Operator: Kevin Cooper
Entry Date: 12/29/2011 9:04:40AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer complains of dirty water, low pressure, and high consumption she thinks from builders next door stealing water? Check and customer will be home please knock on door to speak with them.
Due Date: 12/30/2011 6:00:00PM Resolution Date: 12/30/2011 12:00:00AM FA Status: Completed
Resolution: Checked hose bib and there is no problem. Customer does have a water softener and I informed her to get it checked since it has not been serviced ever since it was installed.. KEV

Sub Division: 204 MR Route: F06 FA ID: 6072210919
Account #: 7518459701 Customer Name: RAYMOND, SUE Phone #: (407) 399-6840
Address: 6008 LINNEAL BEACH DR CSR: Linette Orengo Operator: Nate Carver
Entry Date: 8/10/2011 10:47:26AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: Customer has a strong rotten egg smell. I told her it's the sulfur in the water but she still wants us to check it. Paged Nate, LIO
Due Date: 8/10/2011 6:00:00PM Resolution Date: 8/11/2011 12:00:00AM FA Status: Completed
Resolution: Alan Finch made site visit and ran water. No smell and water was clear with a CL2 residual of 1.6. Resident not home. Tagged door with findings.

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 6772210335
Account #: 9751546332 Customer Name: ANDERSON, REBECCA Phone #: (804) 334-4970
Address: 6004 LINNEAL BEACH DR CSR: Lisa Silva Operator:
Entry Date: 8/18/2011 7:51:34AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is reporting water dirty again today. Check.
Due Date: 8/18/2011 8:00:00PM Resolution Date: 8/18/2011 12:00:00AM FA Status: Completed
Resolution: Checked the system with Nate -OK flushed set recorder to check PSI will monitor system JAM

Sub Division: 204 MR Route: F06 FA ID: 6772210793
Account #: 9751546332 Customer Name: ANDERSON, REBECCA Phone #: (804) 334-4970
Address: 6004 LINNEAL BEACH DR CSR: Cammy Iwinski Operator: Nate Carver
Entry Date: 8/9/2011 1:31:53PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer states that water smells like sulfur and is brown and yellow. Investigate and call customer.
Cammy
Due Date: 8/9/2011 6:00:00PM Resolution Date: 8/10/2011 12:00:00AM FA Status: Completed
Resolution: Met customer on site. No CL2 residual at house. Pulled water meter and had 1.4 residual.
Had customer drain and flush hot water heater and faucets. Tested house again and go 1.3
CL2 residual. Nate

Sub Division: 204 MR Route: F06 FA ID: 8372210700
Account #: 8372210000 Customer Name: FRANKLIN, SYLVIA Phone #: (321) 280-0819
Address: 9443 BEAR LAKE CIR CSR: Sheri Demonbreun Operator:
Entry Date: 9/1/2011 9:09:44AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining of bad smelling water, called and emailed Nate. Sherri
Due Date: 9/1/2011 8:00:00PM Resolution Date: 9/1/2011 12:00:00AM FA Status: Completed
Resolution: Flushed the system. JS

Sub Division: 204 MR Route: F06 FA ID: 8372210216
Account #: 8372210000 Customer Name: FRANKLIN, SYLVIA Phone #: (321) 280-0819
Address: 9443 BEAR LAKE CIR CSR: Karen Thimmes Operator: Nate Carver
Entry Date: 9/29/2011 1:20:08PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer said black water/bad odor, coming in through the pipes. Called Kevin, he will call the Plant operator.
Please call customer or knock on door. Customer very upset. Karyn
Due Date: 9/29/2011 8:00:00PM Resolution Date: 9/29/2011 12:00:00AM FA Status: Completed
Resolution: Meet with cust. Flushed house. Established blow off at the end of his street. Flushed for 30min. CL2 @ 1.0 at
residence after flushing. Will flush line on routine basis. Pete.

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 8372210904
Account #: 8372210000 Customer Name: FRANKLIN, SYLVIA Phone #: (321) 280-0819
Address: 9443 BEAR LAKE CIR CSR: Linette Orengo Operator: Nate Carver
Entry Date: 9/12/2011 7:06:32AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer has smelly black water that can't be used for anything. Tag door with findings. Paged Kevin.../LIO FL
Due Date: 9/12/2011 6:00:00PM Resolution Date: 9/13/2011 12:00:00AM FA Status: Completed
Resolution: Spoke to customer, advised I would flush at 3/4" and 2" blow off for smell. Checked Cle and got a residual of 1.2 and water was clear. Also, the flapper in the toilet tank is bad that caused the Black in water at toilet. Pete

Sub Division: 204 MR Route: F06 FA ID: 8868200076
Account #: 8868200000 Customer Name: SMYTH, DONALD Phone #: (407) 291-9557
Address: 9494 SHORTLEAF CT CSR: Lori Jones Operator: Shawn Ebert
Entry Date: 7/19/2011 2:56:30PM SO Type: M-SIO Request Type: General Investigation
Instructions: States the water pressure has been noticeably less since new lines were put in across the street a couple months ago. He says the neighbors say same thing. He'd like to meet with a tech after 10am if possible.LLJ
Due Date: 7/20/2011 6:00:00PM Resolution Date: 7/20/2011 12:00:00AM FA Status: Completed
Resolution: Pressure tested @ 42 PSI. Plant is only pushing 45 to 50 PSI. Spoke to customer and explained the situation. SME

Sub Division: 204 MR Route: F06 FA ID: 8868200284
Account #: 8868200000 Customer Name: SMYTH, DONALD Phone #: (407) 291-9557
Address: 9494 SHORTLEAF CT CSR: Jennifer Elliot Operator: Kevin Cooper
Entry Date: 2/14/2011 10:08:16AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is calling about cloudy water, this started this morning. If water is put in glass is looks bubbly and can't see bottom of the glass. Called Pedro. Jennifer
Due Date: 2/14/2011 8:00:00PM Resolution Date: 2/14/2011 12:00:00AM FA Status: Completed
Resolution: Per Plant operator, hydrant in front of house was flushed and it was recommended to customer to flush Hot water heater. KEV

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 2133210536
Account #: 2570833095 Customer Name: FENNER, KEVIN Phone #: (407) 538-3128
Address: 6595 BRENDA DR CSR: Kimberly Bennett Operator: Kevin Cooper
Entry Date: 6/1/2012 12:55:05PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called due to low water pressure. Called to Scott G will give info to Nate to contact customer. Kim-FL
Due Date: 6/1/2012 6:00:00PM Resolution Date: 6/1/2012 12:00:00AM FA Status: Completed
Resolution: Met customer on site. Took pressure reading at faucet outside read 52 PSI. Customer said that low pressure was during watering times. I explained that we replaced a well pump and reduced pressure so that it would not run until satisfactory lab report received.

Sub Division: 204 MR Route: F06 FA ID: 3468200976
Account #: 3468200000 Customer Name: RAMOS, BONNIE Phone #: (407) 822-9055
Address: 9524 SHORTLEAF CT CSR: Isabel Ceballos Operator:
Entry Date: 10/11/2012 9:45:49AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting brown and smelly water for the last few days and getting worse. Check out. IC
Due Date: 10/11/2012 6:00:00PM Resolution Date: 10/11/2012 12:00:00AM FA Status: Completed
Resolution: Flushed line for cust. Spoke with cust and cust is satisfied. Smell is gone. Alan Finch.

Sub Division: 204 MR Route: F06 FA ID: 4368200781
Account #: 4368200000 Customer Name: WEST, JANICE Phone #: (407) 468-3009
Address: 9523 SHORTLEAF CT CSR: Lorie Mayeski Operator: Rodel Hermano
Entry Date: 10/24/2012 3:54:13PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called stating strong sewer like smell coming thru water supply. Called out to Nate Carver @ 4:51PM. Lorie
Due Date: 10/24/2012 6:00:00PM Resolution Date: 10/26/2012 12:00:00AM FA Status: Completed
Resolution: Located blow off then flushed the lines for 2 hrs. Chlorine test ok. Notified operator in charge about the findings..RH

Sub Division: 204 MR Route: F06 FA ID: 8152210294
Account #: 5960745108 Customer Name: CHION,DONALD Phone #: (407) 295-9052
Address: 6032 LINNEAL BEACH DR CSR: Constance Dunn Operator: LeRoy Grainger
Entry Date: 9/13/2012 10:02:44AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Ccustomer calling to complaint of very low pressure throughout this house. Check pressure and leave door tag with results. Connie
Due Date: 9/14/2012 6:00:00PM Resolution Date: 9/14/2012 12:00:00AM FA Status: Completed
Resolution: Read meter, checked water pressure. Meter indicated small leak on customer's property. Pressure was 55PSI. Spoke with customer about all findings. IRG

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 0048200564
Account #: 3373543849 Customer Name: BELCHER, LISA M Phone #: (407) 468-1005
Address: 1942 BEARVIEW DR CSR: Dona Richardson Operator: Kevin Cooper
Entry Date: 7/11/2013 10:59:07AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to report odor in the water the last few days. Both hot & cold. Was really bad a few days ago but still not right. (emailed Kim/Deb 11:57 AM)
Due Date: 7/11/2013 6:00:00PM Resolution Date: 7/11/2013 12:00:00AM FA Status: Completed
Resolution: Odor in water due to customer was away for 7 to 10 days and water line is above ceiling in attic. Advised Customer to flush all fixtures in home and odor was gone. Customer satisfied. CL2 @1.2PPM

Sub Division: 204 MR Route: F06 FA ID: 0048200973
Account #: 3373543849 Customer Name: BELCHER, LISA M Phone #: (407) 468-1005
Address: 1942 BEARVIEW DR CSR: Linette Orengo Operator:
Entry Date: 7/17/2013 8:29:05AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer still says he has bad smelly water for weeks and it will not clear up. He wants us to go back to the home & he want us to call prior to make sure he is there he wants to speak to tech. I emailed Kim, Deb
Due Date: 7/17/2013 6:00:00PM Resolution Date: 7/17/2013 12:00:00AM FA Status: Completed
Resolution: Checked the outside hose bib & the residual was 2.0 ppm- water had no odor spoke with the customer, she stated the problem cleared up. Alan

Sub Division: 204 MR Route: F06 FA ID: 0414210490
Account #: 0414210000 Customer Name: Glynn, Ilene Phone #: (407) 298-1768
Address: 9382 JUNIOR AVE CSR: Amanda Stonebreaker Operator: Pete Figueroa
Entry Date: 10/24/2013 3:37:42PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer ust states sulfur smell in water. Amanda
Due Date: 10/24/2013 6:00:00PM Resolution Date: 10/25/2013 12:00:00AM FA Status: Completed
Resolution: Located blow off at the end of the street and flushed line for 1/2 hour CL2 residual 2.0. Water was clear and running fine. Spoke to customer and informed of resolution and they were satisfied. Alan Finch

Sub Division: 204 MR Route: F06 FA ID: 0878200266
Account #: 0878200000 Customer Name: HEATON, TIMOTHY Phone #: (407) 295-5616
Address: 6706 SHELLBARK BLVD CSR: Linette Orengo Operator:
Entry Date: 7/15/2013 12:10:25PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Please verify what's going on with the water it's coming out grayish. I emailed Kim, Deb
Due Date: 7/15/2013 6:00:00PM Resolution Date: 7/15/2013 12:00:00AM FA Status: Completed
Resolution: Pete spoke with the customer & explained he was flushing in the area - he also flushed a blow off on Shellbark.

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 1723210214
Account #: 2725000637 Customer Name: BALLUFF, BRYCE Phone #: (407) 484-9130
Address: 6510 BEAR LAKE TER CSR: Shona Robinson Operator:
Entry Date: 7/1/2013 10:14:43AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called stating that there is a bad sulfur smell in the water...states they have never had this problem before. Investigate
Due Date: 7/1/2013 6:30:00PM Resolution Date: 7/1/2013 12:00:00AM FA Status: Completed
Resolution: Problem due to water softener not functioning properly. Bypass valve jammed. Could not bypass for Customer. Tom Keys

Sub Division: 204 MR Route: F06 FA ID: 1723210991
Account #: 2725000637 Customer Name: BALLUFF, BRYCE Phone #: (407) 484-9130
Address: 6510 BEAR LAKE TER CSR: Deborah Volz Operator: Kevin Cooper
Entry Date: 7/10/2013 12:06:47PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Removed water softener off property, but water still has a bad smell. Deb
Due Date: 7/10/2013 8:00:00PM Resolution Date: 7/10/2013 12:00:00AM FA Status: Completed
Resolution: Tom Keys met with customer and discovered that the problem was in the hot water system. He advised The customer to further flush the hot water tank and if that didn't work, it may be time to replace the tank. TK

Sub Division: 204 MR Route: F06 FA ID: 1822210346
Account #: 9815254780 Customer Name: HAGE, MICKEY J Phone #: (407) 897-8860
Address: 9551 BEAR LAKE CIR CSR: Carolyn McVicker Operator: Rodel Hermano
Entry Date: 7/31/2014 7:41:45AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Gwen calling for the 3rd time to report a heavy iron smell in the water. See 7/24 FA. Water is also cloudy. Can't drink or cook with water. Can smell on hands. Contact is Gwen on 407-293-0484. Contact customer. EmailingKim/Sylvia...Carolyn/FL
Due Date: 7/31/2014 8:00:00PM Resolution Date: 7/31/2014 12:00:00AM FA Status: Completed
Resolution: Pulled the meter and flushed the line on a riser. Opened the blowoff at the end of the street to get the chlorine back up on the lines. Water is cloudy on the initial flush but gradually cleared up. Chlorine went back up after 40 mins. Continued on log.

Sub Division: 204 MR Route: F06 FA ID: 1822210979
Account #: 9815254780 Customer Name: HAGE, MICKEY J Phone #: (407) 897-8860
Address: 9551 BEAR LAKE CIR CSR: Deborah Volz Operator:
Entry Date: 10/3/2013 9:40:36AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report low PSI. Deb
Due Date: 10/3/2013 8:00:00PM Resolution Date: 10/3/2013 12:00:00AM FA Status: Completed
Resolution: Pressure went low while checking alarms at plant. Spoke with cust pressure back to normal. Allan Finch. CL2 1.7

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 2338200763
Account #: 2338200000 Customer Name: ROMEO,KIMBERLY Phone #: (407) 299-5962
Address: 1961 BEARVIEW DR CSR: Micah Johnson Operator:
Entry Date: 5/21/2013 2:53:44PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer says her water is green and yellow and is spurting out.
Due Date: 5/21/2013 6:00:00PM Resolution Date: 5/21/2013 12:00:00AM FA Status: Completed
Resolution: Water was shut off to make a repair on Linneal Beach - flushed blow off

Sub Division: 204 MR Route: F06 FA ID: 2728200098
Account #: 5869545783 Customer Name: PARKER,ELAINE Phone #: (407) 293-5413
Address: 6180 LINNEAL BEACH DR CSR: Micah Johnson Operator: Kevin Cooper
Entry Date: 6/24/2013 9:29:25AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting brown colored water..
Due Date: 6/24/2013 6:00:00PM Resolution Date: 6/24/2013 12:00:00AM FA Status: Completed
Resolution: Discolored water due to flushing on Bear Lake. Spoke to customer and flushed line at customer's Home. Water cleared up and CL2 was 1.5 PPM. Pete

Sub Division: 204 MR Route: F06 FA ID: 3282210004
Account #: 3282210000 Customer Name: THOMAS, SHARON Phone #: (407) 970-3275
Address: 6108 BEAR LAKE TER CSR: Diane Adams Operator:
Entry Date: 10/3/2013 10:29:21AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting brown water and please tag door with results. DA
Due Date: 10/3/2013 6:00:00PM Resolution Date: 10/3/2013 12:00:00AM FA Status: Completed
Resolution: Spoke with cust, problem had cleared up. CL2 1.9. Allan Finch

Sub Division: 204 MR Route: F06 FA ID: 3838200038
Account #: 3838200000 Customer Name: HARVEY,J IM Phone #: (407) 293-6170
Address: 1924 BEARVIEW DR CSR: Karen Thimmes Operator:
Entry Date: 5/29/2013 1:11:35PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaining of black water coming out of pipes. Customer wants a call before someone arrives, 4Emailed Kevin. Karyn
Due Date: 5/29/2013 8:00:00PM Resolution Date: 5/29/2013 12:00:00AM FA Status: Completed
Resolution: Fire dept came in & messed with hydrant; stirred up water caused brown water. Corey & Alan flushed lines.

Sub Division: 204 MR Route: F06 FA ID: 5443210624
Account #: 5443210000 Customer Name: KAPLAN,NANCY Phone #: (321) 388-5384
Address: 6111 LINNEAL BEACH DR CSR: Lorie Mayeski Operator:

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Entry Date: 7/17/2013 10:07:07AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reports water supply smells like rotten eggs. Stated this has been happening for a couple of weeks, worse today. Investigate. Lorie. Emailed K Bennett & D Volz @ 11:05 AM.
Due Date: 7/17/2013 6:00:00PM Resolution Date: 7/17/2013 12:00:00AM FA Status: Completed
Resolution: Checked outside hose bib 1.0 residual water has no odor - customer stated it seems to be in the hot water side- stated he would check his water heater. Alan

Sub Division: 204 MR Route: F06 FA ID: 6548200319
Account #: 6548200000 Customer Name: MALLARD, MICHELLE L Phone #: (407) 445-2283
Address: 6245 LINNEAL BEACH DR CSR: Amanda Stonebreaker Operator: Kevin Cooper
Entry Date: 6/27/2013 10:25:14AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to report brown rust color water. Amanda
Due Date: 6/27/2013 6:00:00PM Resolution Date: 6/27/2013 12:00:00AM FA Status: Completed
Resolution: Called customer and I advised that I would flush a 2" blow off at the end of the street. All conditions normal, water clear and CL2 residual was 1.5. Pete

Sub Division: 204 MR Route: F06 FA ID: 6573210979
Account #: 1150129466 Customer Name: WILSON, AMY Phone #: (321) 439-1465
Address: 6104 LINNEAL BEACH DR CSR: Diane Adams Operator:
Entry Date: 5/29/2013 12:53:54PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is reporting discolored brown water within the last half hour. DA
Due Date: 5/29/2013 6:00:00PM Resolution Date: 5/29/2013 12:00:00AM FA Status: Completed
Resolution: Fire dept was testing hydrant - stirred up sediment in lines – Corey & Alan flushed lines

Sub Division: 204 MR Route: F06 FA ID: 7148200835
Account #: 7148200000 Customer Name: MERCADO, DAMARIS Phone #: (407) 697-6228
Address: 2805 ORANOLE WAY CSR: Ingrid Jenkins Operator: Pete Figueroa
Entry Date: 8/26/2013 9:34:02AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Reports odor again from his pipes and also faucets giving nasty taste to his water, inquired of the reasons it's taste due to them at end of line as told prior..IEJ
Due Date: 8/26/2013 6:30:00PM Resolution Date: 8/26/2013 12:00:00AM FA Status: Completed
Resolution: Flushed lines and spoke with customer. Informed everything is fine now and to call back if there is no change.

Sub Division: 204 MR Route: F06 FA ID: 7643210276
Account #: 7643210000 Customer Name: O'LEARY, DORTHEA Phone #: (407) 687-3219
Address: 6112 LINNEAL BEACH DR CSR: Bonnie Storm Operator: Kevin Cooper
Entry Date: 7/10/2013 7:55:47AM SO Type: M-SIO Request Type: Water Quality
Instructions: Cust has a sulphur odor to water. Noticed it beginning over this past weekend. Bonnie FL

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Due Date: 7/11/2013 6:00:00PM Resolution Date: 7/11/2013 12:00:00AM FA Status: Completed

Resolution: Checked outside hose bib and there was not odor detected. CL2 was 0.9PPM. Customer indicated That they have been out of town for a while. Told customer he needed to flush his house. AG

Sub Division: 204 MR Route: F06 FA ID: 9543210867
Account #: 9543210000 Customer Name: CROSS, THOMAS D Phone #: (407) 298-0446

Address: 6625 BEAR LAKE TER CSR: Margaret Coates Operator:

Entry Date: 7/12/2013 3:53:48PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: Customer reports rotten smell from water- she has reported these issues a few times over the last 10 years.

Due Date: 7/15/2013 6:00:00PM Resolution Date: 7/15/2013 12:00:00AM FA Status: Completed

Resolution: Spoke with the customer water softener is out of service & both valves off CL2 was low- located 2" blow off and started flushing CL2 at home 0.5. Advised customer about flushing system Pete

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Sub Division: 204 MR Route: F06 FA ID: 0414210158
Account #: 0414210000 Customer Name: Glynn,Ilene Phone #: (407) 298-1768
Address: 9382 JUNIOR AVE CSR: Lorie Mayeski Operator:
Entry Date: 7/18/2014 7:15:37AM SO Type: M-SIO Request Type: Air in Water
Instructions: Customer called and stated 'Air in Lines and Discolored Water' just started today. Nothing in 'Alerts' at time of call. Please Investigate and contact customer. Lorie *Emailed Kim and Sylvia @ 8: 18 AM
Due Date: 7/18/2014 8:00:00PM Resolution Date: 7/18/2014 12:00:00AM FA Status: Completed
Resolution: Contractor doing work on water plant early in the morning and they had to shut plant down. Operators On site working with contractor and flushed lines at blow offs in area and also at hose bib. Water will clear up after flushing area.

Sub Division: 204 MR Route: F06 FA ID: 1222210073
Account #: 1222210000 Customer Name: FRENCH, STEVEN D Phone #: (407) 578-1341
Address: 6022 ARDELE CT CSR: Shona Robinson Operator:
Entry Date: 7/22/2014 12:40:21PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to state that he has a bad odor in the home throughout the home. Says he has let the water run for a little while to try to flush the lines, but that is not working.... Please investigate...
Due Date: 7/22/2014 7:00:00PM Resolution Date: 7/22/2014 12:00:00AM FA Status: Completed
Resolution: Contactor working on water plant and had to shut down. Operator flushed area as well as hose bib until CL2 residual was good. Alan Finch

Sub Division: 204 MR Route: F06 FA ID: 1233210992
Account #: 1233210000 Customer Name: AUSTIN,ANNE B Phone #: (407) 222-8139
Address: 6601 BRENDA DR CSR: Isabel Ceballos Operator:
Entry Date: 7/18/2014 7:33:05AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer said when she turned on the water, it sounded like toilet exploded and has discolored water. Anything going on in area? IC
Due Date: 7/18/2014 8:00:00PM Resolution Date: 7/18/2014 12:00:00AM FA Status: Completed
Resolution: Contractor doing work on water plant early in the morning and they had to shut plant down. Operators On site working with contractor and flushed lines at blow offs in area and also at hose bib. Water will clear up after flushing area.

Sub Division: 204 MR Route: F06 FA ID: 1522210738
Account #: 4258039192 Customer Name: MEYERS, CRYSTAL Phone #: (407) 353-4255
Address: 9400 BEAR LAKE CIR CSR: Jennifer Sides Operator:
Entry Date: 7/25/2014 11:16:07AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer states water still smells like sulfur. States she has flushed the water and cannot get smell out. Check. JRS

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Due Date: 7/25/2014 8:00:00PM Resolution Date: 7/25/2014 12:00:00AM FA Status: Completed
Resolution: Flushed the system & spoke with the customer to run water in house for a while to get fresh water in CL2 1.0 at the hose bib Allen

Sub Division: 204 MR Route: F06 FA ID: 1522210125
Account #: 4258039192 Customer Name: MEYERS, CRYSTAL Phone #: (407) 353-4255
Address: 9400 BEAR LAKE CIR CSR: Vanessa Robinson Operator:
Entry Date: 7/2/2014 9:34:31AM SO Type: M-SIO Request Type: Mineral Amount in Water
Instructions: Customer reported water smells like sulfur throughout the house. VFR
Due Date: 7/2/2014 8:00:00PM Resolution Date: 7/2/2014 12:00:00AM FA Status: Completed
Resolution: Allan went to home and checked residual 1.2 at outside hose bib & no odor. Informed customer.

Sub Division: 204 MR Route: F06 FA ID: 1522210587
Account #: 4258039192 Customer Name: MEYERS, CRYSTAL Phone #: (407) 353-4255
Address: 9400 BEAR LAKE CIR CSR: Bonnie Storm Operator: Pete Figueroa
Entry Date: 7/22/2014 7:41:03AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting strong sulfur smell to water. Bonnie
Due Date: 7/22/2014 8:00:00PM Resolution Date: 7/23/2014 12:00:00AM FA Status: Completed
Resolution: Contractor working on water plant and had to shut down. Operator flushed area as well as hose bib until CL2 residual was good. Alan Finch

Sub Division: 204 MR Route: F06 FA ID: 1822210346
Account #: 9815254780 Customer Name: HAGE, MICKEY J Phone #: (407) 897-8860
Address: 9551 BEAR LAKE CIR CSR: Carolyn McVicker Operator: Rodol Hermano
Entry Date: 7/31/2014 7:41:45AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called for the 3rd time to report a heavy iron smell in the water. See 7/24 FA. Water is also cloudy. Can't drink or cook with water. Can smell on hands. Contact customer. EmailingKim/Sylvia...Carolyn/FL
Due Date: 7/31/2014 8:00:00PM Resolution Date: 7/31/2014 12:00:00AM FA Status: Completed
Resolution: Pulled the meter and flushed the line on a riser. Opened the blowoff at the end of the street to get the chlorine back up on the lines. Water is cloudy on the initial flush but gradually cleared up. Chlorine went back up after 40 mins. Continued on log.

Sub Division: 204 MR Route: F06 FA ID: 1822210229
Account #: 9815254780 Customer Name: HAGE, MICKEY J Phone #: (407) 897-8860
Address: 9551 BEAR LAKE CIR CSR: Shona Robinson Operator:
Entry Date: 7/24/2014 9:45:09AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called stating there is an odor in her water and smell like iron after they shower. Would like for someone to come out today. Customer states smell has gotten worst. e-mailed Ops @8:42AM.Connie
Due Date: 7/24/2014 7:00:00PM Resolution Date: 7/24/2014 12:00:00AM FA Status: Completed
Resolution: Allen flushed the system & took a CL2 residual at the hose bib of 1.0. Spoke to customer to run the water to get

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fresh into the house.

Sub Division: 204 MR Route: F06 FA ID: 1824173591
Account #: 9815254780 Customer Name: HAGE, MICKEY J Phone #: (407) 897-8860
Address: 9551 BEAR LAKE CIR CSR: Linette Orengo Operator:
Entry Date: 8/5/2014 7:18:41AM SO Type: M-SIO Request Type: Odor in Sewer
Instructions: Customer states the water smells really bad. It still smells like Iron. Is there anything else you can tell this Customer; she is very persistent. Emailed Kim, Sylvia
Due Date: 8/5/2014 8:00:00PM Resolution Date: 8/5/2014 12:00:00AM FA Status: Completed
Resolution: Flushed the blow off & added a flush point near there service- known why they are having problems with the chlorine at this location - Pete

Sub Division: 204 MR Route: F06 FA ID: 2133210727
Account #: 2570833095 Customer Name: FENNER, KEVIN Phone #: (407) 538-3128
Address: 6595 BRENDA DR CSR: Amanda Stonebreaker Operator: Kevin
Entry Date: 7/18/2014 7:28:06AM SO Type: M-SIO Request Type: Air in Water
Instructions: Customer complains of air in the line and dirty water. Are we working in the area this morning? Amanda
Due Date: 7/18/2014 8:00:00PM Resolution Date: 7/18/2014 12:00:00AM FA Status: Completed
Resolution: Contractor doing work on water plant early in the morning and they had to shut plant down. Operators On site working with contractor and flushed lines at blow offs in area and also at hose bib. Water will clear up after flushing area.

Sub Division: 204 MR Route: F06 FA ID: 6573210248
Account #: 1150129466 Customer Name: WILSON, AMY Phone #: (321) 439-1465
Address: 6104 LINNEAL BEACH DR CSR: Shona Robinson Operator: Rodel Hermano
Entry Date: 5/27/2014 12:38:18PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer states that they are experiencing very low pressure. Investigate
Due Date: 5/27/2014 6:30:00PM Resolution Date: 5/27/2014 12:00:00AM FA Status: Completed
Resolution: Customer is getting 10gpm@60 psi. Notified customer with results and told him we will be back the next day to investigate much further..RH

Sub Division: 204 MR Route: F06 FA ID: 6622210596
Account #: 6622210000 Customer Name: WOFFORD, RANDALL Phone #: (407) 539-4828
Address: 9401 BEAR LAKE CIR CSR: Bonnie Storm Operator:
Entry Date: 7/25/2014 3:52:37PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting bad odor to water. Pls check. Bonnie
Due Date: 7/25/2014 8:00:00PM Resolution Date: 7/25/2014 12:00:00AM FA Status: Completed
Resolution: Flushed the system & spoke with the customer to run the water in house to get fresh water CL2 1.0 at Hose bib. Allen

Sub Division: 204 MR Route: F06 FA ID: 6772210145

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Account #: 9751546332 Customer Name: ANDERSON, REBECCA Phone #: (804) 334-4970
Address: 6004 LINNEAL BEACH DR CSR: Bonnie Storm Operator:
Entry Date: 7/21/2014 8:25:31AM SO Type: M-SIO Request Type: Water Quality
Instructions: Reporting sulfur smell to water that began over the weekend. Tag door with results. No water softener. Bonnie
Due Date: 7/21/2014 8:00:00PM Resolution Date: 7/21/2014 12:00:00AM FA Status: Completed
Resolution: Contractor doing work on water plant early in the morning and they had to shut plant down. Operators On site working with contractor and flushed lines at blow offs in area and also at hose bib. Water will clear up after flushing area.

Sub Division: 204 MR Route: F06 FA ID: 6813210687
Account #: 6813210000 Customer Name: YAKUSH, DONALD M Phone #: (407) 298-2278
Address: 9503 VIA PALMA CEIA CSR: Bonnie Storm Operator:
Entry Date: 7/18/2014 8:19:08AM SO Type: M-SIO Request Type: Water Quality
Instructions: Mr Yakush 407-694-4044 reporting brown water. Pls check. Thank you! Bonnie
Due Date: 7/18/2014 8:00:00PM Resolution Date: 7/18/2014 12:00:00AM FA Status: Completed
Resolution: Contractor doing work on water plant early in the morning and they had to shut plant down. Operators On site working with contractor and flushed lines at blow offs in area and also at hose bib. Water will clear up after flushing area.

Sub Division: 204 MR Route: F06 FA ID: 7022210730
Account #: 7022210000 Customer Name: WYS, TIMOTHY A Phone #: (407) 578-5850
Address: 6032 ARDELE CT CSR: Karen Thimmes Operator:
Entry Date: 7/22/2014 12:42:56PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer calling regarding odor in water. Please check. Emailed Kim. Karyn
Due Date: 7/22/2014 8:00:00PM Resolution Date: 7/22/2014 12:00:00AM FA Status: Completed
Resolution: Contractor working on water plant and had to shut down. Operator flushed area as well as hose bib until CL2 residual was good. Alan Finch

Sub Division: 204 MR Route: F06 FA ID: 7438200459
Account #: 7438200000 Customer Name: POWELL, CAROL M Phone #: (407) 822-0863
Address: 1937 BEARVIEW DR CSR: Loretta Abbott Operator: Kevin Cooper
Entry Date: 6/13/2014 1:03:51PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer complaint saying the water smells like sulfur. They had the house re-piped, water softener and whole house on water filter and they have noticed this ever since then. First just in the hot water, now in both hot and cold. Tag the door.
Due Date: 6/13/2014 8:00:00PM Resolution Date: 6/17/2014 12:00:00AM FA Status: Completed
Resolution: Checked cl2 residual and got 0 at hose bibs but they are running off filter and softener as well. Neighbors have 1.2 residual and good residual at remote. Spoke with customer at house and advised to check filter/softeners. Alan Finch

Sub Division: 204 MR Route: F06 FA ID: 7893210962

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Account #: 7893210000 Customer Name: WELKER, DOUGLAS Phone #: (407) 810-8570
Address: 9407 JUNIOR AVE CSR: Sylvia Watler Operator:
Entry Date: 7/18/2014 7:03:43AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint
Instructions: customer is reporting dirty water. Sylvia
Due Date: 7/18/2014 8:00:00PM Resolution Date: 7/18/2014 12:00:00AM FA Status: Completed
Resolution: Contractor doing work on water plant early in the morning and they had to shut plant down. Operators On site working with contractor and flushed lines at blow offs in area and also at hose bib. Water will clear up after flushing area.

Sub Division: 204 MR Route: F06 FA ID: 9204210675
Account #: 9204210000 Customer Name: CAMPBELL, DOUG Phone #: (407) 298-2046
Address: 9381 JUNIOR AVE CSR: Bonnie Storm Operator:
Entry Date: 7/18/2014 7:16:32AM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer reporting brown water. Says neighbor also having same issue. Please check. Bonnie
Due Date: 7/18/2014 8:00:00PM Resolution Date: 7/18/2014 12:00:00AM FA Status: Completed
Resolution: Contractor doing work on water plant early in the morning and they had to shut plant down. Operators On site working with contractor and flushed lines at blow offs in area and also at hose bib. Water will clear up after flushing area.

Sub Division: 204 MR Route: F06 FA ID: 9742210083
Account #: 9742210000 Customer Name: HEATH III, HAROLD Phone #: (407) 293-7564
Address: 6017 LINNEAL BEACH DR CSR: Micah Johnson Operator: Kevin Cooper
Entry Date: 3/25/2014 3:21:25PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called to say water has a lot of sand in it. She has run water several times and does not go away. Investigate and if needed, contact customer.
Due Date: 3/25/2014 6:00:00PM Resolution Date: 3/25/2014 12:00:00AM FA Status: Completed
Resolution: Spoke with customer who said problem had cleared up. Said problem was at her washing machine. Suggested she flush lines and change screens on her hoses. CL2 @2.4PPM. AF

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Sub Division: 204 MR Route: F06 FA ID: 2990301067
Account #: 2993210000 Customer Name: LUTHER,ALVIN Phone #: (407) 293-4687
Address: 9423 JUNIOR AVE CSR: Zakia Bouldin Operator:
Entry Date: 12/3/2015 12:00:21PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reports low pressure throughout home.
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 3928684129
Account #: 3928200000 Customer Name: MOFFETT,BILLY R Phone #: (407) 299-6732
Address: 6154 LINNEAL BEACH DR CSR: IngrID:Jenkins Operator: Jeff Methaney
Entry Date: 9/28/2015 11:32:06AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer asking to see if we can check the strong sulfur smell. IEJ
Due Date: 9/28/2015 8:00:00AM Resolution Date: 9/30/2015 12:00:00AM FA Status: Completed
Resolution: Spoke to customer. She stated she was gone for a few days and when she returned, odor was noticed. Informed to flush lines inside and the hot water heater. JAM

Sub Division: 204 MR Route: F06 FA ID: 7433296295
Account #: 7432210000 Customer Name: CHION,DONALD Phone #: (407) 295-9052
Address: 6035 LINNEAL BEACH DR CSR: Karen Thimmes Operator:
Entry Date: 12/3/2015 12:48:14PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reporting no water, please check. Emailed Kim. Karyn
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 9613487819
Account #: 2196588551 Customer Name: KOPPI,JANET Phone #: (407) 293-1878
Address: 6161 LINNEAL BEACH DR CSR: Paul Wright Operator:
Entry Date: 12/3/2015 12:52:38PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called in stating she has very low water pressure. She states her neighbor also is having the issue Didn't see anything in alerts. Paul.
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 1930339192
Account #: 1938200000 Customer Name: CRIST,MILFORD Phone #: (407) 299-5308
Address: 1938 BEARVIEW DR CSR: Jerrie Hoffman Operator:
Entry Date: 12/3/2015 12:52:08PM SO Type: M-SIO Request Type: No Water

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Instructions: Customer reports no water. Jerri
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 5708264406
Account #: 5708200000 Customer Name: KELLEY,GEORGE C Phone #: (407) 295-7152
Address: 6119 LINNEAL BEACH DR CSR: Jerrie Hoffman Operator:
Entry Date: 12/3/2015 1:36:43PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports no water. Jerrie NV
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 7023811938
Account #: 7022210000 Customer Name: WYS,TIMOTHY A Phone #: (407) 529-9803
Address: 6032 ARDELE CT CSR: Sylvia Watler Operator:
Entry Date: 10/23/2015 9:04:27AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to report odor coming from the water. Sylvia
Due Date: 10/27/2015 8:00:00PM Resolution Date: 10/23/2015 12:00:00AM FA Status: Completed
Resolution: Checked outside hose bib. Had a 2.3 CL2 residual. Told customer to flush the lines. Had no filter
Or water softener. Alan Finch

Sub Division: 204 MR Route: F06 FA ID: 7023455383
Account #: 7022210000 Customer Name: WYS,TIMOTHY A Phone #: (407) 529-9803
Address: 6032 ARDELE CT CSR: LaQuon Huntley Operator: Jeff Methaney
Entry Date: 10/6/2015 7:54:37AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to report odor coming from the water.
Due Date: 10/6/2015 8:00:00PM Resolution Date: 10/6/2015 12:00:00AM FA Status: Completed
Resolution: Spoke to customer; stating kitchen has odor at first opening in morning. Checked kitchen with customer and
no odor. Turned 1" B.O on and will flush court.

Sub Division: 204 MR Route: F06 FA ID: 7022423538
Account #: 7022210000 Customer Name: WYS,TIMOTHY A Phone #: (407) 529-9803
Address: 6032 ARDELE CT CSR: Vanessa Robinson Operator: Jeff Methaney
Entry Date: 9/1/2015 8:53:09AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called in to report water has odor coming from all faucets/ spigots.
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/3/2015 12:00:00AM FA Status: Completed
Resolution: Ardele Ct has 1" blow off curbstop in flower bed. Flushed for approx. 4 hours. No sign of initial
Color or odor. CL2 residual of 1.8PPM. JAM

Sub Division: 204 MR Route: F06 FA ID: 7024495565

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Account #: 7022210000 Customer Name: WYS,TIMOTHY A Phone #: (407) 529-9803
Address: 6032 ARDELE CT CSR: Zakia Bouldin Operator: Jeff Methaney
Entry Date: 9/14/2015 7:59:11AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer report an odor in water.
Due Date: 9/14/2015 8:00:00PM Resolution Date: 9/14/2015 12:00:00AM FA Status: Completed
Resolution: Opened 2" blow off outside of Ardele Ct and 1" at the end of Ardele Ct both had 1.8-2.0 residual and no odor/color.

Sub Division: 204 MR Route: F06 FA ID: 7026731475
Account #: 7022210000 Customer Name: WYS,TIMOTHY A Phone #: (407) 529-9803
Address: 6032 ARDELE CT CSR: Zakia Bouldin Operator:
Entry Date: 9/8/2015 7:23:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting odor coming from all faucets in the home.
Due Date: 9/9/2015 8:00:00PM Resolution Date: 9/8/2015 12:00:00AM FA Status: Completed
Resolution: Located 2nd BO on Bear Lake Circle. Flushed 2" BO to clear line of smell, odor and clarity. Spoke with the customer and explained. Customer appreciated the outcome & is satisfied with findings JA Methaney

Sub Division: 204 MR Route: F06 FA ID: 9546245744
Account #: 9543210000 Customer Name: CROSS,THOMAS D Phone #: (407) 298-0446
Address: 6625 BEAR LAKE TER CSR: Brooke Storm Operator:
Entry Date: 12/3/2015 11:38:14AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called due to very low water pressure. Brooke
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 6547596182
Account #: 6548200000 Customer Name: MALLARD,MICHELLE L Phone #: (407) 445-2283
Address: 6245 LINNEAL BEACH DR CSR: Carolyn McVicker Operator:
Entry Date: 11/11/2015 3:35:43PM SO Type: M-SIO Request Type: No Water
Instructions: No water. Emailing Kim/Sylvia Carolyn/FL
Due Date: 11/11/2015 8:00:00PM Resolution Date: 11/11/2015 12:00:00AM FA Status: Completed
Resolution: Had a 3" main break on Linneal Beach. Repaired with PVC. JAM Crew

Sub Division: 204 MR Route: F06 FA ID: 9473209180
Account #: 9478200000 Customer Name: RICHARDSON,KENNETH L Phone #: (321) 231-8812
Address: 9477 SHORTLEAF CT CSR: Jerrie Hoffman Operator:
Entry Date: 12/3/2015 1:23:01PM SO Type: M-SIO Request Type: No Water
Instructions: Customer reports no water. JERRIE NV

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 1864528629
Account #: 6375740516 Customer Name: TURNER, RICKY Phone #: (352) 529-7966
Address: 6011 LINNEAL BEACH DR CSR: Brittany Warembourg Operator:
Entry Date: 12/3/2015 1:42:16PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report low water pressure. Brittany NV
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 5710294942
Account #: 5718200000 Customer Name: MAIER, BRUCE Phone #: (407) 832-9474
Address: 6170 LINNEAL BEACH DR CSR: Yanet Garcia Operator:
Entry Date: 9/1/2015 10:57:45AM SO Type: M-SIO Request Type: Odor in Sewer
Instructions: Customer complaining of bad smell like rotten egg for last week. Was a door tag on 8/31 regarding flushing System. Wants someone to contact her regarding this.
Due Date: 9/4/2015 8:00:00PM Resolution Date: 9/4/2015 12:00:00AM FA Status: Completed
Resolution: POE @ plant showing average 3.0-2.8
RT+ Average 2.2- 2.6
Flushed 6170, 6160 curbstops

Sub Division: 204 MR Route: F06 FA ID: 5715234718
Account #: 5718200000 Customer Name: MAIER, BRUCE Phone #: (407) 832-9474
Address: 6170 LINNEAL BEACH DR CSR: Carolyn McVicker Operator:
Entry Date: 9/2/2015 2:53:17PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reports that the "rotten egg" smell is worse than ever and that the water is a "charcoal" color. If possible, customer would like an OPS Manager to contact her. Carolyn/FL
Due Date: 9/3/2015 8:00:00PM Resolution Date: 9/3/2015 12:00:00AM FA Status: Completed
Resolution: Flushing system to get the CL2 flowing thru system. Don Hasty

Sub Division: 204 MR Route: F06 FA ID: 5712594210
Account #: 5718200000 Customer Name: MAIER, BRUCE Phone #: (407) 832-9474
Address: 6170 LINNEAL BEACH DR CSR: Brooke Storm Operator: Kevin Cooper
Entry Date: 9/10/2015 11:32:05AM SO Type: M-SIO Request Type: Water Quality
Instructions: Call customer regarding smell in water. She says it still has a foul smell and wants to know when this is going to be resolved, as it has become an ongoing issue. Brooke
Due Date: 9/10/2015 8:00:00PM Resolution Date: 9/10/2015 12:00:00AM FA Status: Completed
Resolution: Customer is on a double service with meter that is pulled being used as a blow off. I immediately was able to draw a 2.4 CL2 residual from blow off with customer watching. He believes the line is clear and could be the water heater. He will flush and see if problem is solved.

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 204 MR Route: F06 FA ID: 5713612236
Account #: 5718200000 Customer Name: MAIER, BRUCE Phone #: (407) 832-9474
Address: 6170 LINNEAL BEACH DR CSR: Amanda Stonebreaker Operator:
Entry Date: 9/3/2015 11:11:21AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer still complains of smell in water and still discolored. . Amanda
Due Date: 9/3/2015 8:00:00PM Resolution Date: 9/9/2015 12:00:00AM FA Status: Completed
Resolution: We are flushing the system - spoke with the customer. Don Hasty

Sub Division: 204 MR Route: F06 FA ID: 5712425398
Account #: 5718200000 Customer Name: MAIER, BRUCE Phone #: (407) 832-9474
Address: 6170 LINNEAL BEACH DR CSR: Brittany Warembourg Operator:
Entry Date: 9/15/2015 3:21:22PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Per customer, water still has a very bad smell. Brittany NV
Due Date: 9/16/2015 8:00:00PM Resolution Date: 9/16/2015 12:00:00AM FA Status: Completed
Resolution: Responded to customer. Found 2.2 residual at the meter. Spoke to customer and he stated that No problem exists until we shut off blowoff. Left blowoff on 09/16/15. JAM

Sub Division: 204 MR Route: F06 FA ID: 0602843888
Account #: 2855106785 Customer Name: KELSO, CHRISTOPHER Phone #: (941) 928-0992
Address: 6134 LINNEAL BEACH DR CSR: Haida Caruso Operator: Kevin Cooper
Entry Date: 9/29/2015 12:49:02PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reports heavy sulphur odor in water. Haida NV
Due Date: 9/29/2015 8:00:00PM Resolution Date: 9/29/2015 12:00:00AM FA Status: Completed
Resolution: Called buyer , explained odor cause, she was ok with that. D.Hasty

Sub Division: 204 MR Route: F06 FA ID: 5325626917
Account #: 5328200000 Customer Name: MCKEEVER, KEVIN Phone #: (407) 298-8248
Address: 6189 LINNEAL BEACH DR CSR: Jerrie Hoffman Operator:
Entry Date: 10/26/2015 12:03:56PM SO Type: M-SIO Request Type: Water Quality
Instructions: Investigate report by customer that the water has a bad odor again and is leaving a brownish residue in Sinks and toilets. Jerrie
Due Date: 10/28/2015 8:00:00PM Resolution Date: 10/26/2015 12:00:00AM FA Status: Completed
Resolution: Checked residual at outside hose bib. Residual was 1.5 and no odor. House looked empty and Hasn't been occupied for a while. Left door tag. Alan Finch

c

Sub Division: 204 MR Route: F06 FA ID: 5326417219
Account #: 5328200000 Customer Name: MCKEEVER, KEVIN Phone #: (407) 298-8248

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Entry Date: 8/31/2015 10:59:36AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining of bad taste and odor in water. Also very fine black settlement in water. Water is also cloudy. Jerrie NV
Due Date: 9/30/2015 8:00:00PM Resolution Date: 10/1/2015 12:00:00AM FA Status: Completed
Resolution: Don spoke with the customer & explained we are still investigating the problem. DH

Sub Division: 204 MR Route: F06 FA ID: 1614745857
Account #: 1618200000 Customer Name: SMITH, BRENDA J Phone #: (407) 293-5544

Address: 6157 LINNEAL BEACH DR CSR: Zakia Bouldin Operator:
Entry Date: 12/3/2015 12:20:08PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reporting low pressure. Customer also requesting to speak w/ Sup about the water quality for the area. States had to purchase water and wants to be reimbursed.
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 6661947833
Account #: 6662210000 Customer Name: HOOVER, RICHARD M Phone #: (407) 291-9789

Address: 6021 BEAR LAKE TER CSR: IngrID: Jenkins Operator:
Entry Date: 12/3/2015 12:36:33PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer called in report of very low pressure. IEJ
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low psi. JAM

Sub Division: 204 MR Route: F06 FA ID: 2723714536
Account #: 5869545783 Customer Name: PARKER, ELAINE Phone #: (407) 293-5413

Address: 6180 LINNEAL BEACH DR CSR: Loretta Abbott Operator:
Entry Date: 11/11/2015 3:28:27PM SO Type: M-SIO Request Type: No Water

Instructions: Customer reporting no water. Emailing Kim and Sylvia to dispatch. Loretta
Due Date: 11/11/2015 8:00:00PM Resolution Date: 11/11/2015 12:00:00AM FA Status: Completed
Resolution: Had a 3" main break at Linneal Beach. Repaired with PVC. Crew

Sub Division: 204 MR Route: F06 FA ID: 3834640988
Account #: 3838200000 Customer Name: HARVEY, JIM Phone #: (407) 293-6170

Address: 1924 BEARVIEW DR CSR: Carolyn McVicker Operator:
Entry Date: 11/10/2015 8:53:00AM SO Type: M-SIO Request Type: No Water

Instructions: No water again. Customer very upset at the number of outages which seemed to be created by the same Repair. Have Manager contact customer. Emailing Kim/Sylvia. Carolyn

Seminole County – Jansen
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Due Date: 11/13/2015 8:00:00PM Resolution Date: 11/13/2015 12:00:00AM FA Status: Completed

Resolution: Had a 3" main break on the ac line - explained to customer. Repaired and hung Boil Water Notices. Took Samples. Boil Water Recession notices hung on 11/14.

Sub Division: 204 MR Route: F06 FA ID: 8020560297
Account #: 3478596458 Customer Name: POLLOCK, GEORGE Phone #: (407) 780-0087

Address: 9400 VIA PALMA CEIA CSR: Sarah Locascio Operator:
Entry Date: 12/3/2015 11:54:59AM SO Type: M-SIO Request Type: No Water

Instructions: Customer and neighbor report no water. Sarah/NV

Due Date: 12/3/2015 6:00:00PM Resolution Date: 12/3/2015 12:00:00AM FA Status: Completed

Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low PSI. JAM

Sub Division: 204 MR Route: F06 FA ID: 7129806396
Account #: 3748647323 Customer Name: FISCHER, JAMES Phone #: (407) 701-0341

Address: 6181 LINNEAL BEACH DR CSR: Samantha Gongre Operator:
Entry Date: 9/28/2015 11:59:17AM SO Type: M-SIO Request Type: Odor in Sewer

Instructions: Customer called due to "sulfur smell" and black sediment in the toilets and sinks/faucets. Please leave notes of investigation. Dispatched to Kim and Sylvia. Sam.

Due Date: 10/2/2015 8:00:00AM Resolution Date: 10/2/2015 12:00:00AM FA Status: Completed

Resolution: Flushed the system. Only in hot water. Customer told to flush the hot water tank. Jeff M.

Sub Division: 204 MR Route: F06 FA ID: 7124673315
Account #: 3748647323 Customer Name: FISCHER, JAMES Phone #: (407) 701-0341

Address: 6181 LINNEAL BEACH DR CSR: Glenda Thompson Operator:
Entry Date: 11/11/2015 3:46:17PM SO Type: M-SIO Request Type: No Water

Instructions: Customer reports no water. GT

Due Date: 11/11/2015 8:00:00PM Resolution Date: 11/11/2015 12:00:00AM FA Status: Completed

Resolution: Had a main 3" ac pipe break. Replaced with PVC. Crew/JAM

Sub Division: 204 MR Route: F06 FA ID: 7126602316
Account #: 3748647323 Customer Name: FISCHER, JAMES Phone #: (407) 701-0341

Address: 6181 LINNEAL BEACH DR CSR: Isabel Ceballos Operator:
Entry Date: 11/10/2015 8:56:46AM SO Type: M-SIO Request Type: No Water

Instructions: Customer has no water. She wants to be advised when work is being done so she doesn't burn up her appliances. She says this has been happening at least once a week. IC

Due Date: 11/10/2015 8:00:00PM Resolution Date: 11/10/2015 12:00:00AM FA Status: Completed

Resolution: Completed the work on the main break. Crew

Sub Division: 204 MR Route: F06 FA ID: 6500684154
Account #: 6503210000 Customer Name: PONDER, WILLIAM Phone #: (407) 800-2629

Seminole County – Jansen
Customer Complaints and Resolutions 01-01 12-31-15

Address: 9391 FLORENCE AVE CSR: Paul Wric Operator:
Entry Date: 10/22/2015 2:31:53PM SO Type: M-SIO est Type: Taste or Odor in the Water
Instructions: Customer called in stating water coming from tap smells like rot ggs. He said that its been like this for a couple days. Doesn't know if this has anything to do with it but start till Duke Energy started putting poles in the ground in their neighborhood. Can you check this out please Paul.
Due Date: 10/26/2015 8:00:00PM Resolution Date: 10/26/2015 12:00:00PM FA Status: Completed
Resolution: Checked outside hose bib; CL2 was 2.2 Spoke with the customer customer had been on vacation. Told him To flush line in the house. Alan Finch

Sub Division: 204 MR Route: F06 FA ID: 1828291852
Account #: 9815254780 Customer Name: HAGE, M K Y J Phone #: (407) 897-8860

Address: 9551 BEAR LAKE CIR CSR: Brittany re bourg Operator:
Entry Date: 12/3/2015 1:47:02PM SO Type: M-SIO est Type: No Water
Instructions: Customer report no water. Brittany NV
Due Date: 12/3/2015 8:00:00PM Resolution Date: 12/3/2015 12:00:00PM FA Status: Completed
Resolution: Had a contractor hit a 2" line on Brenda - repaired but no water was completely out - low PSI. JAM

ATTACHMENT "1-17"

Bear Lake

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 015 MR Route: F06 FA ID: 2525200533
Account #: 2525200000 Customer Name: DIAZ, MARIA I Phone #: (321) 228-6103
Address: 1308 BEAR LAKE RD CSR: Glenda Thompson Operator: Rodel Hermano
Entry Date: 12/29/2011 3:17:27PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reports very low water pressure. GT
Due Date: 12/30/2011 6:00:00PM Resolution Date: 12/30/2011 12:00:00AM FA Status: Completed
Resolution: Water filter system needs to be serviced. Switched the filter system to bypass and notified customer to have it serviced...RH

Sub Division: 015 MR Route: F06 FA ID: 3865200482
Account #: 3865200000 Customer Name: LODGE, FLORENCE Phone #: (407) 862-2075
Address: 1206 BEAR LAKE RD CSR: Loretta Abbott Operator: Rodel Hermano
Entry Date: 5/23/2011 12:27:41PM SO Type: M-SIO Request Type: General Investigation
Instructions: Low water pressure when in the shower. No water in kitchen. When using washer cannot get water. in the shower. Tag the door with findings. Loretta
Due Date: 5/24/2011 6:00:00PM Resolution Date: 5/24/2011 12:00:00AM FA Status: Completed
Resolution: Water softener/filter needs to be serviced. Switched the softener to bypass mode to acquire water Pressure. Tagged door with information. RH

Sub Division: 015 MR Route: F06 FA ID: 3865200207
Account #: 3865200000 Customer Name: LODGE, FLORENCE Phone #: (407) 862-2075
Address: 1206 BEAR LAKE RD CSR: Lisa Bachmann Operator: Kevin Cooper
Entry Date: 9/14/2011 10:32:01AM SO Type: M-SIO Request Type: General Investigation
Instructions: Very low water pressure - this morning was fine. Contacted Kevin,
Due Date: 9/14/2011 8:00:00PM Resolution Date: 9/14/2011 12:00:00AM FA Status: Completed
Resolution: Area is on interconnect with Apopka, may have low pressure at times. Faxed to Nate for follow up. KEV

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 015 MR Route: F06 FA ID: 1637100450
Account #: 1637100000 Customer Name: SUKHRAM, RUPWATEE Phone #: (646) 234-3448
Address: 1221 GAIL ST CSR: Andrew Roca Operator: Rodel Hermano
Entry Date: 7/5/2012 9:52:06AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report rapid fluctuation of low and high pressure. Emailed to Matt. /Andrew FL
Due Date: 7/6/2012 6:00:00PM Resolution Date: 7/6/2012 12:00:00AM FA Status: Completed
Resolution: No pressure problem detected upon investigation. Pressure at hose bib is at 62 psi. Notified the customer about the findings. Customer stated he just want to make sure there is no problem on our service. RH

Sub Division: 015 MR Route: F06 FA ID: 8825200131
Account #: 8825200000 Customer Name: CHAMORRO, ESTEBAN Phone #: (407) 788-2204
Address: 3510 BONNIE DR CSR: Kimberly Bennett Operator: Rodel Hermano
Entry Date: 4/9/2012 1:49:23PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called due to no water. Called out to Kevin.
Due Date: 4/9/2012 6:00:00PM Resolution Date: 4/9/2012 12:00:00AM FA Status: Completed
Resolution: Pressure and flow at the meter is ok. Problem is at the customer's line blocking the water going to the House. Meter is registering a leak less than a GPM. Informed customer of findings. RH

No Customer service complaints filed in 2013

No Customer service complaints filed in 2014.

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Sub Division: 015 MR Route: F06 FA ID: 3239722291
Account #: 2432026912 Customer Name: BECK, AUDREY Phone #: (407) 947-7058
Address: 3402 HOLIDAY AVE CSR: Micah Johnson Operator:
Entry Date: 1/21/2015 9:34:23AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: LOW PRESSURE WATER CALL / NO ALERT / PLEASE INVESTIGATE.. THANK YOU!
Due Date: 1/21/2015 8:00:00PM Resolution Date: 1/21/2015 12:00:00AM FA Status: Completed
Resolution: Momentary low PSI to do work at Plant, CL2 1.3 Allen Finch 1/21/15

Sub Division: 015 MR Route: F06 FA ID: 4817679382
Account #: 4817100000 Customer Name: TOOTLE, MARY Phone #: (407) 862-5876
Address: 1220 HELEN ST CSR: Linette Orengo Operator: Kevin Cooper
Entry Date: 7/9/2015 8:37:49AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Please check why there is low water pressure all morning here and at the neighbors. emailed Kim, Sylvia
Due Date: 7/9/2015 8:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed
Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 5915130756
Account #: 5916200000 Customer Name: LITTIER, FLORENCE Phone #: (407) 862-8460
Address: 1358 LAKE ASHER CIR CSR: Loretta Abbott Operator: Kevin Cooper
Entry Date: 7/9/2015 7:55:21AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting very low pressure throughout the house. This is the 3rd day. Tag door with findings. Emailing Kim and Sylvia to dispatch. Loretta
Due Date: 7/9/2015 8:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed
Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 6747334740
Account #: 6747100000 Customer Name: HARPER, JAMES A Phone #: (407) 774-5757
Address: 1228 MARIE AVE CSR: Ingrid Jenkins Operator:
Entry Date: 1/7/2015 10:33:12AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer experiencing low pressure at the property and I advised would come and measure what's coming into the property. Please verify normal pressure levels and record information in CC&B. IEJ
Due Date: 1/7/2015 6:00:00PM Resolution Date: 1/8/2015 12:00:00AM FA Status: Completed
Resolution: System on interconnect. Explained to customer that when on interconnect, pressure is typically low. Doing improvements on the plant. Alan Finch 1-8-15

Sub Division: 015 MR Route: F06 FA ID: 6951849009

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 - 12/31/15

Account #: 6955200000 Customer Name: LOEFFLER, EDWARD Phone #: (407) 860-8450

Address: 3526 SHIRLEY DR CSR: Carolyn McVicker Operator:

Entry Date: 7/9/2015 8:51:50AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Extremely low water pressure. Neighbors experience same conditions. Roto Rooter working across the street. Emailing Kim/Sylvia. Carolyn/FL

Due Date: 7/9/2015 8:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 7028233483

Account #: 5616773499 Customer Name: FLORES, WENDY Phone #: (407) 280-2659

Address: 3507 CRAIG DR CSR: Kevin Marcial Operator: Kevin Cooper

Entry Date: 7/9/2015 8:43:04AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reporting low water pressure. KEVIN

Due Date: 7/9/2015 6:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 8971667979

Account #: 8975200000 Customer Name: BIGAS, MICHELLE Phone #: (407) 774-5403

Address: 3504 CURTIS DR CSR: Carolyn McVicker Operator:

Entry Date: 3/27/2015 8:14:45AM SO Type: M-SIO Request Type: No Water

Instructions: No water. Emailing Sylvia/Kim. Carolyn/FL

Due Date: 3/27/2015 8:00:00PM Resolution Date: 3/27/2015 12:00:00AM FA Status: Completed

Resolution: Valve broke at the Bear Lake Plant and went on interconnect -- replaced valve. Don H

Sub Division: 015 MR Route: F06 FA ID: 6419209299

Account #: 6415200000 Customer Name: MACAULAY, RUTH Phone #: (407) 788-2210

Address: 3516 CRAIG DR CSR: Jessica Bridges Operator:

Entry Date: 1/21/2015 9:15:00AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions: No water pressure. Tag door.

Due Date: 1/21/2015 8:00:00PM Resolution Date: 1/21/2015 12:00:00AM FA Status: Completed

Resolution: Momentary low PSI to do work at plant. CI2 residual 1.4 1/21/15 Allen Finch

Sub Division: 015 MR Route: F06 FA ID: 6413175755

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 - 12/31/15

Account #: 6415200000 Customer Name: MACAULAY, RUTH Phone #: (407) 788-2210
Address: 3516 CRAIG DR CSR: Zakia Bouldin Operator:
Entry Date: 7/9/2015 8:34:19AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer report to low pressure w/o the home.

Due Date: 7/9/2015 8:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 5793532737
Account #: 5795200000 Customer Name: ALCALA, ADAN Phone #: (407) 774-5855
Address: 1307 LAKE ASHER CIR CSR: Jessica Bridges Operator:
Entry Date: 1/21/2015 9:29:44AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions: Customer called to report he has no water.

Due Date: 1/21/2015 8:00:00PM Resolution Date: 1/21/2015 12:00:00AM FA Status: Completed

Resolution: Momentary low PSI due to work at the plant cl2 residual 1.6 Allen Finch 1/21/15

Sub Division: 015 MR Route: F06 FA ID: 3833066816
Account #: 9528034410 Customer Name: JAKUBOWSKI, VICKI Phone #: (407) 468-9971
Address: 1262 BEAR LAKE RD CSR: Sylvia Watler Operator: Kevin Cooper
Entry Date: 7/9/2015 8:37:22AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer calling to report very low water pressure and discolored water. Sylvia

Due Date: 7/9/2015 12:00:00AM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 3811787049
Account #: 3815200000 Customer Name: VUNK, CATHY D Phone #: (407) 579-5983
Address: 1357 LAKE ASHER CIR CSR: Brooke Storm Operator:
Entry Date: 10/5/2015 3:59:57PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Cathy called to report no water pressure. Brooke

Due Date: 10/5/2015 8:00:00PM Resolution Date: 10/5/2015 12:00:00AM FA Status: Completed

Resolution: Checked meter - turned on for customer - off by mistake JEFF

Sub Division: 015 MR Route: F06 FA ID: 5036794849
Account #: 0048137777 Customer Name: BOMBALIER, STEPHANIE Phone #: (407) 739-1376

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 - 12/31/15

Address: 3506 BONNIE DR CSR: Loretta Abbott Operator: Kevin Cooper
Entry Date: 7/9/2015 8:27:52AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer is reporting very low pressure. Tag the door. Emailing Kim and Sylvia to dispatch. Loretta
Due Date: 7/9/2015 8:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 4500440291
Account #: 0181972302 Customer Name: ALDRIDGE, LORI Phone #: (951) 640-2845

Address: 1123 BEAR LAKE RD CSR: Zakia Bouldin Operator: Shawn Ebert
Entry Date: 2/5/2015 3:50:39PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer called to report little to no pressure throughout the home. Would like someone to come out and take a look into this.

Due Date: 2/5/2015 8:00:00PM Resolution Date: 2/5/2015 6:30:00PM FA Status: Completed

Resolution: Landlord was trying to turn water off due to a leaking water heater. He turned off 1123 Bear Lake Rd meter by mistake but left it off this morning. 3607 Anna has 4 meters in the front. Painted addresses On the meter box lids. Turn curbstops on for 1123 Bear Lake Rd.

Sub Division: 015 MR Route: F06 FA ID: 1329711321
Account #: 1327200000 Customer Name: VALLS, AMADEO Phone #: (407) 682-6503

Address: 3519 CURTIS DR CSR: Jerrie Hoffman Operator: Rodel Hermano
Entry Date: 1/27/2015 12:33:11PM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Low pressure reported by customer. Jerrie NV

Due Date: 1/28/2015 8:00:00PM Resolution Date: 1/28/2015 12:00:00AM FA Status: Completed

Resolution: Customer is getting 50 psi at the hose bib with good amount of flow. Called customer about the findings and stated that the pressure already went back to normal prior to my arrival.. RH

Sub Division: 015 MR Route: F06 FA ID: 2926125749
Account #: 3713359472 Customer Name: DUANY, GILBERTO Phone #: (407) 619-8115

Address: 3502 JAMISON DR CSR: Linette Orengo Operator: Kevin Cooper
Entry Date: 7/9/2015 8:45:02AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Please verify why there is low water pressure. I emailed Kim, Sylvia

Due Date: 7/9/2015 8:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 3334352252
Account #: 3336200000 Customer Name: MEDLEY, DAVID E Phone #: (407) 474-9285

Address: 3511 CURTIS DR CSR: Samantha Gongre Operator: Kevin Cooper

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 – 12/31/15

Entry Date: 6/17/2015 7:37:14AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Please investigate low pressure for customer. He would like a call following investigation to discuss results. Dispatched to Kim and Sylvia. Sam.
Due Date: 6/17/2015 8:00:00PM Resolution Date: 6/17/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with customer on phone and he stated that pressure has been lower for the past week or so. I informed that there is work being done on our plant and the water is running off interconnect with Seminole County that may be the cause.

Sub Division: 015 MR Route: F06 FA ID: 3338384987
Account #: 3336200000 Customer Name: MEDLEY, DAVID E Phone #: (407) 474-9285
Address: 3511 CURTIS DR CSR: Vanessa Robinson Operator:
Entry Date: 1/15/2015 8:18:30AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer experience very low water pressure this morning. Please tag door with results.
Due Date: 1/15/2015 8:00:00PM Resolution Date: 1/15/2015 12:00:00AM FA Status: Completed
Resolution: System on interconnect due to plant improvements for electrical upgrades. Left door tag Alan Finch

Sub Division: 015 MR Route: F06 FA ID: 7485438419
Account #: 7485200000 Customer Name: WOOD, MARY E Phone #: (407) 869-7969
Address: 1211 ELLEN CT CSR: Kimberly Bennett Operator:
Entry Date: 1/28/2015 2:44:26PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called has been experiencing low pressure in the evenings and in the early mornings. Is there anything going on at the plant that would cause low pressure during different periods of the day?
Due Date: 1/28/2015 6:00:00PM Resolution Date: 1/28/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with customer and explained that the plant is on interconnect. PSI are typically lower in the system when on interconnect. Allan Finch 1/28/15

Sub Division: 015 MR Route: F06 FA ID: 5314396154
Account #: 5868692248 Customer Name: MULLINS, NATALEN Phone #: (407) 702-4407
Address: 1333 LAKE ASHER CIR CSR: Sylvia Watler Operator:
Entry Date: 3/27/2015 8:09:05AM SO Type: M-SIO Request Type: No Water
Instructions: Customer is reporting no water at premise. Sylvia
Due Date: 3/27/2015 8:00:00PM Resolution Date: 3/27/2015 12:00:00AM FA Status: Completed
Resolution: Bear Lake plant valve broke, went on interconnect.

Sub Division: 015 MR Route: F06 FA ID: 3600238879
Account #: 3607100000 Customer Name: WILKES, ZACH H Phone #: (407) 790-4164
Address: 1222 LOIS AVE CSR: Vanessa Robinson Operator: Kevin Cooper
Entry Date: 7/9/2015 8:37:40AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Please investigate water pressure very low thru out the house.

Seminole County - Bear Lake
Customer Complaints and Resolutions 01/01/11 - 12/31/15

Due Date: 7/9/2015 8:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 2529567670
Account #: 2525200000 Customer Name: DIAZ, MARIA I Phone #: (321) 228-6103
Address: 1308 BEAR LAKE RD CSR: Ingrid Jenkins Operator: Kevin Cooper
Entry Date: 7/9/2015 8:39:23AM SO Type: M-SIO Request Type: Discolored Water

Instructions: Customer calling to report of brown water coming from the faucets. IEJ

Due Date: 7/9/2015 6:00:00PM Resolution Date: 7/9/2015 12:00:00AM FA Status: Completed

Resolution: Seminole County had turned off interconnect thinking that they were paying for all the water running through it from us and it had been running continuously for a week. In reality, we were getting water from them while plant was being worked on and they were feeding us water for the neighborhood. Turned back on and informed customers that called in and everything was back to normal shortly. DH KEV

Sub Division: 015 MR Route: F06 FA ID: 3861585406
Account #: 3865200000 Customer Name: LODGE, FLORENCE Phone #: (407) 862-2075
Address: 1206 BEAR LAKE RD CSR: Constance Dunn Operator:
Entry Date: 3/27/2015 8:27:02AM SO Type: M-SIO Request Type: No Water

Instructions: Customer called to report no water. e-mailed to Sylvia/Kim@9:25am. Connie

Due Date: 3/27/2015 8:00:00PM Resolution Date: 3/27/2015 12:00:00AM FA Status: Completed

Resolution: Plant problem, valve off.

ATTACHMENT "1-17"

Little Wekiva

Seminole County – Little Wekiva
Customer Complaints and Resolutions 01-01-11 to 12-31-15

No Customer Service complaints in 2011

Sub Division: 247 MR Route: F07 FA ID: 0086410833
Account #: 5429786317 Customer Name: HERNANDEZ,EDWIN Phone #: (407) 486-8172
Address: 802 BAMBI AVE CSR: Maxine Norris Operator:
Entry Date: 7/3/2012 11:55:39AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called in and stated that she has discolored water. Investigate.
Due Date: 7/3/2012 6:30:00PM Resolution Date: 7/3/2012 12:00:00AM FA Status: Completed
Resolution: Met with the customer's son. Tom filled a clear bottle from an outside hose bib and showed him that there was nothing in the water. The chlorine residual was 1.0ppm at the hose bib. Tom Keys.

Sub Division: 247 MR Route: F07 FA ID: 4986410948
Account #: 4986410000 Customer Name: REYNOLDS,CHERYL Phone #: (407) 774-7460
Address: 804 RICHBEE DR CSR: Karen Thimmes Operator:
Entry Date: 5/8/2012 10:14:26AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: No water pressure. Emailed Kevin. Karyn
Due Date: 5/8/2012 8:00:00PM Resolution Date: 5/8/2012 12:00:00AM FA Status: Completed
Resolution: Repaired 2"gate valve

Sub Division: 247 MR Route: F07 FA ID: 7186410511
Account #: 7186410000 Customer Name: WILLIAMS,JANE Phone #: (407) 774-5588
Address: 804 BAMBI AVE CSR: Margaret Coates Operator: Scott Gosnell
Entry Date: 7/30/2012 11:18:46AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer called complaining of discolored brown water. Note: work done over weekend. She contacted emergency line and they told her work done. She is still experiencing brown water which ruined her whites. She says it is an ongoing problem. Peggy NV
Due Date: 7/30/2012 6:00:00PM Resolution Date: 8/1/2012 12:00:00AM FA Status: Completed
Resolution: Spoke with customer's son. Water was running clear out of customer hose bib. Customer's son said it was clearing up inside also. CL2 was 3.0, MR-94710 CS

Seminole County – Little Wekiva
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 247 MR Route: F07 FA ID: 3866410360
Account #: 3866410000 Customer Name: MOODY,G Phone #: (407) 862-6829
Address: 805 CAMELLIA AVE CSR: Diane Adams Operator: Nate Carver
Entry Date: 1/31/2013 12:47:45PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Please check water. Cust states water tastes bad. Cust will be home. DA
Due Date: 2/1/2013 6:00:00PM Resolution Date: 2/1/2013 12:00:00AM FA Status: Completed
Resolution: Chlorine smell. CL2 was high due to plant delivery. Turned CL2 down at plant. AF

Sub Division: 247 MR Route: F07 FA ID: 6056410268
Account #: 6056410000 Customer Name: BRADT,KEITH Phone #: (407) 672-6302
Address: 812 LITTLE WEKIVA DR CSR: Loretta Abbott Operator:
Entry Date: 1/28/2013 3:29:20PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Suddenly water is brown. He has been home using water all day. Asked him to run water. He says
Now seems to be clear. Wanted to know if safe to use/drink. Told him yes. Emailing Kevin & John.
Loretta
Due Date: 1/28/2012 6:00:00PM Resolution Date: 1/29/2013 12:00:00AM FA Status: Completed
Resolution: Gave to operator & they spoke with customer.

Seminole County – Little Wekiva
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 247 MR Route: F07 FA ID: 9336410799
Account #: 9336410000 Customer Name: BLALOCK,WILLIAM Phone #: (407) 862-7244
Address: 813 RICHBEE DR CSR: Madelin Collado Operator: Kevin Cooper
Entry Date: 4/14/2014 9:02:50AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer is demanding to get the water line flushed due to bad odor in the water on Friday, 04/11.
No call to emergency line and water is good today. MC
Due Date: 4/15/2014 6:00:00PM Resolution Date: 4/15/2014 12:00:00AM FA Status: Completed
Resolution: System was flushed 4/16/14..Scott Gosnell

No Customer Service complaints in 2015.

ATTACHMENT "1-17"

Oakland Shores

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 1117410427
Account #: 1117410000 Customer Name: SCHUMACHER, MARK T Phone #: (407) 617-1440
Address: 850 ORANOLE RD CSR: Shona Robinson Operator: Rodel Hermano
Entry Date: 6/1/2011 2:40:17PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called stating that he is experiencing very low water pressure. Give customer a call.
Due Date: 6/2/2011 6:30:00PM Resolution Date: 6/2/2011 12:00:00AM FA Status: Completed
Resolution: Pressure is @ 53psi, and 19gpm flow rate, customer will investigate after the interconnect is switched back to normal, interconnect is on bypass per Kevin cooper..

Sub Division: 295 MR Route: F06 FA ID: 1916310294
Account #: 1916310000 Customer Name: COPPENS, TERESA C Phone #: (407) 260-2637
Address: 632 WOODLEY RD CSR: Tara Drury Operator: Kevin Cooper
Entry Date: 6/8/2011 7:23:04AM SO Type: M-SIO Request Type: General Investigation
Instructions: Please investigate low water pressure. Cust states that house and irrigation are on separate meters and is experiencing low pressure in both. Also noted that neighbors are having the same problem. /tmd
Due Date: 6/9/2011 6:00:00PM Resolution Date: 6/9/2011 12:00:00AM FA Status: Completed
Resolution: Dug up line and main and retapped main to eliminate galvanized line on our side, ran new poly service from main to meter with new curbstop and meter coupling, meter is good. Filled in area and tagged door. KEV

Sub Division: 295 MR Route: F06 FA ID: 2918410458
Account #: 0333598072 Customer Name: MEYERS, TAYLOR Phone #: (407) 579-7387
Address: 1050 DRUID DR CSR: Deborah Volz Operator: Kevin Cooper
Entry Date: 10/5/2011 11:39:40AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer said water is cloudy has stained her dishware, told her we would check it. Deb
Due Date: 10/5/2011 8:00:00PM Resolution Date: 10/7/2011 12:00:00AM FA Status: Completed
Resolution: Cloudy water is air in the lines. Informed customer water is ok.

Sub Division: 295 MR Route: F06 FA ID: 5966310692
Account #: 7119336595 Customer Name: GAMMICHIA, TONY Phone #: (352) 219-7498
Address: 601 ORANOLE RD CSR: Karen Thimmes Operator: LeRoy Grainger
Entry Date: 2/25/2011 7:27:42AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called to report low pressure. Please read meter and check for leaks. Tag door with results. Karyn.
Due Date: 2/28/2011 8:00:00PM Resolution Date: 2/28/2011 12:00:00AM FA Status: Completed
Resolution: Meter indicated small leak on customers side. Water pressure was 50psi which is normal for this area,. Tagged door with all findings. IRG

Sub Division: 295 MR Route: F06 FA ID: 7247410993
Account #: 7247410000 Customer Name: SEARS, SUSAN Phone #: (407) 834-4652
Address: 1020 GREGORY DR CSR: Grace Dugan Operator: Nate Carver

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Entry Date: 10/6/2011 12:19:56PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Edward called about a strong smell of chlorine in his water, would like someone to come out and check it out. GD
Due Date: 10/6/2011 6:00:00PM Resolution Date: 10/6/2011 12:00:00AM FA Status: Completed
Resolution: Power company changed bad transformer and reversed the polarity of our equipment. This caused the well to run backwards and the CL2 feed was still feeding to the system causing residual to rise. Pushed lines and fixed problem with equipment, all good.

Sub Division: 295 MR Route: F06 FA ID: 9946310133
Account #: 9946310000 Customer Name: MORRISON, SHANNON M Phone #: (407) 592-7933
Address: 609 LAKE SHORE DR CSR: Shona Robinson Operator: Kevin Cooper
Entry Date: 7/6/2011 7:24:21AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called stating that she has particles floating around in her water and would like to have someone come and check it out. Tag door with findings.
Due Date: 7/7/2011 6:30:00PM Resolution Date: 7/8/2011 12:00:00AM FA Status: Completed
Resolution: Checked water at hose bib and water was fine. Tagged door to check water heater and braided lines under sinks. Kev

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 0128410715
Account #: 8627353387 Customer Name: PELLETIER, PATRICIA Phone #: (407) 310-4394
Address: 1040 DRUID DR CSR: Tara Drury Operator:
Entry Date: 9/27/2012 9:34:20AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Please investigate discolored water. Customer states that the water is coming out orange. /tmd
Due Date: 9/27/2012 6:00:00PM Resolution Date: 9/27/2012 12:00:00AM FA Status: Completed
Resolution: Called out to Tom Keyes - spoke with the customer on the phone & informed her I would check outside hose bib for rust. Ran 5 gallons and no sign of rust. CLR 2.0 Called her and left a message for her to call.

Sub Division: 295 MR Route: F06 FA ID: 1857410111
Account #: 2723771175 Customer Name: POOLE, MARK Phone #: (850) 727-9796
Address: 1055 DRUID DR CSR: Sylvia Watler Operator: Nate Carver
Entry Date: 8/1/2012 10:23:47AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer calling about odor in water. We came out on 07/24 but customer said problem still exists. Sylvia
Due Date: 8/1/2012 6:00:00PM Resolution Date: 8/1/2012 12:00:00AM FA Status: Completed
Resolution: Met with the customer at 12 noon. He was renovating house. I explained that he would have to use some water and flush his hot water heater. When I departed he was filling pool. Had a 1.0 CL2 residual at the hose bib. Ton Keys

Sub Division: 295 MR Route: F06 FA ID: 1857410744
Account #: 2723771175 Customer Name: POOLE, MARK Phone #: (850) 727-9796
Address: 1055 DRUID DR CSR: Deborah Volz Operator: Nate Carver
Entry Date: 7/24/2012 1:42:41PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Odor in water, smelling up his house. Deb
Due Date: 7/24/2012 8:00:00PM Resolution Date: 7/25/2012 12:00:00AM FA Status: Completed
Resolution: Flushed hose bib at house and spoke with handy man working there. House has been vacant for months. CL2 was 0.5 Flushed blow off on Kathy Street, 2,000 gals. Left tag informing we flushed. CS

Sub Division: 295 MR Route: F06 FA ID: 3466310605
Account #: 3466310000 Customer Name: ROGERS, R B Phone #: (407) 830-5837
Address: 637 LAKE SHORE DR CSR: Maxine Norris Operator: Rodel Hermano
Entry Date: 6/28/2012 10:23:29AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called in about low pressure.
Due Date: 6/28/2012 6:30:00PM Resolution Date: 6/28/2012 12:00:00AM FA Status: Completed
Resolution: Customer is getting 13gpm @ 42psi. Notified customer with findings. Customer also wants a documented copy of the results. RH

Sub Division: 295 MR Route: F06 FA ID: 7525310792
Account #: 2218730534 Customer Name: RICE, MITCHELL Phone #: (407) 832-6758
Address: 510 FAITH TER CSR: Karen Thimmes Operator: Allan Finch

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Entry Date: 12/27/2012 12:49:27PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer complaining of odor in water and low pressure. Karyn
Due Date: 12/28/2012 8:00:00PM Resolution Date: 12/28/2012 12:00:00AM FA Status: Completed
Resolution: Alan Finch met with customer. CL2 was 1.8 and water ran clear. Customer has water filter that may be cause of problem. Informed customer. AF

Sub Division: 295 MR Route: F06 FA ID: 9905310095
Account #: 5928900999 Customer Name: GARRAWAY, WENDY Phone #: (830) 431-1549
Address: 504 LAKE SHORE DR CSR: Linette Orengo Operator: Nate Carver
Entry Date: 8/1/2012 11:03:34AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer stated brown water for a few days. I emailed John & Kevin.../Linette-FL
Due Date: 8/1/2012 6:00:00PM Resolution Date: 8/1/2012 12:00:00AM FA Status: Completed
Resolution: Customer was not home. Sampled outside water at hose bib and got CL2 residual 0.9 and water was clear. Tom Keys

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 6346310364
Account #: 1401590376 Customer Name: MACK, CARRIE Phone #: (407) 920-8775
Address: 600 FAITH TER CSR: Glenda Thompson Operator:
Entry Date: 10/4/2013 2:57:05PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting brown water. GT
Due Date: 10/4/2013 6:00:00PM Resolution Date: 10/4/2013 12:00:00AM FA Status: Completed
Resolution: Customer had rusty water only in bathroom, but this cleared while I was there. Clear water coming from hose bib
Customer will flush inside fixtures if problem continues. CL2-0.9 Cory

Sub Division: 295 MR Route: F06 FA ID: 8546310727
Account #: 8546310000 Customer Name: TAYLOR, ROBBIE S Phone #: (407) 767-5253
Address: 601 LAKE SHORE DR CSR: Linette Orengo Operator:
Entry Date: 5/29/2013 4:04:55PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer has brownish looking water. Emailed Kevin, John.
Due Date: 5/29/2013 6:00:00PM Resolution Date: 5/31/2013 12:00:00AM FA Status: Completed
Resolution: Customer told the operator the problem no longer there. CL2 was 1.5ppm TK

Sub Division: 295 MR Route: F06 FA ID: 4376310724
Account #: 0450241724 Customer Name: SQUIERS, JEFF Phone #: (386) 453-9112
Address: 608 ENDSLEY AVE CSR: Diane Adams Operator:
Entry Date: 7/26/2013 11:54:40AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting orange discolored water. DA
Due Date: 7/26/2013 6:00:00PM Resolution Date: 7/26/2013 12:00:00AM FA Status: Completed
Resolution: Changed out curbstop & flushed the line causing discolored water. Spoke with the customer Kev

Sub Division: 295 MR Route: F06 FA ID: 1745310413
Account #: 1745310000 Customer Name: GUERRIERE, ROBERT Phone #: (407) 260-0515
Address: 105 E FAITH TER CSR: Dona Richardson Operator: Mike Finnegan
Entry Date: 5/7/2013 3:24:23PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reports low pressure when showing. Pipes make screeching noise. Not enough water
pressure. Call customer directly.
Due Date: 5/8/2013 6:00:00PM Resolution Date: 5/8/2013 12:00:00AM FA Status: Completed
Resolution: Spoke to the customer and checked pressure at the hose. There is 60 PS at the main go in
the house. MAF

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 0627410359
Account #: 9914616407 Customer Name: SANDERS, BILLIE JO Phone #: (407) 425-1468
Address: 1075 GREGORY DR CSR: Karen Thimmes Operator: Mike Finnegan
Entry Date: 6/13/2014 8:52:10AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low pressure since he moved in, please check and tag door with results. Emailed Kim. Karyn
Due Date: 6/13/2014 8:00:00PM Resolution Date: 6/13/2014 12:00:00AM FA Status: Completed
Resolution: Checked the pressure of his hose bibbs there is 50 PSI. Informed customer to check his plumbing. MAF

Sub Division: 295 MR Route: F06 FA ID: 0656310825
Account #: 0656310000 Customer Name: DADES, CYNTHIA Phone #: (407) 831-6375
Address: 619 LAKE SHORE DR CSR: Lorie Mayeski Operator: Rodel Hermano
Entry Date: 5/9/2014 8:18:21AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer stated his home has been having pressure problems inside & out (discussed Pressure Valve needs to be checked) stated neighbors have same as well. (no calls). Lorie*Kim & Deb 9:20AM
Due Date: 5/12/2014 8:00:00PM Resolution Date: 5/12/2014 12:00:00AM FA Status: Completed
Resolution: Service flow and pressure results is 16GPM @ 60psi. Tagged door with results and John Marinelli's number for questions..RH

Sub Division: 295 MR Route: F06 FA ID: 1913403583
Account #: 1916310000 Customer Name: COPPENS, TERESA C Phone #: (407) 260-2637
Address: 632 WOODLEY RD CSR: Jerrie Hoffman Operator:
Entry Date: 10/29/2014 3:44:01PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Investigate low pressure (half of normal) reported by customer. Jerri NV
Due Date: 10/30/2014 8:00:00PM Resolution Date: 10/30/2014 12:00:00AM FA Status: Completed
Resolution: Working on plant on interconnect with Altamonte for water.

Sub Division: 295 MR Route: F06 FA ID: 3466310046
Account #: 3466310000 Customer Name: ROGERS, R B Phone #: (407) 830-5837
Address: 637 LAKE SHORE DR CSR: Brooke Storm Operator:
Entry Date: 4/7/2014 9:13:45AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reports very low water pressure. Says this has been a continuing problem for the past few years with us. Brooke
Due Date: 4/8/2014 6:00:00PM Resolution Date: 4/8/2014 12:00:00AM FA Status: Completed
Resolution: Checked address and pressure is 53 PSI and also checked neighbor's house. They have the same. Informed customer and he said it was in his irrigation. Informed customer to have irrigation checked. KEV

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 3466434269
Account #: 3466310000 Customer Name: ROGERS, R B Phone #: (407) 830-5837
Address: 637 LAKE SHORE DR CSR: Isabel Ceballos Operator:
Entry Date: 11/25/2014 3:06:47PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting brown water, then cloudy and then clears up. IC
Due Date: 11/25/2014 8:00:00PM Resolution Date: 11/25/2014 12:00:00AM FA Status: Completed
Resolution: Alan Finch went to the house & spoke with the customer. Problem cleared up. Residual 2.0

Sub Division: 295 MR Route: F06 FA ID: 3464523305
Account #: 3466310000 Customer Name: ROGERS, R B Phone #: (407) 830-5837
Address: 637 LAKE SHORE DR CSR: Laura Hartman Operator: Caleb Alday
Entry Date: 10/27/2014 10:13:03AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low pressure, his sprinklers do not work due to the issue.
Due Date: 10/28/2014 8:00:00PM Resolution Date: 10/28/2014 12:00:00AM FA Status: Completed
Resolution: Pulled meter and put the meter on a riser. Customer was getting 40 psi...and 12gpm...Spoke with plant operator and he made me aware that were are on the interconnect while the plant was getting some electrical work done. Tagged door with findings...CA/KEV/JM

Sub Division: 295 MR Route: F06 FA ID: 3757606404
Account #: 3756310000 Customer Name: ANDERSON, RICKY Phone #: (407) 265-2045
Address: 621 LAKE SHORE DR CSR: Oghogho Onokpise Operator:
Entry Date: 11/4/2014 3:18:47PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Please check property customer is concerned about her water pressure being low. Thank you. OO
Due Date: 11/5/2014 8:00:00PM Resolution Date: 11/10/2014 12:00:00AM FA Status: Completed
Resolution: Called the customer & explained we are doing upgrades at the water plant & the interconnect is on. Should be done next week with the electrical KEV

Sub Division: 295 MR Route: F06 FA ID: 5175173308
Account #: 5176310000 Customer Name: WIRSHING, GEORGE L Phone #: (407) 276-7098
Address: 604 ENDSLEY AVE CSR: Vanessa Robinson Operator: Caleb Alday
Entry Date: 10/27/2014 1:10:17PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer experiencing low pressure throughout house and irrigation for at least a month, getting worse every day .
Due Date: 10/27/2014 8:00:00PM Resolution Date: 10/28/2014 12:00:00AM FA Status: Completed
Resolution: Pulled meter and put on a riser. With meter on the riser, the pressure was 45 PSI. Customer;s hose Spicket was at 35 PSI. Checked customer's house valve and found a backflow. Asked customer the Last time he had it inspected. He said it has been over 10 years. He is going to call a plumber.

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 7146310206
Account #: 4322841658 Customer Name: TOOMBS-PHILLIPS, AUDREY Phone #: (407) 353-1236
Address: 604 FAITH TER CSR: Ferrellyn Trovinger Operator: Kevin Cooper
Entry Date: 4/28/2014 8:46:05AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer complaining that there is low pressure in the house and sometimes there is not enough pressure for the irrigation heads to pop up. Tag door with results if no one is home. Ferri
Due Date: 4/29/2014 8:00:00PM Resolution Date: 4/29/2014 12:00:00AM FA Status: Completed
Resolution: Explained that there is an issue at plant and we are running off interconnect with Maitland and that may have some effect on pressure but we cannot control irrigation system due to number of zones and heads per zone. She was satisfied and will call back.

Sub Division: 295 MR Route: F06 FA ID: 8203909740
Account #: 0708269759 Customer Name: HARVEY, JEFFREY Phone #: (407) 493-4358
Address: 1060 GREGORY DR CSR: Lorie Mayeski Operator:
Entry Date: 11/4/2014 7:35:49AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer stated has been having low pressure on and off for a couple of weeks. I told her no other complaints from surrounding neighbors and it may be her pressure valve. She stated she wanted UI to check this out on our end. *Call before arrival* Please investigate. Lorie M. 11-4-14 *Emailed Kim and Sylvia @ 8:35 A.M.*
Due Date: 11/4/2014 8:00:00PM Resolution Date: 11/4/2014 12:00:00AM FA Status: Completed
Resolution: We are doing improvements at the water plant & we are on the interconnect. KEV

Sub Division: 295 MR Route: F06 FA ID: 0627410359
Account #: 9914616407 Customer Name: SANDERS, BILLIE JO Phone #: (407) 425-1468
Address: 1075 GREGORY DR CSR: Karen Thimmes Operator: Mike Finnegan
Entry Date: 6/13/2014 8:52:10AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low pressure since he moved in, please check and tag door with results. Emailed Kim. Karyn
Due Date: 6/13/2014 8:00:00PM Resolution Date: 6/13/2014 12:00:00AM FA Status: Completed
Resolution: I check the pressure at his hose bibs. 50 PSI. Told him to check his plumbing. MAF

Sub Division: 295 MR Route: F06 FA ID: 0656310825
Account #: 0656310000 Customer Name: DADES, CYNTHIA Phone #: (407) 831-6375
Address: 619 LAKE SHORE DR CSR: Lorie Mayeski Operator: Rodel Hermano
Entry Date: 5/9/2014 8:18:21AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer stated his home has been having pressure problems inside & out (discussed Pressure Valve needs to be checked). Stated neighbors have same as well. (no calls).. Lorie*Kim & Deb 9:20AM
Due Date: 5/12/2014 8:00:00PM Resolution Date: 5/12/2014 12:00:00AM FA Status: Completed
Resolution: Service flow and pressure results is 16GPM @ 60psi. Tagged door with results and John Marinellis number for questions..RH

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 1913403583
Account #: 1916310000 Customer Name: COPPENS, TERESA C Phone #: (407) 260-2637
Address: 632 WOODLEY RD CSR: Jerrie Hoffman Operator:
Entry Date: 10/29/2014 3:44:01PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Investigate low pressure (half of normal) reported by customer. Jerrie NV
Due Date: 10/30/2014 8:00:00PM Resolution Date: 10/30/2014 12:00:00AM FA Status: Completed
Resolution: Working on plant on interconnect with Altamonte for water.

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 295 MR Route: F06 FA ID: 1863885008
Account #: 1865310000 Customer Name: JAEB,CAROLYN Phone #: (407) 339-3737
Address: 517 OAK LN CSR: Samantha Gongre Operator: Jeff Methaney
Entry Date: 6/12/2015 7:56:06AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Called to report brown water coming out of faucet. Please knock on door and inform her of results.
Dispatched to Kim and Sylvia. Sam.
Due Date: 6/19/2015 8:00:00PM Resolution Date: 6/15/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with customer and water is all clear now. They have no softeners or filters. CL2 is at 0.6 PPM.
Will monitor situation. Don Hasty/Jeff Methaney

Sub Division: 295 MR Route: F06 FA ID: 5843103910
Account #: 5847410000 Customer Name: DRURY,PAM Phone #: (321) 277-9710
Address: 1005 GREGORY DR CSR: Kevin Marcial Operator:
Entry Date: 10/6/2015 2:06:50PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting water pressure into home is lower than normal. Customer hears rattling in
Line which could be caused by air. Flush lines and assist with pressure. Kevin
Due Date: 10/7/2015 8:00:00PM Resolution Date: 10/7/2015 12:00:00PM FA Status: Completed
Resolution: Flushed line water pressure was good read. GL.

Sub Division: 295 MR Route: F06 FA ID: 7674736082
Account #: 7675310000 Customer Name: LONG,LAURA Phone #: (407) 843-2111
Address: 507 OAK LN CSR: Carolyn McVicker Operator: Shawn Ebert
Entry Date: 5/12/2015 7:29:48AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reports lower water pressure than normal...especially in the shower. Her washing machine is not
getting water to it...Plumber coming out today. Pls verify correct pressure coming into house. Emailing
Kim/Sylvia Carolyn/FL
Due Date: 5/12/2015 8:00:00PM Resolution Date: 5/12/2015 10:00:00AM FA Status: Completed
Resolution: Found PSI @ hose bib 56 with 12 GPM. Talked with customer and informed him that he would
need to contact his plumber to resolve pressure problems within his house. SME/MM

Sub Division: 295 MR Route: F06 FA ID: 8358878354
Account #: 8269388763 Customer Name: DUBLIS,SONIA Phone #: (407) 234-9998
Address: 506 OAK LN CSR: Karen Thimmes Operator: Kevin Cooper
Entry Date: 4/9/2015 12:41:35PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reporting strong chlorine odor and damaged sheets in washer, faded color. Emailed Kim. Karyn
Due Date: 4/9/2015 8:00:00PM Resolution Date: 4/9/2015 12:00:00AM FA Status: Completed
Resolution: 4-9-15 @ 1448 Measured >3.5 ppm cl2 at customers house.
Explained that we turned up bleach pumps yesterday morning.

Sub Division: 295 MR Route: F06 FA ID: 2326995287
Account #: 5320509405 Customer Name: ABRAHAMS,COURTNEY Phone #: (407) 625-8039

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Address: 1020 DRUID:DR CSR: Sylvia Watler Operator: Kevin Cooper
Entry Date: 4/13/2015 3:34:47PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer calling about cloudy and smelly water. Sylvia
Due Date: 4/14/2015 8:00:00PM Resolution Date: 4/14/2015 12:00:00AM FA Status: Completed
Resolution: 4-14-2015 @ 1425
Checked cl2 @ hose bib outside and measured 1.8 ppm.
Talked to customer, was concerned over white color in water.

Sub Division: 295 MR Route: F06 FA ID: 1440324595
Account #: 5070290005 Customer Name: GLOBAL NET REALTY LLC Phone #: (772) 626-0060
Address: 1010 GREGORY DR CSR: Karen Thimmes Operator: Jeff Methaney
Entry Date: 6/17/2015 9:59:17AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reporting bad odor in water. Please check and tag door with results. Emailed Kim. Thanks, Karyn
Due Date: 6/17/2015 8:00:00PM Resolution Date: 6/17/2015 12:00:00AM FA Status: Completed
Resolution: Turned hose Bibb on to clear line. Took a Chlorine sample with residual of 1.8. No signs of fogged or hazy water.
No presence of odor. Tagged door with findings. JM

Sub Division: 295 MR Route: F06 FA ID: 0528655068
Account #: 0528410000 Customer Name: TAYLOR,DONNIE Phone #: (407) 788-5656
Address: 1010 DRUID:DR CSR: Isabel Ceballos Operator:
Entry Date: 4/15/2015 10:45:02AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer reported water smelling like sewage. IC
Due Date: 4/15/2015 8:00:00PM Resolution Date: 4/15/2015 12:00:00AM FA Status: Completed
Resolution: No one home at 1:15. Checked water as hose bib. 1.0 CL2 and no noticeable odor. Left door tag
Stating if smell is in hot water then flush hot water tank. Don Hasty

Sub Division: 295 MR Route: F06 FA ID: 6985517209
Account #: 2686924778 Customer Name: GIDDINGS,ANGELA Phone #: (407) 617-5142
Address: 512 ORANOLE RD CSR: Ingrid:Jenkins Operator:
Entry Date: 8/5/2015 12:56:35PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer called to have the water checked. It has a smell and taste terrible; had in past and the ops has flushed
lines for her. IEJ
Due Date: 8/14/2015 6:00:00PM Resolution Date: 8/13/2015 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to house & spoke with customer. CL2 .8 Flushed 2" BO on Oak 10 min, all clear.

Sub Division: 295 MR Route: F06 FA ID: 6988362993
Account #: 2686924778 Customer Name: GIDDINGS,ANGELA Phone #: (407) 617-5142
Address: 512 ORANOLE RD CSR: LaQuon Huntley Operator: Kevin Cooper
Entry Date: 5/12/2015 2:15:53PM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Please investigate. Customer states water has a funny taste. Customer is at home.
Due Date: 5/20/2015 8:00:00PM Resolution Date: 5/20/2015 12:00:00AM FA Status: Completed

Seminole County – Oakland Shores
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Resolution: Checked address and water was clear and tasted fine. CL2 was 0.9 PPM. Spoke with Customer and she just moved in. Informed her that she may want to flush line inside. Don Hasty

ATTACHMENT "1-17"

Ravena Park

Seminole County – Ravenna Park
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 344 MR Route: F07 FA ID: 7270110230
Account #: 2455427651 Customer Name: HINSON, AARON Phone #: (407) 435-3478
Address: 304 TAMMY DR CSR: Lorie Mayeski Operator: Mike Finnegan
Entry Date: 9/2/2011 2:11:44PM SO Type: M-SIO Request Type: No Water
Instructions: Customer called stated no water all of the sudden. Lorie M. 9-2-2011*called out to John Marinelli @ 3:10 p.m.*
Due Date: 9/2/2011 7:00:00PM Resolution Date: 9/2/2011 12:00:00AM FA Status: Completed
Resolution: Water was working fine when I arrived to customer's house and I checked the pressure; 50 PSI at hose bib.
MAF

Sub Division: 344 MR Route: F07 FA ID: 7534000216
Account #: 7230781756 Customer Name: HERNANDEZ, JOANN Phone #: (321) 444-5018
Address: 301 SATSUMA DR CSR: Linda Jones Operator: Kevin Cooper
Entry Date: 8/22/2011 10:03:16AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: Customer stated water smells like sulphur. Called to Pete 11:06 AM. Linda
Due Date: 8/22/2011 6:00:00PM Resolution Date: 8/25/2011 12:00:00AM FA Status: Completed
Resolution: Pete made site visit and no one was home. Ran hose bib outside and flushed line. CL2 residual was 1.0
Tagged door with info.

No Customer Service complaints in 2012.

Seminole County – Ravenna Park
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 344 MR Route: F07 FA ID: 0610210017
Account #: 0610210000 Customer Name: WATERS, DORRIS Phone #: (407) 322-0056
Address: 409 TANGELO DR CSR: Amanda Stonebreaker Operator:
Entry Date: 12/17/2013 3:20:22PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Please check for yellow water. .Amanda
Due Date: 12/17/2013 6:00:00PM Resolution Date: 12/17/2013 12:00:00AM FA Status: Completed
Resolution: Checked the area for low pressure complaints - no yellow water complaints - everything ok

Sub Division: 344 MR Route: F07 FA ID: 0610210139
Account #: 0610210000 Customer Name: WATERS, DORRIS Phone #: (407) 322-0056
Address: 409 TANGELO DR CSR: Amanda Stonebreaker Operator: Mike Finnegan
Entry Date: 11/14/2013 9:02:36AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Cust states low pressure in home and has been this way for about a week. Amanda
Due Date: 11/14/2013 6:00:00PM Resolution Date: 11/14/2013 12:00:00AM FA Status: Completed
Resolution: The customer has low psi because the water softener is not working right. I told her she could bypass the water softener and she would need to get it fixed. MAF

Sub Division: 344 MR Route: F07 FA ID: 0610210617
Account #: 0610210000 Customer Name: WATERS, DORRIS Phone #: (407) 322-0056
Address: 409 TANGELO DR CSR: Dona Richardson Operator: Mike Finnegan
Entry Date: 7/26/2013 8:21:50AM SO Type: M-SIO Request Type: High or Low Pressurer
Instructions: Customer called to report low water pressure since new meter recently installed. Also trash pulled into sprinkler system since retention pond project and leaks developed. Please investigate and tag door or speak with customer. Emailed Kim/Deb
Due Date: 7/26/2013 6:00:00PM Resolution Date: 7/31/2013 12:00:00AM FA Status: Completed
Resolution: Checked the water pressure at the hose bib. There is 60 PSI. Let the customer know results. MAG

Sub Division: 344 MR Route: F07 FA ID: 4660010362
Account #: 6167562591 Customer Name: BATTON, CORINTHIA Phone #: (321) 263-8828
Address: 1807 KNOX AVE CSR: Karen Thimmes Operator:
Entry Date: 4/8/2013 8:43:46AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low pressure, please check. Emailed Kevin. Karyn.
Due Date: 4/8/2013 8:00:00PM Resolution Date: 4/8/2013 12:00:00AM FA Status: Completed
Resolution: Working on main on Truman caused low PSI. JAM

Sub Division: 344 MR Route: F07 FA ID: 4799900502

Seminole County – Ravenna Park
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Account #: 4799900000 Customer Name: VANN, BERNARD Phone #: (407) 328-9097
Address: 1810 HARDING AVE CSR: Micah Johnson Operator:
Entry Date: 12/17/2013 9:29:18AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer has very low water pressure today and the past few days.
Due Date: 12/17/2013 6:00:00PM Resolution Date: 12/17/2013 12:00:00AM FA Status: Completed
Resolution: When we arrive at the house they had 60 PSI at the hose bib - no one home Matt

Sub Division: 344 MR Route: F07 FA ID: 7052000101
Account #: 4746112224 Customer Name: MAXWELL, E. DAVID Phone #: (407) 323-0684
Address: 103 VALENCIA DR CSR: Vanessa Robinson Operator:
Entry Date: 1/14/2013 2:34:47PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer reports that water is orange and black, has ruined a load of their clothes. VFR
Due Date: 1/14/2013 8:00:00PM Resolution Date: 1/14/2013 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to house and gave customer a bottle of iron out - we opened a valve at the Ravenna plant that has been closed for a long time. Don Hasty

Sub Division: 344 MR Route: F07 FA ID: 7320210859
Account #: 7320210000 Customer Name: MCCARTHY, GERARD E Phone #: (407) 430-3551
Address: 701 MANDARIN DR CSR: Crystal Woolard Operator: Kevin Cooper
Entry Date: 2/28/2013 11:01:26AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Brown water, construction going on behind home to a retaining wall. CRW
Due Date: 2/28/2013 6:00:00PM Resolution Date: 2/28/2013 12:00:00AM FA Status: Completed
Resolution: Flushed line and checked with customer and she will run faucet inside. Informed her that if it does not clear up to call back. KEV

Sub Division: 344 MR Route: F07 FA ID: 7432000975
Account #: 7432000000 Customer Name: SMITH, ELISA B Phone #: (407) 321-0019
Address: 112 SATSUMA DR CSR: Israel Santos Operator:
Entry Date: 12/17/2013 9:36:44AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer called stating he has very low pressure. Israel
Due Date: 12/17/2013 6:00:00PM Resolution Date: 12/17/2013 12:00:00AM FA Status: Completed
Resolution: They are doing work at the Ravenna plant - we checked the area & could not find a problem. Pressure came back when we arrived. JAM

Sub Division: 344 MR Route: F07 FA ID: 8524000745
Account #: 5873781929 Customer Name: BOWSER, SILVANA Phone #: (703) 380-9884
Address: 408 TEMPLE DR CSR: Ingrid Jenkins Operator: Kevin Cooper
Entry Date: 6/26/2013 3:27:19PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Dirty water complaint and states has flushed for a few minutes and went from dirty brown to yellow.

Seminole County – Ravenna Park
Customer Complaints and Resolutions 01-01-11 to 12-31-15
Investigate and record the findings. IEJ 6/26

Due Date: 6/26/2013 6:30:00AM Resolution Date: 6/26/2013 12:00:00AM FA Status: Completed

Resolution: Checked water at house. CL2 2.2 PPM. Water is clear and no odor. No one at home. No Softener is visible. Will return 6/27 and hang door tag, ran out of tags. Don Hasty

Sub Division: 344 MR Route: F07 FA ID: 9330210033
Account #: 3166840039 Customer Name: REISINGER, SHERRI Phone #: (407) 212-6229
Address: 418 TANGELO DR CSR: Ferrellyn Trovinger Operator: Kevin Cooper
Entry Date: 8/2/2013 11:50:19AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

Instructions: Customer called stating he has "sewer flies" coming up from the drain in his bathroom. Kim B.

Due Date: 8/2/2013 6:00:00PM Resolution Date: 8/2/2013 12:00:00AM FA Status: Completed

Resolution: Called customer and explained that the only way gnats would come through sewer into house is a broken pipe on his side or no water in the traps under the drains in the bathroom. Advised him to call plumber and have checked. KEV

Sub Division: 344 MR Route: F07 FA ID: 9610210360
Account #: 9610210000 Customer Name: DERRICK, WAYNE Phone #: (407) 323-1348
Address: 405 TANGELO DR CSR: Carolyn McVicker Operator:

Entry Date: 12/17/2013 10:02:27AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Water pressure very low. Just happened about 11AM on 12/17/13. Nothing in alerts or email. Emailing Kim/Deb. Carolyn/FL

Due Date: 12/17/2013 6:00:00PM Resolution Date: 12/17/2013 12:00:00AM FA Status: Completed

Resolution: The pressure returned by the time we got on site - they are doing work at the Ravenna WTP. JAM

Seminole County – Ravenna Park
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 344 MR Route: F07 FA ID: 5253000609
Account #: 5333152581 Customer Name: BAEZA, HOLLI Phone #: (407) 474-5934
Address: 406 SATSUMA DR CSR: Karen Thimmes Operator:
Entry Date: 1/6/2014 8:01:14AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: Customer reporting low pressure, please check and tag door with results. Emailed Kim. Thanks, Karyn
Due Date: 1/6/2014 8:00:00PM Resolution Date: 1/6/2014 12:00:00AM FA Status: Completed
Resolution: Kevin spoke with the customer - pressure was 55 psi at the hose bib. Everything seemed okay.

Seminole County – Ravenna Park
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 344 MR Route: F07 FA ID: 1721540863
Account #: 1723000000 Customer Name: DUNCAN,AMY Phone #: (407) 221-7030
Address: 205 CITRUS DR CSR: Yanet Garcia Operator:
Entry Date: 6/17/2015 8:23:19AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaint about discolored water coming out of faucet, toilet, tub.
Due Date: 6/17/2015 8:00:00PM Resolution Date: 6/18/2015 12:00:00AM FA Status: Completed
Resolution: Matt called the customer at 8:30 pm because we never received the call out. Water was ok when he called her Back.

Sub Division: 344 MR Route: F07 FA ID: 1727649643
Account #: 1723000000 Customer Name: DUNCAN,AMY Phone #: (407) 221-7030
Address: 205 CITRUS DR CSR: Bonnie Storm Operator:
Entry Date: 6/19/2015 2:17:10PM SO Type: M-SIO Request Type: Water Quality
Instructions: Customer very concerned about on-going issue with brown water. Said that she is getting headaches and has digestive issues. Said discolored only in one part of the house and not in other parts. Issue is particularly back in bathroom. Said there is work being done on the road and asking if this is contributing to water quality. Wants to know why discolored water in only one part of the house. No water softener. Would like to speak to someone about this. Not satisfied with test that was done yesterday. Bonnie
Due Date: 6/19/2015 8:00:00PM Resolution Date: 6/19/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with the customer & explained to her what was done & what we had to do in the area .

Sub Division: 344 MR Route: F07 FA ID: 1720796768
Account #: 1723000000 Customer Name: DUNCAN,AMY Phone #: (407) 221-7030
Address: 205 CITRUS DR CSR: Samantha Gongre Operator:
Entry Date: 6/18/2015 7:43:59AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Please investigate discolored water for customer. Customer called yesterday to report the same problem but no one came out. Dispatched to Kim and Sylvia. Sam.
Due Date: 6/18/2015 8:00:00PM Resolution Date: 6/18/2015 12:00:00AM FA Status: Completed
Resolution: Allan went to house & took CL2 which was fine - he spoke with the customer. AF

Sub Division: 344 MR Route: F07 FA ID: 6136821984
Account #: 1531773839 Customer Name: ELLIS,CASSANDRA G Phone #: (321) 217-5297
Address: 1808 COOLIDGE AVE CSR: Karen Thimmes Operator:
Entry Date: 8/11/2015 10:59:47AM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer complaining of brown water. Emailed Kim. Karyn
Due Date: 8/11/2015 8:00:00PM Resolution Date: 8/11/2015 12:00:00AM FA Status: Completed
Resolution: Spoke with the customer - we were cleaning sewer lines in the area & needed to fill up vac truck - explained to customer to run water and it will clear up. JAM

Seminole County – Ravenna Park
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 344 MR Route: F07 FA ID: 9331996908
Account #: 3166840039 Customer Name: REISINGER,SHERRI Phone #: (407) 212-6229
Address: 418 TANGELO DR CSR: IngrID:Jenkins Operator: Kevin Cooper
Entry Date: 1/8/2015 2:28:38PM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer stated has a clogged line at road causing the home to back up; says the plumber has just left and stated it's at our line; please investigate and record the findings.

Due Date: 1/8/2015 6:00:00PM Resolution Date: 1/9/2015 12:00:00AM FA Status: Completed

Resolution: Met customer at house and ran camera down his cleanout and went all the way out past wye to the main in the middle of street at 88 feet. The only problem we saw was in his line at 52 feet which is before wye on his PVC pipe. There was a crack with roots growing in it.

Sub Division: 344 MR Route: F07 FA ID: 5953703253
Account #: 5952000000 Customer Name: SEXTON,JACK R Phone #: (407) 322-1526
Address: 101 TEMPLE DR CSR: Brittany Warembourg Operator:
Entry Date: 6/19/2015 10:55:06AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reporting low water pressure. Brittany NV

Due Date: 6/19/2015 8:00:00PM Resolution Date: 6/19/2015 12:00:00AM FA Status: Completed

Resolution: Had a valve leak due to asphalt work in the area - shut water off temporarily to replace valve which caused low Pressure for a short time. JAM

Sub Division: 344 MR Route: F07 FA ID: 8521639275
Account #: 5873781929 Customer Name: BOWSER,SILVANA Phone #: (407) 388-8230
Address: 408 TEMPLE DR CSR: Glenda Thompson Operator:
Entry Date: 11/16/2015 7:14:24AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: Customer reports low water pressure. GT

Due Date: 11/16/2015 8:00:00PM Resolution Date:11/16/2015 12:00:00AM FA Status: Completed

Resolution: Had a problem with the hydro tank fitting broke off caused low pressure in system. Don H

ATTACHMENT "1-17"

Phillips

Seminole County – Phillips
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 320 MR Route: FA2 FA ID: 7473574810
Account #: 2452339566 Customer Name: HARDIN, MICHAEL G. Phone #: (407) 321-5149
Address: 105 PAR PL CSR: Karen Thimmes Operator: Kevin Cooper
Entry Date: 11/11/2011 8:11:06AM SO Type: M-SIO Request Type: Discolored Water
Instruction: Customer said ice cubes are yellow, water is rusty. 4-5 days now. Please check. Tag door with results. Karyn
Due Date: 11/11/2011 8:00:00PM Resolution Date: 11/11/2011 12:00:00AM FA Status: Completed
Resolution: Pete spoke with customer and saw ice. He flushed lines at end of street at blow off and checked CL2 which was 1.2 PPM. Lines are clear. Customer will flush and change their filter. KEV

No Customer Service complaints in 2012.

Seminole County – Phillips
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 320 MR Route: FA2 FA ID: 3680710338
Account #: 9439670291 Customer Name: SANCHEZ, LISA Phone #: (321) 557-0601
Address: 219 LAKEVIEW DR CSR: Linette Orengo Operator: Kevin Cooper
Entry Date: 6/26/2013 12:09:48PM SO Type: M-SIO Request Type: Discolored Water
Instruction: Customer has yellow water for about 3 days and it is a little cloudy. Emailed Kim, Deb
Due Date: 6/26/2013 6:00:00PM Resolution Date: 6/26/2013 12:00:00AM FA Status: Completed
Resolution: CL2 is 1.5 at customer's house. Outside faucet clear. Found hot water faucets inside ran yellow. Suggested customer should flush water heater. Don Hasty

Sub Division: 320 MR Route: FA2 FA ID: 7958700522
Account #: 7958700000 Customer Name: WHITE,P AULA E Phone #: (407) 328-8231
Address: 108 KINGSWOOD CT CSR: Amanda Stonebreaker Operator:
Entry Date: 6/27/2013 9:12:51AM SO Type: M-SIO Request Type: Discolored Water
Instruction: Customer states yellow water. Contact customer.. Amanda
Due Date: 6/27/2013 6:00:00PM Resolution Date: 6/27/2013 12:00:00AM FA Status: Completed
Resolution: Don hasty spoke with the customer& flushed the area. JAM

Sub Division: 320 MR Route: FA2 FA ID: 9558700563
Account #: 2268998050 Customer Name: TAYLOR,BRANDY Phone #: (407) 617-3488
Address: 102 KINGSWOOD CT CSR: Linette Orengo Operator: Nate Carver
Entry Date: 1/31/2013 3:53:03PM SO Type: M-SIO Request Type: Discolored Water
Instruction: Customer stated water has been cloudy for a few months and it has an egg type of smell. Please tag door with findings. Linette
Due Date: 2/1/2013 6:00:00PM Resolution Date: 2/1/2013 12:00:00AM FA Status: Completed
Resolution: Checked water at house. CL2 was 2.0 PPM. Lot of air in water causing micro bubbles rising from bottom, then clearing. Talked to customer on phone and decided odor was chlorine not egg. Will check air/vac valve at plant to determine cause. Adjust CL2 as necessary.

No Customer Service complaints in 2014.

Seminole County – Phillips
Customer Complaints and Resolutions 01-01-11 to 12-31-15

Sub Division: 320 MR Route : FA2 FA ID: 2992122573
Account #: 0183141987 Customer Name: BENT,TREVOR Phone #: (352) 464-3678
Address: 100 PAR PL CSR: Sylvia Watler Operator:
Entry Date: 6/23/2015 3:23:38PM SO Type: M-SIO Request Type: Discolored Water
Instructions: Customer is reporting yellow water. Sylvia
Due Date: 6/24/2015 8:00:00PM Resolution Date: 6/24/2015 12:00:00AM FA Status: Completed
Resolution: Don Hasty went to the customers house at 8:05 am. Checked hose bib front and side. No color. CL2 1.5
No sign of anyone home. A lot of paper in driveway. DH

ATTACHMENT "1-18"

UTILITIES, INC. of FLORIDA - PASCO COUNTY
WATER LIMITED PROCEEDING
SCHEDULE OF ANNUALIZED REVENUE

Schedule No. 13

Water

<u>Line No.</u>	<u>Water Account Description and Service Type</u>	(a)	(b)	(c)
		<u>No. of Bills/Gallons</u>	<u>Current Rates</u>	<u>Annualized Revenues</u>
2	General Service BFC - Summertree			
3	5/8" x 3/4"	72	\$11.19	\$806
4	3/4"	-	16.78	\$0
5	1"	24	27.96	\$671
6	1 1/2"	-	55.91	\$0
7	2"	288	89.45	\$25,762
8	3"	-	178.91	\$0
9	4"	-	279.55	\$0
10	6"	-	549.02	\$0
2	Residential BFC - Summertree			
3	5/8" x 3/4"	14,316	\$11.19	\$160,196
11	Residential and General Service Gallonage Charge per 1,000 Gallons	4,443,280	\$5.17	\$22,972
11	Residential and General Service Gallonage Charge per 1,000 Gallons	51,097,720	\$5.17	\$264,175
12	General Service BFC - Orangewood			
13	5/8" x 3/4"	432	\$11.81	\$5,102
14	3/4"	-	17.72	\$0
15	1"	132	29.53	\$3,898
16	1 1/2"	24	59.03	\$1,417
17	2"	48	94.45	\$4,534
18	3"	-	188.90	\$0
19	4"	-	295.17	\$0
20	6"	-	590.33	\$0
12	Residential Service BFC - Orangewood			
13	5/8" x 3/4"	21,492	\$11.81	\$253,821
21	General Service Gallonage Charge per 1,000 Gallons	4,679,280	\$5.45	\$25,502
21	Residential Service Gallonage Charge per 1,000 Gallons	53,811,720	\$5.45	\$293,274
22	Total Annualized Revenue	9,122,560		<u>\$ 1,062,128</u>

VC. of FLORIDA - MARION COUNTY
 ITED PROCEEDING
 OF ANNUALIZED REVENUE

Schedule No. 13

<u>Water Account Description and Service Type</u>	(a) <u>No. of Bills/Gallons</u>	(b) <u>Current Rates</u>	(c) <u>Annualized Revenues</u>
General Service BFC			
5/8" x 3/4"	252	\$3.70	\$932
1"	96	9.26	\$889
1 1/2"	24	18.52	\$444
2"	-	29.62	\$0
3"	-	59.24	\$0
4"	12	92.57	\$1,111
6"	-	185.13	\$0
Residential Service BFC			
5/8" x 3/4"	1,272	\$3.70	\$4,706
1"	4,764	9.26	\$44,115
General Service Gallonage Charge per 1,000 Gallons	6,014,450	\$2.24	\$13,472
Residential Service Gallonage Charge per 1,000 Gallons	40,250,550	\$2.24	\$90,161
Total Annualized Revenue			<u>\$ 155,831</u>

VC. of FLORIDA - SEMINOLE COUNTY
 ITED PROCEEDING
 OF ANNUALIZED REVENUE

Schedule No. 13

<u>Water Account Description and Service Type</u>	(a) <u>No. of Bills/Gallons</u>	(b) <u>Current Rates</u>	(c) <u>Annualized Revenues</u>
General Service BFC			
5/8" x 3/4"	95	\$8.32	\$790
1"	56	20.79	\$1,164
1 1/2"	18	41.58	\$748
2"	24	66.52	\$1,596
3"	12	133.06	\$1,597
4"	-	207.89	\$0
6"	-	415.79	\$0
Residential Service BFC			
Residential Service BFC - Summertree	30,272	\$8.32	\$251,863
1"	184	20.79	\$3,825
General Service Gallonage Charge per 1,000 Gallons	3,769,182	\$4.34	\$16,358
Residential Charge per 1,000 gallons			
0 - 8,000 gallons	137,979,155.00	\$3.70	\$510,523
8,001 - 16,000 gallons	19,133,407.00	\$6.46	\$123,602
Over 16,000 gallons	8,219,675.00	\$8.31	\$68,305
Total Annualized Revenue			<u>\$ 980,373</u>

ATTACHMENT "1-21"

UTILITIES, INC. of FLORIDA - PASCO COUNTY
 WATER LIMITED PROCEEDING
 SCHEDULE OF LOST IRRIGATION REVENUE

Schedule No. 15

Water

Line No.	Account	Bill Date	Gallons	(a)	
				Amount	
1	2820000000	01/30/14	536400	\$	2,773.19
2	2820000000	02/28/14	465800	\$	2,408.19
3	2820000000	03/31/14	517900	\$	2,677.54
4	2820000000	04/30/14	522100	\$	2,699.26
5	2820000000	05/30/14	581900	\$	3,008.42
6	2820000000	06/30/14	527500	\$	2,727.18
7	2820000000	07/30/14	337600	\$	1,745.39
8	2820000000	08/30/14	286200	\$	1,479.65
9	2820000000	09/30/14	206800	\$	1,069.16
10	2820000000	10/30/14	164600	\$	850.98
11	2820000000	11/29/14	185500	\$	959.04
12	2820000000	12/30/14	<u>193700</u>	\$	<u>1,001.43</u>
				\$	23,399.42
14	3052500000	01/30/14	394000	\$	2,036.98
15	3052500000	02/28/14	254000	\$	1,313.18
16	3052500000	03/30/14	156300	\$	808.07
17	3052500000	04/30/14	227300	\$	1,175.14
18	3052500000	05/29/14	336700	\$	1,740.74
19	3052500000	06/29/14	372200	\$	1,924.27
20	3052500000	07/30/14	387800	\$	2,004.93
21	3052500000	08/30/14	361900	\$	1,871.02
22	3052500000	09/30/14	325400	\$	1,682.32
23	3052500000	10/30/14	359900	\$	1,860.68
24	3052500000	11/29/14	336100	\$	1,737.64
25	3052500000	12/30/14	<u>209500</u>	\$	<u>1,083.12</u>
				\$	19,238.09
27	7963410000	02/04/14	77100	\$	398.61
28	7963410000	02/04/14	89900	\$	464.78
29	7963410000	02/04/14	70300	\$	363.45
30	7963410000	02/04/14	147400	\$	762.06
31	7963410000	02/04/14	16600	\$	85.82
32	7963410000	02/04/14	104600	\$	540.78
33	7963410000	02/04/14	44200	\$	228.51
34	7963410000	02/04/14		\$	-
35	7963410000	02/04/14	16600	\$	85.82
36	7963410000	02/04/14	25600	\$	132.35
37	7963410000	02/04/14	99900	\$	516.48
38	7963410000	02/04/14	31200	\$	161.30
39	7963410000	02/04/14	73200	\$	378.44
40	7963410000	02/04/14	6700	\$	34.64

41	7963410000	02/04/14	35700	\$	184.57
42	7963410000	02/04/14	103300	\$	534.06
43	7963410000	02/04/14	39900	\$	206.28
44	7963410000	02/04/14	32000	\$	165.44
45	7963410000	02/04/14	76700	\$	396.54
46	7963410000	02/04/14	7230	\$	37.38
47	7963410000	02/04/14	74430	\$	384.80
48	7963410000	02/28/14	12500	\$	64.63
49	7963410000	02/28/14	19500	\$	100.82
50	7963410000	02/28/14	93000	\$	480.81
51	7963410000	02/28/14	42600	\$	220.24
52	7963410000	02/28/14		\$	-
53	7963410000	02/28/14		\$	-
54	7963410000	02/28/14	22400	\$	115.81
55	7963410000	02/28/14		\$	-
56	7963410000	02/28/14		\$	-
57	7963410000	02/28/14		\$	-
58	7963410000	02/28/14		\$	-
59	7963410000	02/28/14	14300	\$	73.93
60	7963410000	02/28/14	200	\$	1.03
61	7963410000	02/28/14	20200	\$	104.43
62	7963410000	02/28/14	2500	\$	12.93
63	7963410000	02/28/14	5700	\$	29.47
64	7963410000	02/28/14		\$	-
65	7963410000	02/28/14		\$	-
66	7963410000	02/28/14		\$	-
67	7963410000	02/28/14		\$	-
68	7963410000	02/28/14	100	\$	0.52
69	7963410000	02/28/14	2400	\$	12.41
70	7963410000	02/28/14	2100	\$	10.86
71	7963410000	02/28/14	700	\$	3.62
72	7963410000	02/28/14	5660	\$	29.26
73	7963410000	02/28/14	75870	\$	392.25
74	7963410000	03/30/14	55700	\$	287.97
75	7963410000	03/30/14	59500	\$	307.62
76	7963410000	03/30/14	41000	\$	211.97
77	7963410000	03/30/14		\$	-
78	7963410000	03/30/14	8000	\$	41.36
79	7963410000	03/30/14	40100	\$	207.32
80	7963410000	03/30/14	22700	\$	117.36
81	7963410000	03/30/14		\$	-
82	7963410000	03/30/14	11500	\$	59.46
83	7963410000	03/30/14		\$	-
84	7963410000	03/30/14	41200	\$	213.00
85	7963410000	03/30/14	2700	\$	13.96
86	7963410000	03/30/14	7000	\$	36.19
87	7963410000	03/30/14		\$	-
88	7963410000	03/30/14	21700	\$	112.19
89	7963410000	03/30/14	500	\$	2.59
90	7963410000	03/30/14	17200	\$	88.92
91	7963410000	03/30/14	10300	\$	53.25
92	7963410000	03/30/14	40000	\$	206.80

93	7963410000	03/30/14	5480	\$	28.33
94	7963410000	03/30/14	86500	\$	447.21
95	7963410000	04/30/14	23500	\$	121.50
96	7963410000	04/30/14	28000	\$	144.76
97	7963410000	04/30/14	15900	\$	82.20
98	7963410000	04/30/14		\$	-
99	7963410000	04/30/14	8600	\$	44.46
100	7963410000	04/30/14	9300	\$	48.08
101	7963410000	04/30/14	23300	\$	120.46
102	7963410000	04/30/14		\$	-
103	7963410000	04/30/14	16800	\$	86.86
104	7963410000	04/30/14	25400	\$	131.32
105	7963410000	04/30/14	9400	\$	48.60
106	7963410000	04/30/14	5000	\$	25.85
107	7963410000	04/30/14	12500	\$	64.63
108	7963410000	04/30/14	3900	\$	20.16
109	7963410000	04/30/14	23200	\$	119.94
110	7963410000	04/30/14	63500	\$	328.30
111	7963410000	04/30/14	8100	\$	41.88
112	7963410000	04/30/14	10600	\$	54.80
113	7963410000	04/30/14	6800	\$	35.16
114	7963410000	04/30/14	7300	\$	37.74
115	7963410000	04/30/14	31800	\$	164.41
116	7963410000	05/29/14	90800	\$	469.44
117	7963410000	05/29/14	103700	\$	536.13
118	7963410000	05/29/14	92500	\$	478.23
119	7963410000	05/29/14	136800	\$	707.26
120	7963410000	05/29/14	15100	\$	78.07
121	7963410000	05/29/14	119200	\$	616.26
122	7963410000	05/29/14	53200	\$	275.04
123	7963410000	05/29/14		\$	-
124	7963410000	05/29/14	45200	\$	233.68
125	7963410000	05/29/14	50700	\$	262.12
126	7963410000	05/29/14	123800	\$	640.05
127	7963410000	05/29/14	21300	\$	110.12
128	7963410000	05/29/14	50000	\$	258.50
129	7963410000	05/29/14		\$	-
130	7963410000	05/29/14	39200	\$	202.66
131	7963410000	05/29/14	119700	\$	618.85
132	7963410000	05/29/14	57000	\$	294.69
133	7963410000	05/29/14	47300	\$	244.54
134	7963410000	05/29/14	86200	\$	445.65
135	7963410000	05/29/14	10920	\$	56.46
136	7963410000	05/29/14	87800	\$	453.93
137	7963410000	06/29/14	92600	\$	478.74
138	7963410000	06/29/14	104400	\$	539.75
139	7963410000	06/29/14	93500	\$	483.40
140	7963410000	06/29/14	112300	\$	580.59
141	7963410000	06/29/14	13900	\$	71.86
142	7963410000	06/29/14	44000	\$	227.48
143	7963410000	06/29/14	45800	\$	236.79
144	7963410000	06/29/14		\$	-

145	7963410000	06/29/14	90600	\$	468.40
146	7963410000	06/29/14	74200	\$	383.61
147	7963410000	06/29/14	37900	\$	195.94
148	7963410000	06/29/14	31000	\$	160.27
149	7963410000	06/29/14	71500	\$	369.66
150	7963410000	06/29/14	5500	\$	28.44
151	7963410000	06/29/14	81800	\$	422.91
152	7963410000	06/29/14	143900	\$	743.96
153	7963410000	06/29/14	72500	\$	374.83
154	7963410000	06/29/14	62800	\$	324.68
155	7963410000	06/29/14	86600	\$	447.72
156	7963410000	06/29/14	14670	\$	75.84
157	7963410000	06/29/14	104500	\$	540.27
158	7963410000	07/30/14	94300	\$	487.53
159	7963410000	07/30/14	105500	\$	545.44
160	7963410000	07/30/14	122200	\$	631.77
161	7963410000	07/30/14	124000	\$	641.08
162	7963410000	07/30/14	48600	\$	251.26
163	7963410000	07/30/14	77700	\$	401.71
164	7963410000	07/30/14	60500	\$	312.79
165	7963410000	07/30/14		\$	-
166	7963410000	07/30/14	7600	\$	39.29
167	7963410000	07/30/14	24400	\$	126.15
168	7963410000	07/30/14	83000	\$	429.11
169	7963410000	07/30/14	28400	\$	146.83
170	7963410000	07/30/14	64700	\$	334.50
171	7963410000	07/30/14	14900	\$	77.03
172	7963410000	07/30/14	51100	\$	264.19
173	7963410000	07/30/14	163300	\$	844.26
174	7963410000	07/30/14	60300	\$	311.75
175	7963410000	07/30/14	57700	\$	298.31
176	7963410000	07/30/14	131200	\$	678.30
177	7963410000	07/30/14	26920	\$	139.18
178	7963410000	07/30/14	108000	\$	558.36
179	7963410000	09/02/14	65600	\$	339.15
180	7963410000	09/02/14	77800	\$	402.23
181	7963410000	09/02/14	73700	\$	381.03
182	7963410000	09/02/14	42500	\$	219.73
183	7963410000	09/02/14	22200	\$	114.77
184	7963410000	09/02/14	61000	\$	315.37
185	7963410000	09/02/14	65200	\$	337.08
186	7963410000	09/02/14		\$	-
187	7963410000	09/02/14	6700	\$	34.64
188	7963410000	09/02/14	32100	\$	165.96
189	7963410000	09/02/14	67200	\$	347.42
190	7963410000	09/02/14	10400	\$	53.77
191	7963410000	09/02/14	66800	\$	345.36
192	7963410000	09/02/14	8200	\$	42.39
193	7963410000	09/02/14	50300	\$	260.05
194	7963410000	09/02/14	88900	\$	459.61
195	7963410000	09/02/14	109600	\$	566.63
196	7963410000	09/02/14	287400	\$	1,485.86

197	7963410000	09/02/14	130500	\$	674.69
198	7963410000	09/02/14	11430	\$	59.09
199	7963410000	09/02/14	73400	\$	379.48
200	7963410000	09/30/14	91600	\$	473.57
201	7963410000	09/30/14	112500	\$	581.63
202	7963410000	09/30/14	92600	\$	478.74
203	7963410000	09/30/14	163500	\$	845.30
204	7963410000	09/30/14	18500	\$	95.65
205	7963410000	09/30/14	64200	\$	331.91
206	7963410000	09/30/14	54400	\$	281.25
207	7963410000	09/30/14		\$	-
208	7963410000	09/30/14	28800	\$	148.90
209	7963410000	09/30/14	121900	\$	630.22
210	7963410000	09/30/14	177200	\$	916.12
211	7963410000	09/30/14	26700	\$	138.04
212	7963410000	09/30/14	61900	\$	320.02
213	7963410000	09/30/14	12100	\$	62.56
214	7963410000	09/30/14		\$	-
215	7963410000	09/30/14	127900	\$	661.24
216	7963410000	09/30/14	34000	\$	175.78
217	7963410000	09/30/14	533000	\$	2,755.61
218	7963410000	09/30/14	162800	\$	841.68
219	7963410000	09/30/14	27530	\$	142.33
220	7963410000	09/30/14	147700	\$	763.61
221	7963410000	10/30/14	38800	\$	200.60
222	7963410000	10/30/14	41400	\$	214.04
223	7963410000	10/30/14	34600	\$	178.88
224	7963410000	10/30/14	107900	\$	557.84
225	7963410000	10/30/14	2200	\$	11.37
226	7963410000	10/30/14	110800	\$	572.84
227	7963410000	10/30/14	22600	\$	116.84
228	7963410000	10/30/14		\$	-
229	7963410000	10/30/14	22500	\$	116.33
230	7963410000	10/30/14	85800	\$	443.59
231	7963410000	10/30/14	101300	\$	523.72
232	7963410000	10/30/14	36700	\$	189.74
233	7963410000	10/30/14	134400	\$	694.85
234	7963410000	10/30/14	20000	\$	103.40
235	7963410000	10/30/14	100600	\$	520.10
236	7963410000	10/30/14	223900	\$	1,157.56
237	7963410000	10/30/14	41400	\$	214.04
238	7963410000	10/30/14	155300	\$	802.90
239	7963410000	10/30/14	49400	\$	255.40
240	7963410000	10/30/14	9480	\$	49.01
241	7963410000	10/30/14	73500	\$	380.00
242	7963410000	11/30/14	119400	\$	617.30
243	7963410000	11/30/14	125800	\$	650.39
244	7963410000	11/30/14	136900	\$	707.77
245	7963410000	11/30/14	196900	\$	1,017.97
246	7963410000	11/30/14		\$	-
247	7963410000	11/30/14	118600	\$	613.16
248	7963410000	11/30/14	155100	\$	801.87

249	7963410000	11/30/14		\$	-
250	7963410000	11/30/14	23400	\$	120.98
251	7963410000	11/30/14	91200	\$	471.50
252	7963410000	11/30/14	122300	\$	632.29
253	7963410000	11/30/14	52500	\$	271.43
254	7963410000	11/30/14	102550	\$	530.18
255	7963410000	11/30/14	7963	\$	41.17
256	7963410000	11/30/14	104000	\$	537.68
257	7963410000	11/30/14	198800	\$	1,027.80
258	7963410000	11/30/14	145100	\$	750.17
259	7963410000	11/30/14	117700	\$	608.51
260	7963410000	11/30/14	144800	\$	748.62
261	7963410000	11/30/14	7770	\$	40.17
262	7963410000	11/30/14	78900	\$	407.91
263	7963410000	12/30/14	88500	\$	457.55
264	7963410000	12/30/14	98000	\$	506.66
265	7963410000	12/30/14	104800	\$	541.82
266	7963410000	12/30/14	161300	\$	833.92
267	7963410000	12/30/14	500	\$	2.59
268	7963410000	12/30/14	99500	\$	514.42
269	7963410000	12/30/14	92500	\$	478.23
270	7963410000	12/30/14		\$	-
271	7963410000	12/30/14	18300	\$	94.61
272	7963410000	12/30/14	90900	\$	469.95
273	7963410000	12/30/14	98100	\$	507.18
274	7963410000	12/30/14	45300	\$	234.20
275	7963410000	12/30/14	120050	\$	620.66
276	7963410000	12/30/14	31437	\$	162.53
277	7963410000	12/30/14	72200	\$	373.27
278	7963410000	12/30/14	149500	\$	772.92
279	7963410000	12/30/14	97400	\$	503.56
280	7963410000	12/30/14	81000	\$	418.77
281	7963410000	12/30/14	84900	\$	438.93
282	7963410000	12/30/14	19740	\$	102.06
283	7963410000	12/30/14	56300	\$	291.07
				\$	<u>77,380.58</u>

300	8810000000	01/30/14	493600	\$	2,551.91
301	8810000000	02/28/14	420400	\$	2,173.47
302	8810000000	03/30/14	439700	\$	2,273.25
303	8810000000	04/30/14	466200	\$	2,410.25
304	8810000000	05/29/14	505600	\$	2,613.95
305	8810000000	06/29/14	471300	\$	2,436.62
306	8810000000	07/30/14	160800	\$	831.34
307	8810000000	08/30/14	228300	\$	1,180.31
308	8810000000	09/30/14	222700	\$	1,151.36
309	8810000000	10/30/14	203200	\$	1,050.54
310	8810000000	11/29/14	261300	\$	1,350.92
311	8810000000	12/30/14	224200	\$	1,159.11
				\$	<u>21,183.04</u>

313	9282500000	01/30/14	347800	\$	1,798.13
314	9282500000	02/28/14	243500	\$	1,258.90
315	9282500000	03/30/14	160200	\$	828.23
316	9282500000	04/30/14	207500	\$	1,072.78
317	9282500000	05/29/14	297200	\$	1,536.52
318	9282500000	06/29/14	315400	\$	1,630.62
319	9282500000	07/30/14	334800	\$	1,730.92
320	9282500000	09/02/14	289600	\$	1,497.23
321	9282500000	09/30/14	353300	\$	1,826.56
322	9282500000	10/30/14	335100	\$	1,732.47
323	9282500000	11/29/14	326800	\$	1,689.56
324	9282500000	12/30/14	182000	\$	940.94
			30704830	\$	17,542.84
				\$	158,743.97

ATTACHMENTS "1-19" and "1-20"

Marion County - Water

(1)	(2)	(4)	(5)	(6)	(7)	(16)	(17)	(18)	(19)	(20)	(21)	(22)	(23)	(24)
Line No.	Class/Meter Size	Total Bills For Rates Eff. 7.26.2011	Total Billable Gallons (in 000's) for Rates Eff. 7.26.2011	Test Year Rates Eff. 7.26.2011	Test Year Revenues for Rates Eff. 7.26.2011	Total Bills for Rates Eff. 11.17.2014	Total Billable Gallons (in 000's) for Rates Eff. 11.17.2014	Test Year Rates Eff. 11.17.2014	Test Year Revenues for Rates Eff. 11.17.2014	Total Bills for Test Year	Total Billable Gallons (in 000's) for Test Year	Test Year Revenue 2014	Present Rates Eff. 10.27.2015	Annualized Revenues
1	Residential - Base Charge													
2	5/8" Residential	931		\$3.76	\$3,501	184		\$3.66	\$673	1,115		\$4,174	\$3.70	\$4,126
3	1" Residential	3,653		\$9.39	\$34,302	729		\$9.15	\$6,670	4,382		\$40,972	\$9.26	\$40,577
4	Total Residential	4,584			\$37,802	913			\$7,344	5,497		\$45,146		\$44,703
5														
6	Consumption Charge (per 1,000 Gallons)													
7	5/8" Residential		2,918	\$2.27	\$6,624		569	\$2.21	\$1,258		3,487	\$7,882	\$3.70	\$12,904
8	1" Residential		29,378	\$2.27	\$66,689		6,296	\$2.21	\$13,913		35,674	\$80,602	\$9.26	\$330,340
9	Total		32,297		\$73,313		6,865		\$15,171		39,161	\$88,484		\$343,244
10	Total Residential Service				\$111,115				\$22,515			\$133,630		\$387,946
11														
12	Average Residential Bill				\$24.24				\$24.66			\$24.31		\$70.57
13														
14	General Service Irrigation - Base Charge													
15	1" General Service - Irrigation	20		\$9.39	\$188	4		\$9.15	\$37	24		\$224	\$9.26	\$222
16	Total General Service - Irrigation	20			\$188	4			\$37	24		\$224		\$222
17														
18	Consumption Charge (per 1,000 Gallons)													
19	1" General Service - Irrigation		501	\$2.27	\$1,137		157	\$2.21	\$346		658	\$1,483	\$2.24	\$1,473
20	Total		501		\$1,137		157		\$346		658	\$1,483		\$1,473
21	Total General Service Irrigation Service				\$1,325				\$383			\$1,708		\$1,695
22														
23	Average General Service Bill				\$66.25				\$95.65			\$71.15		\$70.63
24														
25	General Service - Base Charge													
26	5/8" General Service	200		\$3.76	\$752	40		\$3.66	\$146	240		\$898	\$3.70	\$888
27	1" General Service	28		\$9.39	\$263	6		\$9.15	\$55	34		\$318	\$9.26	\$315
28	1.5" General Service	20		\$18.78	\$376	4		\$18.30	\$73	24		\$449	\$18.52	\$444
29	2" General Service	-		\$30.05	\$0	-		\$29.27	\$0	-		\$0	\$29.62	\$0
30	4" General Service	10		\$93.91	\$939	2		\$91.49	\$183	12		\$1,122	\$92.57	\$1,111
31	Total General Service	258			\$2,330	52			\$457	310		\$2,787		\$2,758
32														
33	Consumption Charge (per 1,000 Gallons)													
34	5/8" General Service		1,617	\$2.27	\$3,670		521	\$2.21	\$1,152		2,138	\$4,822	\$2.24	\$4,789
35	1" General Service		174	\$2.27	\$394		92	\$2.21	\$202		265	\$592	\$2.24	\$594
36	1.5" General Service		1,204	\$2.27	\$2,733		245	\$2.21	\$542		1,449	\$3,275	\$2.24	\$3,246
37	2" General Service		-	\$2.27	\$0		-	\$2.21	\$0		-	\$0	\$2.24	\$0
38	4" General Service		1,065	\$2.27	\$2,418		305	\$2.21	\$673		1,370	\$3,092	\$2.24	\$3,069
39	Total		4,060		\$9,216		1,163		\$2,569		5,222	\$11,785		\$11,698
40	Total General Service				\$11,545				\$3,027			\$14,572		\$14,456
41														
42	Average General Service Bill				\$44.75				\$58.21			\$47.01		\$46.63
43														
44	Total Miscellaneous Service Revenues				2,030				416			2,446.00		\$2,446
45	Total Above Calculations				\$126,016				\$26,340			\$152,356		\$404,849
46														
47														
48	Total Per Books				130,197.95				26,667.05			156,865.00		
#REF!														
#REF!														
#REF!	Difference				(4,182.25)				(3327)			(\$4,509)		
#REF!														
#REF!	Percentage				-3.21%				-1.23%			-2.87%		
#REF!														
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County	Acct	Rev Class	Bill Cycle	Dwel Unit	SP	Mtr Size	January	February	March	April	May	June	July	August	September	October	Totals	November	December	Grand Total	Bills 1-10	Bills 11-12
Marion	00217581	RES	F03	1	13622004	1"	2300	4060	4920	3160	3770	2050	23130	1490	1500	1440	47820	1540	2110	3650	10	2
Marion	00583928	RES	ALOP	1	09032008	1"							19570				19570				1	0
Marion	00587785	RES	F03	1	65800008	1"							860	1380	460	1970	13670	890	2040	2930	9	2
Marion	00742005	RES	F03	1	00742005	1"	6220	4970	4240	4720	5440	5870	8730	4530	5950	5020	55690	5810	5060	10870	10	2
Marion	00798100	RES	F03	1	00798100	1"	3080	4220	2560	3140	4030	4980	3530	4520	1910	4630	36600	3510	5550	9060	10	2
Marion	01010000	RES	F03	1	01010009	1"	5880	5130	4840	3950	5340	20430	34200	34500	30840	34490	179600	35290	37080	72370	10	2
Marion	01100000	RES	F03	1	01100001	1"	1230	1590	2280	1170	1370	1100	1250	1470	1550	3040	16050	980	1690	2670	10	2
Marion	01110000	RES	F03	1	01110000	1"	1660	2080	2820	3210	4000	3240	2300	2510	1370	3270	26460	3280	2880	6160	10	2
Marion	01231892	RES	ALOP	1	41200002	1"		730	710	3550	9200						14190				4	0
Marion	01642000	RES	ALOP	1	01642004	1"	2660	2920	2830	3840	3830	5110					21190				6	0
Marion	01993470	RES	F03	1	55180101	1"	2030	2430	2360	1610	2130	1790	1980	1720	1820	1810	19680	1510	1290	2800	10	2
Marion	02310319	RES	ALOP	1	01542003	1"								240	5680	5490	11410				3	0
Marion	02522000	RES	F03	1	02522003	1"	3500	3710	3000	2960	4050	2570			110	2220	22120	3940	3920	7860	8	2
Marion	02699995	RES	F03	1	32342001	1"	8180	8700	6900	5720	13360	7540	5840	6260	16640	5440	84580	5120	3560	8680	10	2
Marion	02779702	RES	F03	1	05722005	1"								2560	950	50	3560	70	2590	2660	3	2
Marion	03258511	RES	F03	1	62500005	1"	14950						120	34170	6670	5780	61690	7410	8060	15470	5	2
Marion	03322000	RES	ALOP	1	03322001	1"		11240									11240				1	0
Marion	03343661	RES	F03	1	67380103	1"	3280	3510	2990	3390	4120	3140	4230	3450	2860	2900	33870	2290	3130	5420	10	2
Marion	03642000	RES	F03	1	03642004	1"	1810	1520	1300	1250	1190	1540	1710	1320	1570	1240	14450	1280	1380	2660	10	2
Marion	03781978	RES	F03	1	83110001	1"	2670	2950	2540	3150	3120	4130	2360	6740	3510	3860	35030	3790	4150	7940	10	2
Marion	03912000	RES	F03	1	03912007	1"	11360	11570	7370	8470	10120	8920	9600	800	2950	10430	81590	9950	11110	21060	10	2
Marion	03969531	RES	F03	1	56232000	1"	1390	1620	3490	3820	6370	4040	2940	2450	3030	4550	33700	600	160	760	10	2
Marion	04128668	RES	F03	1	80042008	1"						470	6800	6320	10170	3500	27260	3330	8820	12150	5	2
Marion	04522000	RES	F03	1	04522003	1"	3140	4410	3270	4680	5640	3440	5350	3990	4380	6120	44420	3930	4770	8700	10	2
Marion	04670100	RES	ALOP	1	04670106	1"				1040	50			390			1480				3	0
Marion	04700000	RES	F03	1	04700007	1"	3340	6500	3200	3510	4060	3990	4340	4920	4960	5460	44280	4930	4810	9740	10	2
Marion	04812000	RES	F03	1	04812006	1"	2060	2180	1880	2500	2380	2670	37750	26210	33430	12810	123870	2890	2430	5320	10	2
Marion	04832000	RES	F03	1	04832006	1"	38450	25910	17180	31300	41170	58630	47780	16500	10080	31130	318130	19650	40560	60210	10	2
Marion	05062647	RES	F03	1	68043133	1"													2010	2010	0	1
Marion	05225520	RES	ALOP	1	00422002	1"	8400	10090	6230	5260	7980	5810	10030	14070	6880	8370	83120	8320	6450	14770	10	2
Marion	05544326	RES	F03	1	91080109	1"	6750	7910	7100	7800	8760	7750	8070	9290	8420	8500	80350	6270	6370	12640	10	2
Marion	05713249	RES	M01	1	09032008	1"								3150	7870	6210	17230	3020	9810	12830	3	2
Marion	05722000	RES	ALOP	1	05722005	1"	3270	4500	3290	3750	2760	10	470				18050				7	0
Marion	05870100	RES	F03	1	05870108	1"	6580	6640	7890	3650	6250	18680	11730	9880	11260	4320	86880	3970	4940	8910	10	2
Marion	05922000	RES	F03	1	05922007	1"	2140	2160	1990	1850	2080	2140	2360	2510	2510	2380	22120	2090	2270	4360	10	2
Marion	06261428	RES	F03	1	92080109	1"	4880	3540	3100	4780	4790	5140	4600	2500	3570	8150	45050	4690	6740	11430	10	2
Marion	06582924	RES	F03	1	86080100	1"	10170	11070	9350	12690	13410	13350	17370	22620	12180	14140	136350	18820	26810	45630	10	2
Marion	06949302	RES	F03	1	94798108	1"					2130	3700	6870	2970	5800	5900	27370	4970	8500	13470	6	2
Marion	07277538	RES	F03	1	00122009	1"	5120	4320	3510	3340	7570	10820	6950	4280	6340	6630	58880	4350	6790	11140	10	2
Marion	07332000	RES	F03	1	07332001	1"	5240	5250	3990	4840	6290	5490	3240	3600	4580	4020	46540	3870	4630	8500	10	2
Marion	07600000	RES	ALOP	1	07600006	1"	70			110	40	40	10				270	260	100	360	5	2
Marion	07927246	RES	F03	1	52670105	1"	4850	5720	4520	5010	14910	33105	52585	90180	25970	14510	251360	28290	27150	55440	10	2
Marion	08032000	RES	F03	1	08032008	1"	2330	2700	2280	2470	3380	3010	2390	2500	2600	960	24620	5180	4130	9310	10	2
Marion	08642000	RES	F03	1	08642004	1"	1690	1720	11830	3300	30350	28560	25870	27140	37450	27360	195270	35290	36700	71990	10	2
Marion	08783689	RES	ALOP	1	82380102	1"	8630	9800	9240	9270	10660	8940	9040	8130	7990	8770	90470	11880		11880	10	1
Marion	08919784	RES	F03	1	48870108	1"							3330	2170	2190	2870	10560	2510	3470	5980	4	2
Marion	08937590	RES	ALOP	1	79342002	1"	8850	9970	11140	16950	3920	3690	3170	4820	5830	11280	79620				10	0
Marion	09032000	RES	ALOP	1	09032008	1"	4270	2850	1060	16010	2220	5370					31780				6	0
Marion	09042000	RES	F03	1	09042008	1"	1830	2430	2190	2090	2500	2260	2550	2080	2210	2400	22540	2250	6610	8860	10	2
Marion	09143201	RES	F03	1	57422002	1"	1030	2010	1670	1890	1880	3930	4750	2800	3360	2360	25680	2410	2720	5130	10	2
Marion	09400000	RES	F03	1	09400004	1"	6110	7500	6050	6480	17020	7550	8870	3260	12340	8650	83830	7620	8900	16520	10	2
Marion	09645530	RES	F03	1	62222000	1"												1380	7320	8700	0	2
Marion	09700000	RES	ALOP	1	09700007	1"	810	1760	890	1180	520	60	10	20	230		5480				9	0
Marion	09867963	RES	ALOP	1	28970109	1"	4680	5120	5530	5450	6190	4860	5830	4020	4700	4770	51150	4960	4170	9130	10	2
Marion	09898100	RES	F03	1	09898100	1"	1780	3120	3520	4490	4630	3910	2190	10	40	20	23710	3710	4410	8120	10	2
Marion	10232000	RES	F03	1	10232000	1"	4410	5120	4260	4300	5750	4380	5560	4120	8920	4130	50950	3370	3120	6490	10	2
Marion	10722000	RES	F03	1	10722005	1"	17320	5070	4220	4800	14120											

Marion	13633857	RES	F03	1	99912008	1"	1020	1590	1750	1700	2160	1660	80	70	10030	150	1940	2090	8	2			
Marion	14169220	RES	F03	1	56622004	1"	5990	3880	3980	3220	5560	12170	8810	6260	8610	5550	64030	9360	7100	16460	10	2	
Marion	14432049	COML	F03	1	00719100	1"															0	0	
Marion	14770061	RES	F03	1	49912007	1"	2990	2820	16140	9650	3580	43940	32980	8320	1160	220	121800		190	190	10	1	
Marion	15232000	RES	F03	1	15232000	1"	12500	7170	5410	15710	19830	37430	20220	7240	10660	4600	140770	4060	7000	11060	10	2	
Marion	15697041	RES	F03	1	03132009	1"	16710	3580	3720	3940	790	6460	4660		10	10	39880		9050	9050	9	1	
Marion	16462550	RES	F03	1	99542004	1"	3620	5160	4310	4360	4500	4750	5320	5300	4940	5190	47450	4650	4120	8770	10	2	
Marion	16491472	RES	M04	1	37728866	1"	120	1140									1260				2	0	
Marion	16638368	RES	F03	1	89532004	1"	1950	3090	2910	3100	2650	2290	1980	1480	1920	1610	22980	2530	3160	5690	10	2	
Marion	16722000	RES	F03	1	16722005	1"	2770	1720	2950	2790	2380	1340	2940	1090	2320	1850	22150	3530	1900	5430	10	2	
Marion	16732000	RES	F03	1	16732005	1"	4840	3850	4300	6690	6990	14460	5930	3250	4710	3800	58820	7790	13880	21670	10	2	
Marion	16742582	RES	F03	1	10322001	1"	4240	5030	3960	3790	4660	4580	5040	3470	4480	4720	43970	4520	4710	9230	10	2	
Marion	17432000	RES	ALOP	1	17432002	1"			3130	1890	1930						6950	2150		2150	3	1	
Marion	17841606	RES	ALOP	1	88500005	1"	23770	8300	9300	29920	25360	39850					136500				6	0	
Marion	18010000	RES	F03	1	18010000	1"	11160	8280	7830	10450	22060	45400	27460	15180	17360	20850	186030	33100	44240	77340	10	2	
Marion	18507218	RES	F03	1	42370102	1"			2090	16340	18440	18970	13130	11940	13490	13130	107530	13250	14630	27880	8	2	
Marion	18822000	RES	F03	1	18822006	1"	6210	1130	2740	1230	50	50	30	30	100	30	11600	2360	1980	4340	10	2	
Marion	18832000	RES	F03	1	18832006	1"	8900	11030	7810	8490	25860	13230	12010	10570	14230	12830	124960	17990	13380	31370	10	2	
Marion	18922000	RES	F03	1	18922007	1"	3990	1230	3910	4900	3660	3110	17730	3250	3760	3160	48700	3360	3840	7200	10	2	
Marion	19116356	RES	ALOP	1	98822006	1"	29040	39260	35510	34920	36860	34980	47160				257730				7	0	
Marion	19139646	RES	F03	1	64242000	1"	2100	2290	5460	4570	9000	24520	20400		11870	2550	2350	85110	2900	11490	14390	10	2
Marion	19159373	RES	ALOP	1	41532003	1"											1670				1	0	
Marion	19237826	RES	ALOP	1	34000000	1"	7820	5260	1910	2090	2350	2270	2760				24460				7	0	
Marion	19756328	RES	F03	1	87380103	1"						10	2790	3050	2980	2840	11670	2660	2260	4920	5	2	
Marion	20017380	RES	F03	1	19622004	1"	2790	3300	2350	3480	11530	20540	12450	8790	5030	5520	75780	6960	12130	19090	10	2	
Marion	20380100	RES	F03	1	20380102	1"	2120	2020	1660	1650	2020	4200	3300	2900	2240	2980	25090	2400	3550	5950	10	2	
Marion	21011977	RES	F03	1	18410004	1"	440	430	670	550	860	850	1130	750	3070	1770	10520	2530	3150	5680	10	2	
Marion	21698100	RES	F03	1	21698107	1"	11890	6030	4120	8290	21790	20720	19010	16550	17950	17730	144080	18100	17730	35830	10	2	
Marion	21722000	RES	F03	1	21722005	1"	4850	6470	5770	4480	5080	5130	4300	4570	4550	5540	50740	4640	4030	8670	10	2	
Marion	21870100	RES	F03	1	21870107	1"	2710	2710	2760	2410	4930	2110	2840	2310	3380	2590	28750	3410	1280	4690	10	2	
Marion	22294056	RES	F03	1	78342001	1"	1840	4830	3460	1520	3250	2420	5360	2510	5860	3900	34950	2450	2390	4840	10	2	
Marion	22400000	RES	F03	1	22400004	1"	1480	1780	1440	48950	3110	1950	2020	1770	2460	1390	66350	1110	1360	2470	10	2	
Marion	23254599	RES	ALOP	1	03322001	1"		61750	73490	21900	4070	20				10	157640				6	0	
Marion	23342000	RES	F03	1	23342001	1"	4720	5150	4010	5060	5070	4490	3990	5510	4240	5040	47280	4410	4150	8560	10	2	
Marion	23522000	RES	F03	1	23522003	1"	3030	2640	2600	21800	4690	4500	4090	2810	1330	1700	49190	1830	3120	4950	10	2	
Marion	23742000	RES	F03	1	23742005	1"	2890	2910	2990	3260	3180	3540	3920	3060	2980	3820	32550	7860	13870	21730	10	2	
Marion	24080100	RES	F03	1	24080100	1"	2930	3430	2680	3510	7050	15190	9060	4010	2170	1640	51670	2060	2530	4590	10	2	
Marion	24100000	RES	F03	1	24100001	1"	2860	2150	1710	2220	2030	2260	2180	4070	3150	2250	24880	3860	1530	5390	10	2	
Marion	24416818	RES	F03	1	19232000	1"	3920	3350	2900	3670	3210	3810	3180	4890	6890	9450	45270	9790	11340	21130	10	2	
Marion	24622000	RES	F03	1	24622004	1"		1980	2350	2450	500						9210				5	0	
Marion	24849819	RES	F03	1	97798109	1"	4350	4130	6740	24170	22050	17510	17420	13380	14610	15470	139830	16840	17880	34720	10	2	
Marion	25293935	RES	ALOP	1	79812007	1"	3160	3090	2640	2970	3090	2990	3320	730	1310	910	24210	400	2450	2850	10	2	
Marion	25411262	RES	F03	1	59000000	1"	25680	30800	26500	41050	31870	47690	46400	56120	56970	64240	427320	59260	18070	77330	10	2	
Marion	25422000	RES	F03	1	25422002	1"	10100	6730	4050	7080	20320	16760	11140	1880	8190	8490	94740	13300	18060	31360	10	2	
Marion	25532000	RES	F03	1	25532003	1"	2910	2860	1800	1950	2000	1710	1770	1440	1980	2230	20650	1530	2810	4340	10	2	
Marion	25812000	RES	F03	1	25812006	1"	2640	580	840	1030	3560	9310	11280	5790	2640	1430	39100	8440	7390	15830	10	2	
Marion	25964887	RES	F03	1	22870107	1"		2860	3340	2710	2840	770	2100		680	700	16000	1810	1030	2840	10	2	
Marion	26225687	RES	F03	1	19722005	1"	5750	8470	6740	7330	9750	9520	10620	6900	8870	8650	82600	9170	9260	18430	10	2	
Marion	26342000	RES	F03	1	26342001	1"	10670	3290	3430	6570	30030	38490	28170	24420	44410	34110	223590	29780	62640	92420	10	2	
Marion	27500000	RES	F03	1	27500005	1"	30040	35380	32780	27590	30800	32790	30110	28780	33440	41700	323410	73310	5270	78580	10	2	
Marion	27898100	RES	F03	1	27898100	1"	3350	2730	2260	2450	3230	1630	3510	1730	880	2770	24540	4230	4210	8440	10	2	
Marion	27922000	RES	F03	1	27922007	1"	9320	3960	3130	3620	9590	9400	3390	3490	3230	3020	52150	7790	9180	16970	10	2	
Marion	28122000	RES	F03	1	28122009	1"	3530	3750	3740	14730	13360	13960	25070	14170	16860	59870	169040	42047	38920	80967	10	2	
Marion	28181669	RES	F03	1	71970108	1"	2850	2840	2540	2490	2560	3270	2870	2930	2870	3710	28930	4050	6820	10870	10	2	
Marion	28758153	RES	F03	1	69410004	1"	1460	1750	1380	1740	1480	1510	540	2650	1480	1510	15500	1550	2020	3570	10	2	
Marion	28798100	RES	F03	1	28798109	1"	16920	7210	2570	14870	18180	15310	14410	2810	11050	42970	146300	46590	42300	88890	10	2	
Marion	29380100	RES	F03	1	29380103	1"	5200	6250	6460	6140	5520	18480	6500	12720	14170	11230	92670	11320	16920	28240	10	2	
Marion	29414395	RES	F03	1	81900009	1"	3060	3580	2180	3010	3900	3240	4080	4480	3210	3140	33880	2940	4920	7860	10	2	
Marion	29542000	RES	F03	1	29542003	1"	5460	5320	4180	5680	17200	14100	4660	2350	2710	2800	64460	10410	6910	17320	10	2	
Marion	29832000	RES	F03	1	29832007	1"	4450	4720	4290	4780	5520	6170	9320	5400	4340	5580	54570	6560	5870	12430	10	2	
Marion	30644175	RES	ALOP	1	74542003	1"	4760	5670	4940	4880	5690	5110	10030				41080				7	0	
Marion	31288572	RES	F03	1	39322001	1"	3330	3920	3050	3370	3350	3980	3660	3330	3340	3860	35190	3950	3920	7870	10	2	
Marion	31351061	RES	F03	1	94632004	1"	16370	5440	11770	25470	32550	37840	25210	20270									

Marion	31804850	RES	BAEM	1	19200002	1"	4140	4480	5120	4720	6220	5090	4180	2910	3620	4180	44660	2840	3000	5840	10	2	
Marion	31937319	RES	F03	1	75700007	1"	3360	3270	3230	3430	3540	5540	6310	3920	4130	3260	39990	3540	2070	5610	10	2	
Marion	32485483	RES	F03	1	55322001	1"								650	5450	2920	9020	2570	5470	8040	3	2	
Marion	32642000	RES	F03	1	32642004	1"	9450	2150	2400	2600	10790	6780	5470	2520	3890	3980	50030	15850	23410	39260	10	2	
Marion	32711074	RES	ALOP	1	37932007	1"								1260	2450		3710				2	0	
Marion	32785504	RES	ALOP	1	55322001	1"	1630	5510	9150	13160	7290	1110	1030				38880				7	0	
Marion	33697870	RES	F03	1	50732005	1"	5670	4080	3120	2840	11710	24850	10250	2570	2370	2800	70260	27170	6060	33230	10	2	
Marion	34042000	RES	F03	1	34042008	1"	470	1380	660	110	1730	1470	1100	190	590	30	7730	880	450	1330	10	2	
Marion	34322000	RES	F03	1	34322001	1"	1330	1610	1250	1850	1310	16160	1880	2640	2440	4050	34520	2770	3520	6290	10	2	
Marion	34342000	RES	F03	1	34342001	1"	2620	17570	2290	2610	5860	41810	34670	40760	42050	46060	236300	46240	47550	93790	10	2	
Marion	34422000	RES	F03	1	34422002	1"	2400	3220	2770	2840	3910	1780	1470	1100	1620	1660	22770	1370	2030	3400	10	2	
Marion	34915240	RES	ALOP	1	02832006	1"	11730	3690	1910	34710	60810	51420	32500	41890	75770	26150	340580	10510	10000	20510	10	2	
Marion	35010000	RES	F03	1	35010000	1"	5790	5870	5250	8910	16330	14410	8840	8120	12850	19870	106240	18730	21550	40280	10	2	
Marion	35099456	RES	M01	1	03770107	1"	4080	5930	5180	4780	5530	5130	5010	5390	5630	3350	50010	3020	3570	6590	10	2	
Marion	35144652	RES	ALOP	1	00898109	1"	5530										5530				1	0	
Marion	35177857	RES	F03	1	92332001	1"	7330	5930	5880	15490	13550	12960	9710	7700	6360	6010	90920	5450	9820	15270	10	2	
Marion	35300000	RES	F03	1	35300003	1"												20	20	20	0	1	
Marion	35522000	RES	F03	1	35522003	1"	6160	2220	1780	4300	6440	6100	5150	4330	3820	3860	44160	5690	4960	10650	10	2	
Marion	35622000	RES	F03	1	35622004	1"	18360	23470	22830	23790	35170	31930	49140	46040	33730	29060	313520	36250	10290	46540	10	2	
Marion	35832000	RES	F03	1	35832006	1"	1260	2070	2670	1390	790	990	1400	1000	1040	1920	14530	900	920	1820	10	2	
Marion	35901990	RES	F03	1	30080109	1"								27220	2080	2840	2330	34470	2490	3070	5560	4	2
Marion	36100000	RES	F03	1	36100001	1"	12500	13960	11740	11790	12190	13230	6850	7340	7810	8130	105540	9740	12640	22380	10	2	
Marion	36322810	RES	F03	1	58832657	1"	5110		1780	7350	11390	17000	7640	5970	5130	5450	66820	130	15070	15200	9	2	
Marion	36370932	RES	F03	1	74080100	1"							490	4420	4110	3760	12780	3150	3780	6930	4	2	
Marion	36698100	RES	F03	1	36698108	1"	1560	1540	1120	1190	1480	1870	1460	1330	2360	3260	17170	4590	1770	6360	10	2	
Marion	36898100	RES	F03	1	36898100	1"	7300	8410	8250	7810	8300	6010	5030	14700	29070	19980	114860	2830	3120	5950	10	2	
Marion	37080100	RES	F03	1	37080100	1"	2870	11560	13610	22560	40250	163010	122800	5860	2350	2910	387780	4390	5600	9990	10	2	
Marion	37861783	RES	F03	1	73970109	1"			100	4370	1200						5670				3	0	
Marion	37870100	RES	F03	1	37870108	1"	2740	4810	3080	6000	10260	6180	3250	3380	3770	3570	47040	3200	4510	7710	10	2	
Marion	37932000	RES	ALOP	1	37932007	1"	12370	6260	2000	4830	28080	33540	37590				124670				7	0	
Marion	38037937	RES	F03	1	43970109	1"	12110	2770	8090	18290	39600	20930	8380	14310	22260	18990	165730	19150	19710	38860	10	2	
Marion	38232000	RES	F03	1	38232000	1"	2370	1650	1490	2340	2520	3460	1840	3010	1830	2210	22720	2270	2250	4520	10	2	
Marion	38388325	RES	F03	1	19800008	1"											1010	2550	3560	0	2	2	
Marion	38600000	RES	F03	1	38600006	1"	20290	27640	15020	2960	6040	1700	2830	1720	60	30300	108560	970	2690	3660	10	2	
Marion	38632000	RES	F03	1	38632004	1"	2590	3010	2460	2690	3250	2620	2930	2590	2820	2610	27570	2840	3030	5870	10	2	
Marion	38770100	RES	F03	1	38770107	1"	12880	5250	1360	1210	5840	1680	1370	3020	1570	1050	35230	1500	1480	2980	10	2	
Marion	38944979	RES	ALOP	1	37728866	1"												2250	2250	0	1	1	
Marion	39598100	RES	F03	1	39598107	1"	2150	3210	2770	2710	3640	3020	3990	2890	2990	1590	28960	2400	3140	5540	10	2	
Marion	39637829	RES	ALOP	1	26922007	1"	1790	2300	1860	1810	1570	1660	1340				12330				7	0	
Marion	39771842	RES	ALOP	1	52700007	1"	15640	7460	5890	8710	6080			380	490		57200				9	0	
Marion	39873825	RES	F03	1	40912007	1"	540	1490	1520	1480	920	1560	580	1520	1170	500	11280	1600	1300	2900	10	2	
Marion	39922000	RES	F03	1	39922008	1"	1900	3220	2550	2950	2930	3230	2110			1250	20140	3370	3880	7250	8	2	
Marion	40446864	RES	ALOP	1	50470103	1"	2830	4780	3690	3890	770			810	10	1620	18400				8	0	
Marion	40761038	RES	F03	1	57242000	1"					250	5810	6290	5910	8300	26560					5	2	
Marion	40932000	RES	F03	1	40932007	1"	4370	2780	3180	8330	19250	19060	11430	5870	22910	4800	101980	34360	14550	48910	10	2	
Marion	41110000	RES	F03	1	41110000	1"	5660	5160	4600	4670	5670	4130	6180	5420	5120	7110	53720	5120	6010	11130	10	2	
Marion	41222000	RES	F03	1	41222000	1"	4880	8910	9000	10050	6180	2750	3330	3110	2990	3620	54820	2860	3450	6310	10	2	
Marion	41416406	RES	ALOP	1	01542003	1"	3170	3430	3260	3450	6080	8940					28330				6	0	
Marion	41608351	RES	F03	1	15500005	1"					160	7560	1330	2990	1250	13290	590	1580	2170	5	2		
Marion	41642000	RES	F03	1	41642004	1"	30	30	2430	1070	3690	2020	25630	66550	35000	39410	175860	38980	38940	77920	10	2	
Marion	41932000	RES	F03	1	41932007	1"	5300	13090	3290	6090	2640	11600	4220	19880	27560	29940	123610	7030	7710	14740	10	2	
Marion	42100000	RES	ALOP	1	42100001	1"	80										80				1	0	
Marion	42232000	RES	F03	1	42232000	1"		6460		6130	3060	14550	7930	4570	9270	3610	55580	2920	3000	5920	8	2	
Marion	42370100	RES	M04	1	42370102	1"	22460	22130									44590				2	0	
Marion	42742000	RES	F03	1	42742005	1"	12020	14940	13430	13200	16840	18520	20290	19240	14430	4830	147740	4180	3690	7870	10	2	
Marion	42822000	RES	F03	1	42822006	1"	1830	1090	390	1600	2430	620	2220	910	1550	810	13450	2070	870	2940	10	2	
Marion	43310000	RES	F03	1	43310003	1"	4820	3910	4480	3190	3790	4990	6240	6760	7920	9210	55310	8680	8930	17610	10	2	
Marion	43570100	RES	F03	1	43570105	1"	1660	3200	2510	1940	2560	2220	8300	3640	4830	3300	34160	6610	8580	15190	10	2	
Marion	43732000	RES	F03	1	43732005	1"	22230	22980	5500	17880	41540	42680	23130	19760	30670	13660	240030	29380	15200	44580	10	2	
Marion	43822000	RES	F03	1	43822006	1"	3910	3490	2590	2950	3580	10250	3140	2800	2770	3350	38830	2920	3990	6910	10	2	
Marion	44132000	RES	F03	1	44132009	1"	15860	15660	10670	13070	14420	16080	15420	14990	17500	16040	149710	16450	20600	37050	10	2	
Marion	44232000	RES	F03	1	44232000	1"	3110	2020	1950	1920	2430	3450	6360	3990	8200	3080	36510	3310	5090	8400	10	2	
Marion	44332000	RES	F03	1	44332001	1"	1910	3180	1640	2110	2770	2280	1450	1850	6210	2740	26140	1600	4990	6590	10	2	
Marion	45052680	RES	F03	1	29870108	1"	12110	13370	8160	2490	3580	7400	3430	4870	6810	5400	67620	3400	7220	10620	10	2	
Marion	45095367	RES	F03	1	26132009	1"	1300																

Marion	45410000	RES	F03	1	45410004	1" 10820	4260	3690	3860	10240	8470	7340	4110	22340	13840	88970	14710	29150	43860	10	2										
Marion	45432000	RES	F03	1	45432002	1" 4620	2830	1260	1020	3900	5750	3190	2450	9530	5930	40480	4170	4580	8750	10	2										
Marion	45578064	RES	ALOP	1	82380102	1" 2210	2210	1950	2000	14370	22300	11510	15780	25060	4520	101910	15920	25620	41540	10	2										
Marion	45599983	RES	F03	1	07822006	1" 6020	7310	6010	5330	6240	6080	5900	4870	6060	5970	59790	5980	7040	13020	10	2										
Marion	45742000	RES	F03	1	45742005	1" 5840	6230	14620	4390	1480	12850					45410				6	0										
Marion	45797072	RES	ALOP	1	30080109	1" 4050	4200	3950	4370	5840	5080	4790	4230	4490	3440	44440	6180	4610	10790	10	2										
Marion	45839706	RES	F03	1	55970109	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009	1" 21132009										
Marion	47253052	RES	F03	1	21132009	1" 6900	7890	7200	6600	8980	6220	7470	2010	430	2430	56130	2320	3030	5350	10	2										
Marion	47642000	RES	F03	1	47642004	1" 2430	2410	2580	3060	2990	2830	3140	2340	2340	2780	26900	2820	4460	7280	10	2										
Marion	47812000	RES	F03	1	47812006	1" 86970109	1" 1450	3250	2210	1690	480			30		9110	1960	3200	5160	6	2										
Marion	48017691	RES	F03	1	86970109	1" 50470103	1" 4320	5140	4720	4360	5400	4670	6030	4360	4670	5260	48930	2600	6080	8680	10	2									
Marion	48020465	RES	F03	1	50470103	1" 48242000	1" 8600	2640	3320	7950	8430	20110	17900	13430	19560	7180	109120	6970	9240	16210	10	2									
Marion	48242000	RES	F03	1	48242000	1" 3230	9190	14850	22440	45120	78710	19060	13790	9280	9230	224900	32120	29820	61940	10	2										
Marion	48432000	RES	F03	1	48432002	1" 8950	7930	8030	10360	8010	4710	14190	4380	3790	4340	74690	5170	4700	9870	10	2										
Marion	48458369	RES	F03	1	72800008	1" 82000	3680	2830	2110	480					10	91110			370	6	1										
Marion	48570100	RES	F03	1	48570105	1" 7760	10730	7680	9430	8140	14810	8400	8440	9580	8460	93430	14480	19440	33920	10	2										
Marion	48609229	RES	F03	1	40322001	1" 5160	5790	5320	4810	4500	4840	3010	4270	3060	4250	45010	4870	3300	8170	10	2										
Marion	48670100	RES	F03	1	48670106	1" 2130	2740	1350	2300	1430	1410	2750	1970	1960	5750	23790				10	0										
Marion	48722000	RES	F03	1	48722005	1" 1160	930	1490	1600	2270	7340	3640	1350	4220	2000	26000	2710	960	3670	10	2										
Marion	49597106	RES	ALOP	1	26670106	1" 2060	2280	2220	1830	2300	1410	2780	2360	2230	2250	21720	2610	2240	4850	10	2										
Marion	49816851	RES	F03	1	16570105	1" 4470	4030	3890	3180	2530	16680	14420	8060			57260				8	0										
Marion	49932000	RES	F03	1	49932008	1" 50142009	1" 6050	6740	5380	5700	6360	5900	5470	5500	5610	5800	58510	5990	5190	11180	10	2									
Marion	49987347	RES	ALOP	1	21132009	1" 12180	41520	2670	3930	36040	2620	24180	840	12310	17700	153990	26410	50810	77220	10	2										
Marion	50142000	RES	F03	1	50142009	1" 3040	7120	7300	7500	8680	11630	13490	15810	14690	15650	104910	14220	10690	24910	10	2										
Marion	50220614	RES	F03	1	00870107	1" 1670	1790	1640	1660	4020	2840	2040	2520	2280	2410	22870	2520	3680	6200	10	2										
Marion	50640885	RES	F03	1	29642004	1" 1040	900	3820	2130	1200	2640	1390	970	1290	840	16220	1200	1610	2810	10	2										
Marion	50671170	RES	F03	1	37670106	1" 50900008	1" 10350	10690	8090	8780	7060	7150	6680	6450	4770	77290	7590	10050	17640	10	2										
Marion	50700000	RES	F03	1	50700006	1" 10350	10690	8090	8780	7060	7150	6680	6450	4770	77290	7590	10050	17640	10	2											
Marion	50900000	RES	F03	1	50900008	1" 4710	4840	4780	4950	4690	3800	4380	3680	4510	5580	45920	4320	5110	9430	10	2										
Marion	50922000	RES	F03	1	50922007	1" 18840	3550	1910	2430	22010	29270	17890	25130	36820	29560	187410	37230	37810	75040	10	2										
Marion	50970100	RES	F03	1	50970108	1" 6270	3070									10150			2270	5	1										
Marion	51142000	RES	F03	1	51142009	1" 1120	1240	1030	1020	960	970	750	1140	1010	1820	11060	930	1070	2000	10	2										
Marion	51852330	RES	F03	1	07619100	1" 1660	1900	2520	2820	4920	1980	4240	3220	5320	2240	30820	2950	1790	4740	10	2										
Marion	52026768	RES	F03	1	52142009	1" 37520	38150	33720	35410	47900	48870	35600	38120	38710	35230	389230	18770	2650	21420	10	2										
Marion	52142000	RES	F03	1	52142009	1" 2800	7840	3650	4100	29080						47470				5	0										
Marion	53024561	RES	F03	1	36310003	1" 4590	5900	3650	4340	4300	4380	5360	8060	6260	4490	51330	4260	3890	8150	10	2										
Marion	53180143	RES	ALOP	1	00898109	1" 4930	5250	4770	6060	5500	6600	13380	12620	19180	27260	105550	6960	7750	14710	10	2										
Marion	53300000	RES	F03	1	53300003	1" 4610	5780	4120	3600	2380	3210	2820	1910	2330	5300	36060	3900	4620	8520	10	2										
Marion	53300000	RES	F03	1	53300004	1" 65032008	1" 760	880	850	840	950	740	880	850	800	850	8400	1040	1080	2120	10	2									
Marion	53400000	RES	F03	1	53400004	1" 4620	4980	4560	3840	3000	4120	200	3160	760	850	30090	4270	5660	9930	10	2										
Marion	53472869	RES	F03	1	83222000	1" 4760	5360	4460	4900	5720	5320	6650	5290	5110	7200	54770	4990	5070	10060	10	2										
Marion	53650427	RES	ALOP	1	65032008	1" 4680	6850	4380	4950	5740	6730	5980	4660	5130	6300	55400	5230	6190	11420	10	2										
Marion	53870100	RES	F03	1	53870108	1" 1760	2200	1440	1380	1650	2000	1480	80	1380	1400	14770	1360	1840	3200	10	2										
Marion	54032000	RES	F03	1	54032008	1" 3540	2920	2280	2470	2770	4190	2730	2390	2730	2750	28770	2660	2980	5640	10	2										
Marion	54310000	RES	F03	1	54310003	1" 26922007	1" 17560	24020	12910	3590	3810	3380	4480	3790	7740	17470	98750	10140	5730	15870	10	2									
Marion	54600000	RES	F03	1	54600006	1" 18630	2180	2230	48930	66830	46860	36140	18120	8530	36120	284570	30420	29540	59960	10	2										
Marion	54609011	RES	F03	1	23442002	1" 28410	14310	33320	24180	9580	1910	8610	5120	5030	910	131380	1210	9830	11040	10	2										
Marion	55122000	RES	F03	1	55122009	1" 10	10		10	240	30	21700	1250	770	190	24210	120		120	9	1										
Marion	55537508	RES	ALOP	1	26922007	1" 15080	2330	6510	6330	22790	28830	8280	13910	16980	3380	124420	13710	9200	22910	10	2										
Marion	56632000	RES	F03	1	56632004	1" 8590	10580	9140	8610	9940	9630	10340	8830	9230	9910	94800	9600	9850	19450	10	2										
Marion	56642000	RES	F03	1	56642004	1" 3920	3090	2180	3780	2870	2490	3100	2470	2440	28760	2680	4330	7010	10	2											
Marion	56835918	RES	F03	1	79310003	1" 3270	3570	3500	4150	4990	4600	3950	3970	3370	3030	38400	2960	4380	7340	10	2										
Marion	57342000	RES	ALOP	1	57342001	1" 8330	8970	8910	8640	8900	8420	8250				60420				7	0										
Marion	57442000	RES	F03	1	57442002	1" 23240	21640	3980	3620	3730	12340	3550	4560	10000	9460	96120	21760	24140	45900	10	2										
Marion	57622000	RES	F03	1	57622004	1" 11960	17150	26420	25720	1000	30	3580	4110	3380	2790	96140	2520		2520	10	1										
Marion	58000000	RES	F03	1	58000000	1" 930	770	1370								3070				3	0										
Marion	58403012	RES	F03	1	44122009	1" 10870107	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003	1" 41532003										
Marion	58495988	RES	F04	1	41532003	1" 58970162	RES	F03	1	41532003	1" 31380102	RES	F03	1	31380102	1" 20070	4430	2790	23280	31760	22440	30410	4380	3600	1630	144790	3440	28390	31830	10	2
Marion	58522628	RES	F03	1	88142009	1" 7930	10350	9700	14110	42480	24550	22750	7800	22260	23320	185250	22050	26050	48100	10	2										
Marion	58853023	RES	F03	1	12242000	1" 6720	7620	7460	9440	10660	10850	9570	9000	8330	10410	90060	4000	30630	34630	10	2										
Marion	58894856	RES	ALOP	1	00870107	1" 20070	4430	2790	23280	31760	22440	30410	4380	360																	

Marion	60977050	RES	F03	1	14280101	1"	18050	19980	50	460	20	330	930	180	40000	50	50	8	1			
Marion	61122009	RES	F03	1	61122009	1"	5260	4900	1930	3460	9760	2950	4770	780	3380	990	38180	4100	1310	5410	10	2
Marion	61180100	RES	F03	1	61180100	1"	2250	2850	1730	1850	2420	4830	3070	2000	2040	2520	25560	2110	2380	4490	10	2
Marion	61723156	RES	F03	1	44432002	1"	4110	4770	3110	3550	3190	6400	5360	5500	5080	4300	45370	7580	6010	13590	10	2
Marion	61785760	RES	F03	1	50222000	1"			140							140				1	0	
Marion	61824122	RES	ALOP	1	15500005	1"				2590						2590				1	0	
Marion	61912000	RES	F03	1	61912007	1"	36960	28560	17350	21800	36600	25110	29590	26930	43000	24200	290100	27590	47550	75140	10	2
Marion	61942380	RES	F03	1	67542003	1"	2860	3760	2850	2620	3770	3200	3390	3280	2540	3430	31700	3150	4350	7500	10	2
Marion	62095967	RES	F03	1	64870393	1"	6060	3450	2400	2830	3430	4230	4200	3160	2610	2490	34860	2300	2820	5120	10	2
Marion	62180100	RES	F03	1	62180100	1"	5670	5500	5320	6520	13160	25880	6490	6770	5880	7480	88670	5540	5940	11480	10	2
Marion	62222000	RES	ALOP	1	62222000	1"	3920	4060	9970	71970	4000	2320	3430	2100	1860	7150	110780				10	0
Marion	62272000	RES	F03	1	62722005	1"				4780	240			240	190	2250	7700	10	910	920	5	2
Marion	62732000	RES	F03	1	62732005	1"	3900	4310	3250	3810	4700	1920	30		90	30	22040	2440	5900	8340	9	2
Marion	62798100	RES	F03	1	62798108	1"	50720	45130	33050	38400	9100	32200	43530	28670	36700	35800	353300	46500	49500	96000	10	2
Marion	63319766	RES	F03	1	79342002	1"											340		340		0	1
Marion	63382977	RES	F03	1	28932007	1"	61460	68340	59670	62390	47510	80850	50790	8250	79830	93220	612310	87390	94660	182050	10	2
Marion	63421107	RES	F03	1	97322001	1"							530	8830	18410	7960	35730	10950	8180	19130	4	2
Marion	63598100	RES	F03	1	63598106	1"	1200	1660	1230	1820	1380	1150	1280	1020	1210	1620	13570	1200	1230	2430	10	2
Marion	63753328	RES	F03	1	55570105	1"	2100	3890	3350	2640	1810	2610	3090	2070	4610	4180	30350	2240	3220	5460	10	2
Marion	64642000	RES	F03	1	64642004	1"	11870	2250	12080	18670	33670	37720	35780	29780	37840	32720	252380	15080	18670	33750	10	2
Marion	64822356	RES	F03	1	41342001	1"	2750	5240	5830	7410	13830	63150	39170	20980	39440	39520	237320	37950	38620	76570	10	2
Marion	64882377	RES	F03	1	56442002	1"	4510	7200	5140	5360	6220	5410	6690	4780	2120	5780	53210	5720	6290	12010	10	2
Marion	65642000	RES	F03	1	65642004	1"	840	1610	1680	1690	2450						8270	1280	13710	14990	5	2
Marion	65722053	RES	F03	1	60280101	1"	13670	16890	11080	3450	17580	24190	28130	11040	25040	9780	160850	19710	30870	50580	10	2
Marion	65822000	RES	F03	1	65822006	1"	40	10	19840	50	30	60	40	160	110	20	20360	50	50	100	10	2
Marion	66032000	RES	F03	1	66032008	1"	3210	4400	3920	3150	6800	7260	4580	5180	7870	6110	52480	4180	5030	9210	10	2
Marion	66110000	RES	F03	1	66110001	1"	2920	3800	3420	3600	4560	15370	18130	6240	15750	20810	94600	4620	3290	7910	10	2
Marion	66122000	RES	F03	1	66122009	1"	1700	1700	1550	1670	1700	1700	1620	9040	12570	20230	53480	15220	1620	16840	10	2
Marion	66180100	RES	F03	1	66180101	1"	1910	1900	3250	3900	1960	1660	1620	1760	1330	2750	22040	2330	1350	3680	10	2
Marion	66242000	RES	F03	1	66242000	1"	20000	22200	6260	6070	7470	6840	3430	6560	8240	8100	95170	7890	12000	19890	10	2
Marion	66280100	RES	F03	1	66280102	1"	2220	2550	2450	2150	2490	3490	3160	2450	4110	2920	27990	2810	3180	5990	10	2
Marion	66333999	RES	F03	1	70242000	1"	2980	3590	5000	12570	22290	36960	13560	21500	32690	26980	178120	36760	24310	61070	10	2
Marion	66812000	RES	F03	1	66812006	1"	2060	1920	2170	2080	2770	2420	2150	1850	2060	2780	22260	2300	2520	4820	10	2
Marion	67228452	RES	F03	1	26380103	1"	3720	5330	4760	3860	4870	4860	3980	3300	3980	4810	43350	5770	10640		10	2
Marion	67370100	RES	F03	1	67370103	1"	3450	2260	1940	2250	2250	2230	4910	4540	5300	10810	39940	5890	1340	7230	10	2
Marion	67532000	RES	F03	1	67532003	1"	4110	3290	3190	3240	4850	5400	1650	3400	3460	2510	35100	3580	4470	8050	10	2
Marion	68280100	RES	F03	1	68280102	1"	2670	3120	2790	2750	3590	3420	4200	2600	8410	6410	39960	3320	3910	7230	10	2
Marion	68422000	RES	F03	1	68422002	1"	3340	3270	3480	5660	6030	11270	5640	4100	4250	4120	51160	3450	3490	6940	10	2
Marion	68442000	RES	F03	1	68442002	1"	3160	4050	3560	4400	4300	13370	340	5420	4450	4170	47220	3490	4060	7550	10	2
Marion	69080100	RES	F03	1	69080100	1"	7730	5850	7020	6630	14190	18360	6620	10250	9790	5810	92250	12730	11300	24030	10	2
Marion	69142000	RES	F03	1	69142000	1"	4530	3040	2390	3200	2570	3910	6200	4420	3640	4030	37930	4030	4010	8040	10	2
Marion	69422000	RES	ALOP	1	69422003	1"	1520	10	1190	320	1000	130	280			4450			7480	7	1	
Marion	69570100	RES	F03	1	69570105	1"	4010	4380	3510	4180	4840	7380	4500	4010	4220	4370	45400	4390	4540	8930	10	2
Marion	69746278	RES	F03	1	96563505	1"	3990	4630	4160	4070	4560	4290	4800	4040	4260	4290	43090	4670	4550	9220	10	2
Marion	70132000	RES	ALOP	1	70132009	1"	1970	2590	2010	2070	2240	2390					13270				6	0
Marion	70139472	RES	F03	1	98822006	1"								11360	29730	5590	46680	7010	9890	16900	3	2
Marion	70332000	RES	F03	1	70332001	1"	12040	4420	3310	4180	16740	18400	25280	5910	4600	5770	100650	3590	6410	10000	10	2
Marion	70670100	RES	F03	1	70670105	1"	1490	2820	2300	2920	3520	3290	3330	2510	3140	3510	28830	3200	3730	6930	10	2
Marion	70832000	RES	F03	1	70832006	1"	9650	4280	8380	12110	29700	15070	13450	13250	11240	17540	134670	18320	9940	28260	10	2
Marion	71042000	RES	F03	1	71042008	1"	350	3300	4550	3590	710	440	400	380	400	700	14860	450	650	1100	10	2
Marion	71300000	RES	F03	1	71300003	1"	14660	23070	17970	18290	33710	27720	13180	14790	24190	16110	203690	21660	19720	41380	10	2
Marion	71392534	RES	F03	1	41200002	1"					1080	12170	3440	4640	7230	28560	4090	4080	8170		10	2
Marion	71422000	RES	F03	1	71422002	1"	3300	5310	5000	2720	4290	2390	2090	3650	1790	2960	33500	2900	3070	5970	10	2
Marion	71432000	RES	F03	1	71432002	1"	700	800	840	680	940	1240	1670	1840	1380	1580	11670	2130	930	3060	10	2
Marion	71742000	RES	F03	1	71742005	1"	5770	6970	9660	19440	28730	14870	9870	9380	5960	7370	118020	13510	10810	24320	10	2
Marion	71922000	RES	F03	1	71922007	1"	5110	3520	2750	2410	23350	19390	7310	1270	6050	5470	76630	6470	7270	13740	10	2
Marion	72249809	RES	ALOP	1	43922007	1"	3620	4300	3170	3380	4070	3500	3720	4460	3760	3860	37840	3270	3730	7000	10	2
Marion	72506239	RES	F03	1	49122009	1"	8220	8020	7500	6030	5470	5370	6710	5490	6010	5370	64190	5560	6400	11960	10	2
Marion	72532000	RES	F03	1	72532003	1"	6120	2890	17040	6590	6380	3920	5390	1930	2160	1620	54040	16050	14980	31030	10	2
Marion	72542000	RES	F03	1	72542003	1"	860	320	240	1470	1780	1310	4050	2290	2010	2420	16750	1820	2030	3850	10	2
Marion	72616212	RES	F03	1	86832006	1"	13650	10590	7560	11560	8670	16780	2600	7000	16520	5990	100920	13300	8810	22110	10	2
Marion	72632000	RES	F03	1	72632004	1"	2750	1920	1950	1950	2110	2600	2820	2630	2300	2020	23050	1940	2010	3950	10	2
Marion	72898100	RES	F03	1	72898109	1"	16390	7570	1620	7940	32960	29650										

Marion	74370100	RES	F03	1	74370103: 1"	3140	4390	4050	4290	5150	4610	4490	4210	5270	4890	44490	4180	3650	7830	10	2
Marion	74533918	RES	ALOP	1	49609100: 1"															0	0
Marion	74732000	RES	F03	1	74732005: 1"	3070	4110	3600	3490	3520	2900	2790	2600	1350	6820	34250	2460	2920	5380	10	2
Marion	75223295	RES	F03	1	73798108: 1"	5680	6300	7630	5410	6470	5940	6750	5250	5070	5510	60010	4850	11240	16090	10	2
Marion	75327383	RES	F03	1	42812006: 1"	2200	2580	2450	2060	2450	26660	12890	17080	14410	5040	87820	3970	8430	12400	10	2
Marion	75332000	RES	F03	1	75332001: 1"	6260	6670	3480	3290	4360	5120	3910	3190	5760	3150	45190	4030	3980	8010	10	2
Marion	75442000	RES	F03	1	75442002: 1"	2790	3070	3900	2010	3660	2790	3970	3780	3920	2690	32580	2590	3350	5940	10	2
Marion	75542000	RES	F03	1	75542003: 1"	11500	4460	4020	13850	24150	41740	25750	21320	24680	4410	175880	33360	14490	47850	10	2
Marion	76542000	RES	F03	1	76542003: 1"	5350	3840	3580	3950	4740	3730	4030	3660	3300	4040	40220	4770	3790	8560	10	2
Marion	76543555	COML	F03	1	69619100: 1"															0	0
Marion	77152896	RES	ALOP	1	87380103: 1"	4850	5270	2660	2380	7280						22440				5	0
Marion	77543279	RES	ALOP	1	37728866: 1"											18830				7	0
Marion	78132000	RES	F03	1	78132009: 1"	7560	12250	8020	8610	9720	13700	5920	2580	5060	2870	76290	2710	6060	8770	10	2
Marion	78300000	RES	F03	1	78300003: 1"	11810	82210	86960	10190	10110	13610	35710	13790	15810	29520	309720	9280	7490	16770	10	2
Marion	78332058	RES	F03	1	35900009: 1"	5320	6790	4810	6480	6450	4840	5810	5750	5170	6360	57780	5680	7220	12900	10	2
Marion	78470100	RES	F03	1	78470104: 1"	2500	1950	2330	2050	2510	2550	2610	2450	2760	2180	23890	2960	3220	6180	10	2
Marion	78698100	RES	F03	1	78698108: 1"	32070	27470	23320	29600	5700	6730	12150	31580	24620	34660	227900	31360	28110	59470	10	2
Marion	78909113	RES	F03	1	09332001: 1"	18450	18500	20490	19950	19570	17290	19600	20230	28980	31040	214100	27490	33500	60990	10	2
Marion	79522000	RES	F03	1	79522004: 1"	3600	3890	2810	3890	5080	4180	2380	2630	3380	3270	35110	2800	5360	8160	10	2
Marion	80032000	RES	F03	1	80032008: 1"	770	790	750	920	500	600	810	520	110	10	5780	6070	790	6860	10	2
Marion	80496944	RES	F03	1	34000000: 1"									1240	1730	2970	1640	840	2480	2	2
Marion	81232000	RES	F03	1	81232000: 1"	3740	2690	2190	2010	2380	1580	2720	2190	3530	6150	29180	8620	5720	14340	10	2
Marion	81332000	RES	F03	1	81332001: 1"	4230	5480	4410	4900	4760	4080	4640	4220	5720	3530	45970	2140	4500	6640	10	2
Marion	81332000	RES	F03	1	95446987: 1"			860	880	3500	6080	1750	3360	14100	4940	35470	2060	13840	15900	10	2
Marion	81373436	RES	F03	1	70132009: 1"						600	870	1100	1180	3750	850	1740	2590	4	2	
Marion	81570100	RES	ALOP	1	81570104: 1"	2210	2580	2050	5570	3400	6410	3090	2630	1150	8500	37590	6220	10	10	1	
Marion	81595392	RES	F03	1	82032008: 1"	6090	7850	5880	4530	13100	36200	24130	17120	28990	17890	161780	6980	5060	12040	10	2
Marion	81691722	RES	F03	1	20300003: 1"	2220	2750	2310	2560	2740	2140	2850	2630	1670	2400	24270	2480	3160	5640	10	2
Marion	81861109	RES	F03	1	00770106: 1"	230	180	190	180	390	400	290	620	180	390	3050	730	710	1440	10	2
Marion	81991661	RES	F03	1	79300003: 1"							11460	11320	10070	32850	9610	10090	19700	3	2	
Marion	82422000	RES	F03	1	82422002: 1"	4780	4080	3490	3450	5610	4250	4240	6340	6420	4480	47140	4410	5260	9670	10	2
Marion	82540446	RES	F03	1	48229100: 1"	7980				9960	17510	15960	17850	18020	87280	17820	14230	32050	6	2	
Marion	82559394	RES	F03	1	80180100: 1"	600	460	1200	400	1180	1620	1540	700	560	430	8690	660	660	1320	10	2
Marion	83380100	RES	F03	1	83380102: 1"	4250	3490	3150	2620	6080	8790	6200	4420	4450	3680	47130	5690	5030	10720	10	2
Marion	83781942	RES	F03	1	52700007: 1"										3630	3630	3160	2400	5560	1	2
Marion	83981364	RES	F03	1	42100001: 1"		2580	6760	5850	5300	12000	14860	8090	14430	6810	76680	5970	5100	11070	9	2
Marion	84280100	RES	F03	1	84280102: 1"	3200	4420	4570	4290	4330	650	50	110	80	20	21720	3270	5700	8970	10	2
Marion	84287526	RES	F03	1	36770107: 1"	2390	5440	8020	6910	6020	7570	5930	6700	4640	4780	58400	3290	3330	6620	10	2
Marion	84788038	RES	F03	1	74542003: 1"								2000	6000	4290	12290	3080	3380	6460	3	2
Marion	85013802	RES	ALOP	1	48870108: 1"	2110	1340	2060	1660	1660	2040					10870				6	0
Marion	85222000	RES	F03	1	85222000: 1"	8740	8490	7560	10760	8290	15560	3310	4120	7530	5160	79520	13740	10740	24480	10	2
Marion	85370100	RES	F03	1	85370103: 1"	6800	5730	6030	6650	6890	6180	5110	5150	5020	6250	59810	6260	5550	11810	10	2
Marion	85435224	RES	F03	1	46422002: 1"	6480	4320	3130	4040	4590	4000	2600	4650	6230	7960	48000	4960	12340	17300	10	2
Marion	85791248	RES	F03	1	70742005: 1"								4050	2850	6900	11390	29670	41060	10	2	
Marion	86142000	RES	ALOP	1	86142009: 1"	4290	7330	3260	3970	1950	2550	3370	3080	3140	3690	36630	6180	16460	22640	10	2
Marion	86222000	RES	F03	1	86222000: 1"	5190	3840	3230	3980	7120	14800	6990	6450	3770	4040	59410	7710	11990	19700	10	2
Marion	86256723	RES	F03	1	00898109: 1"									40	360	400	5150	7930	13080	2	2
Marion	86617531	RES	ALOP	1	00898109: 1"		170	200								370				2	0
Marion	86682931	RES	F03	1	82042008: 1"	4720	6340	3320	2750	2000	190	1480	510	30	30	21370	1980	700	2680	10	2
Marion	87100000	RES	F03	1	87100001: 1"	3970	3670	2680	3170	3330	2890	3560	3770	3510	5060	35610	6360	7920	14280	10	2
Marion	87142000	RES	F03	1	87142009: 1"	2850	4720	3360	3970	7250	6160	3850	4060	4780	5510	46510	4490	4480	8970	10	2
Marion	87389679	RES	F03	1	12322001: 1"	5610	6640	5540	5340	6680	6740	7210	7640	6570	5560	63530	5860	6590	12450	10	2
Marion	87408330	RES	F03	1	88500005: 1"								2120	8560	4970	15650	10560	7510	18070	3	2
Marion	87794833	RES	F03	1	05400004: 1"				7100	11360	11420	10430	12250	16420	68980	18810	16380	35190	6	2	
Marion	88609996	RES	ALOP	1	88500005: 1"						1210				1210				1	0	
Marion	88759909	RES	F03	1	94110001: 1"	36710	4970	3990	4910	40470	55490	30740	18810	24490	15130	235710	37320	55100	92420	10	2
Marion	88812000	RES	F03	1	88812006: 1"	21240	23670	19240	19870	20140	25160	20610	21820	28330	36850	236930	24030	20030	44060	10	2
Marion	89242000	RES	F03	1	89242001: 1"	7150	6740	5810	5820	18410	15030	6590	5340	5700	6000	82590	9120	8680	17800	10	2
Marion	89432000	RES	F03	1	89432003: 1"	2870	2710	2640	2470	3190	3010	8550	2590	2510	2750	33290	3620	4600	8220	10	2
Marion	89644112	RES	F03	1	01542003: 1"											3270	570	3840	0	2	
Marion	89722000	RES	F03	1	89722006: 1"	1660	1770	1840	2160	16690	23980	25110	11730	7940	3510	96390	3930	4080	8010	10	2
Marion	90442000	RES	F03	1	90442002: 1"	9990	7630	10310	49190	48630	56780	43860	41480	10750	39310	317930	48930	26010	74940	10	2
Marion	90734942	RES	F03	1	57342001: 1"												10	10	0	1	
Marion	91622000	RES	F03	1	91622004: 1"	3430	5810	200	120	130	130	60	60	40	20	10000			10	0	
Marion	92010000	RES	F03	1	92010000: 1"	3950	3750	2990	2880	3920	23790	4450	2960	3340	5630	57660	5970	4170	10140	10	2
Marion	92109388	RES	F03	1	65032008: 1"									880	19610	20490	10600	14700	25300	2	2

Marion	92432000	RES	F03	1	92432002	1"	2460	2570	2140	2450	2880	3080	3180	3080	2730	2760	27330	3510	3070	6580	10	2	
Marion	92812000	RES	F03	1	92812006	1"	8190	8950	7490	18500	21580	18750	19220	13930	15660	19580	151850	12630	8450	21080	10	2	
Marion	92900000	RES	F03	1	92900009	1"	1760	10850	14090	11520	9630	20040	23140	6820	41470	9670	148990	10		10	10	1	
Marion	92932000	RES	F03	1	92932007	1"	2020	2740	2240	2290	2710	13690	3670	2830	2910	1810	36910	2510	2180	4690	10	2	
Marion	93122000	RES	F03	1	93122009	1"	2730	4050	3170	3020	3360	3440	4900	4140	3540	1790	34140	550	390	940	10	2	
Marion	93280311	RES	F03	1	85042008	1"	990	3650	3580	3140	1380	720	1410	280	380	610	16140	460	500	960	10	2	
Marion	93442000	RES	F03	1	93442002	1"	2090	2070	1610	1690	1940	1580	1420	1620	1010	1310	16340	1230	1710	2940	10	2	
Marion	93532000	RES	F03	1	93532003	1"	2180	1850	1420	1970	1710	15020	3280	2100	1880	1740	33150	1920	2570	4490	10	2	
Marion	93639549	RES	ALOP	1	74080100	1"		2220									2220				1	0	
Marion	93790212	RES	F03	1	13698107	1"	2880	4000	7990	2450	3320	2940	2500	2570	2510	2940	34100	2760	3340	6100	10	2	
Marion	93800000	RES	F03	1	93800008	1"	790	5360	18880	11520	760	8760	2570	4300	5610	5970	64520	16820	2970	19790	10	2	
Marion	93832000	RES	F03	1	93832006	1"	7380	3320	12180	2860	5200	3690	4210	7100	3130	4410	53480	4810	3890	8700	10	2	
Marion	93939936	RES	F03	1	42070546	1"	5990	13040	12450	13180	39320	33860	15610	12820	27000	6400	179670	8410	21310	29720	10	2	
Marion	94010607	RES	ALOP	1	49609100	1"	7420	7870	8920								24210				3	0	
Marion	94373046	RES	F03	1	34180101	1"	2820	3700	3140	4760	3380	3400	3420	6050	4170	3280	38120	3450	3530	6980	10	2	
Marion	94442000	RES	F03	1	94442002	1"	790	1530	1600	2620	2360	1590	1660	2760	2440	2700	20050	1580	810	2390	10	2	
Marion	94770100	RES	F03	1	94770107	1"	5050	4790	3960	4780	5860	5710	6320	5120	6160	5690	53440	4760	4830	9590	10	2	
Marion	94828364	RES	F03	1	74222000	1"		3620		4840	2070	19060	24150	9990	19560	22200	105490	7480	28670	36150	8	2	
Marion	95000000	RES	F03	1	95000000	1"	4860	11800	4340	4150	5490	6520	5840	6940	5840	6170	61950	6500	7590	14090	10	2	
Marion	95133774	RES	F03	1	39310003	1"	1560	1720	2480	5600	7880	1690	1840	1750	1520	2000	28040	1810	1990	3800	10	2	
Marion	95557418	RES	ALOP	1	70742005	1"	14040	8030	4690	11350	11620	17230	11630				78590				7	0	
Marion	95600000	RES	F03	1	95600006	1"	10750	5300	3730	3440	2660	4340	1890	1630	2650	36390	2760	2900	5660	9	2		
Marion	95932000	RES	F03	1	95932007	1"	4520	4520	2230	8710	21420	25340	20620	9770	29220	13040	139390	28870	14900	43770	10	2	
Marion	96010000	RES	F03	1	96010000	1"	8710	13090	6490	9440	93070	10920	7860	7090	5950	4440	167060	15390	11390	26780	10	2	
Marion	96148245	RES	F03	1	70632004	1"	4450	4870	4440	4260	5020	5700	6200	4230	7940	7170	54280	4970	6000	10970	10	2	
Marion	96370100	RES	F03	1	96370103	1"	5020	10750	8380	5320	8540	10290	6230	3650	2060	3870	64110	5500	8570	14070	10	2	
Marion	96386790	RES	ALOP	1	05400004	1"	1910	970	1140								4020				3	0	
Marion	96470237	RES	F03	1	02542003	1"	3570	5300	3840	4520	5020	4210	4880	4130	4400	4790	44660	4450	5720	10170	10	2	
Marion	97510951	RES	ALOP	1	57242000	1"	1330	3770	1430	2270	2250						11050				5	0	
Marion	97588606	RES	F03	1	85670106	1"	24010	26440	22590	23560	25310	23690	26860	22630	26560	104970	326620	14500	20350	34850	10	2	
Marion	98215211	RES	F03	1	47770107	1"	7160	2820	4360	2990	250	100	440	80	750	1690	20640	20230	630	20860	10	2	
Marion	98269500	RES	F03	1	46532003	1"	5890	5500	7960	13280	18920	7860	18200	20740	8780	10600	117730	13760	21780	35540	10	2	
Marion	98334948	RES	F03	1	73722005	1"	2340	1840	2100	2050	2950	4730	2930	2740	6510	7040	35230	1530	1370	2900	10	2	
Marion	98536867	RES	F03	1	04670106	1"										1210	2960	4170	2670	3030	5700	2	2
Marion	98570835	RES	F03	1	09700007	1"										1180	1180	3530	3370	6900	1	2	
Marion	99146170	RES	F03	1	20480103	1"	14280	6080	6510	5790	23810	41720	10930	13790	15090	6350	144350	9480	12750	22230	10	2	
Marion	99470100	RES	F03	1	99470104	1"	360	210	480	40	10	170	20	690	640	120	2740		200	200	10	1	
Marion	99900000	RES	F03	1	99900009	1"	4850	4850	5060	3970	4870	4970	6330	5280	5390	5390	50960	5530	5090	10620	10	2	
Marion	99962774	RES	F03	1	75912007	1"	1840	2540	26190	72890	1320	100	70	30	30	410	105420	100		100	10	1	
																	29378310			6295547	3653	729	
Marion	00761100	RES	F03	1	00761106	5/8"	2090	1570	1420	1740	1890	1360	1490	1440	1810	1200	16010	1880	1970	3850	10	2	
Marion	01138418	RES	ALOP	1	41561105	5/8"					10	400					410				2	0	
Marion	01185784	RES	ALOP	1	10661105	5/8"						90	40				130				2	0	
Marion	01445980	RES	F03	1	24851108	5/8"	2710	990	2610	2830	770	1360	1070		90	70	12500	430	2460	2890	9	2	
Marion	01622690	RES	ALOP	1	41561105	5/8"	930	820	430								2180				3	0	
Marion	01761100	RES	F03	1	01761107	5/8"	3290	3860	3240	3160	3780	14760	3850	2560	2830	7690	49020	14930	9670	24600	10	2	
Marion	02669009	RES	F03	1	05652106	5/8"	3950	4990	4880	4930	6730	5670	7690	5310	5530	6810	56490	5460	6360	11820	10	2	
Marion	02761100	RES	F03	1	02761107	5/8"	3680	4870	3340	4080	770	960	750	470	1730	840	21490	3450	820	4270	10	2	
Marion	03463925	RES	ALOP	1	26652106	5/8"	2250	4020	3080	5080	5430	4990	3230	4950	7600	10500	51130				10	0	
Marion	03661100	RES	F03	1	03661106	5/8"	2330	2000	1480	1770	1110						8690		1220	1220	5	1	
Marion	04022000	RES	F03	1	04022008	5/8"	1830	2120	1670	1520	1680	1430	1590	1120	1230	1330	15520	1190	2330	3520	10	2	
Marion	04142000	RES	F03	1	04142009	5/8"	3150	3280	2960	3720	3870	2020	3500	3010	3150	2760	31420	2670	3510	6180	10	2	
Marion	04691397	RES	ALOP	1	34661106	5/8"	2410	2900	2900	3100	3220	2940	2330	2370	2680	3450	28300				10	0	
Marion	04846240	RES	ALOP	1	70079100	5/8"	1650	2190	1630	3690							9160				4	0	
Marion	05715509	RES	F03	1	07751107	5/8"		10	70	20	20	30	30	30	600	350	1160	160	10	170	9	2	
Marion	07916193	RES	ALOP	1	08912007	5/8"			1150								1150				1	0	
Marion	08561100	RES	F03	1	08561105	5/8"	3140	2320	2120	1940	2080	2050	2420	2100	2050	820	21040	1760	1600	3360	10	2	
Marion	08651100	RES	F03	1	08651106	5/8"	3230	4040	3410	3700	3160	4360	4280	3390	2950	4070	36590	3760	4440	8200	10	2	
Marion	09332476	RES	F03	1	25751107	5/8"	710	720	790	880	1180	1070	1070	680	710	790	8600	940	1280	2220	10	2	
Marion	10961100	RES	F03	1	10961108	5/8"	1050	1060	850	890	1880	1580	30	10		60	7410	1010	970	1980	9	2	
Marion	11377722	RES	F03	1	36900009	5/8"											70	100	170		0	2	
Marion	13332054	RES	F03	1	19861108	5/8"	350	1270	160	190	240	230	450	400	90	320	3700	180	320	500	10	2	
Marion	13688894	RES	F03	1	61461104	5/8"		210	5900	3160		10	10		20	1190	10500	20	40	60	7	2	
Marion	14127544	RES	F03	1	54651106	5/8"	1580	2180	1790	2010	1960	2070	1500	3410	2040	2130	20670	1890	2460	4350	10	2	
Marion	14375281	RES	F03	1	03071100	5/8"			2310	4690	4790	2440	2160	1770	1630	1820	21610	1860	2130	3990	8	2	

Marion	14537597	RES	F03	1	75661106	5/8"	1170	1320	1200	1230	1710	1920	2090	5050	6120	1890	23700	2020	1910	3930	10	2
Marion	17751100	RES	F03	1	17751107	5/8"	820	1000	670	1690	990	750	1130	850	810	910	9620	1080	1630	2710	10	2
Marion	17961100	RES	F03	1	17961109	5/8"	500	510	450	520	650	640	640	670	590	800	5970	740	790	1530	10	2
Marion	18778544	RES	F03	1	88361103	5/8"	5200	4080	4040	4210	4310	4190	4480	4820	5220	6400	46950	5250	6780	12030	10	2
Marion	19061560	RES	ALOP	1	70461103	5/8"					100	140	680	1080	1060		3060				5	0
Marion	19109138	RES	FL19	1	80510200	5/8"	320	340	340	11940	3270	4060	3380		460	790	24900	870	600	1470	9	2
Marion	19477949	RES	ALOP	1	27652106	5/8"	2830	3320	3310	4260	3920	4860	2230	2630	3230	4940	35530	4950	80	5030	10	2
Marion	19754577	RES	F03	1	03461104	5/8"												730	730		0	1
Marion	20411390	RES	F03	1	18042008	5/8"	34920	20010	24910	24160	21200	11450	18720	8770	8840	9400	182380	11510	14860	26370	10	2
Marion	20561100	RES	F03	1	20561104	5/8"															0	0
Marion	20757046	RES	ALOP	1	15651106	5/8"	3060	3930	3120	3130	3320	3510	3970	3230	3810		31080				9	0
Marion	20851100	RES	ALOP	1	20851107	5/8"	18410	220	150	160	100	70	30	30	40	220	19430	1700	1560	3260	10	2
Marion	21022000	RES	F03	1	21022008	5/8"	3330	3060	3310	2980	1360	60	60	50	50	100	14360	170	3660	3830	10	2
Marion	22045230	RES	F03	1	06561105	5/8"	2430	5860	4410	4440	1490	1800	590		1860	1410	24290	1120	1160	2280	9	2
Marion	22304858	RES	F03	1	97210002	5/8"	1200	1800	1700	1470	2190	1920	4280	3200	4150	4470	26380	2740	2970	5710	10	2
Marion	22961100	RES	F03	1	22961109	5/8"	1870	2930	1900	1730	2030	1840	160	50	40	220	12770				10	0
Marion	23196054	RES	ALOP	1	79361103	5/8"			8110	9270	10160	7980	1100				36620				5	0
Marion	23851100	RES	F03	1	23851108	5/8"	1820	1090	2860	2030	1940	70	10		50	70	9940	90	1010	1100	9	2
Marion	24461100	RES	F03	1	24461104	5/8"	1580	1990	1840	1880	1980	1650	1960	1670	1670	3960	20180	1560	1960	3520	10	2
Marion	25414680	RES	F03	1	39461104	5/8"	3640	3780	3410	3800	2900			170	10	310	18020	410	1190	1600	8	2
Marion	27557924	RES	F03	1	39961109	5/8"	1180	1520	1360	1560	1500	1590	1640	1420	1520	1540	14830	1310	1330	2640	10	2
Marion	27659261	RES	F03	1	12851108	5/8"	3170	3390	2830	2850	3320	3370	2390	3300	3380	3590	31590	4830	3540	8370	10	2
Marion	29022000	RES	F03	1	29022008	5/8"	2180	1910	3300	1710	2940	5170	80	110	670	240	18310	2730	340	3070	10	2
Marion	29651100	RES	F03	1	29651106	5/8"	2070	2540	2110	2200	2560	2450	2770	2550	1840	1540	22630	1300	1710	3010	10	2
Marion	30546977	RES	ALOP	1	70079100	5/8"					1680	1880	1590	1460	2030	8640	1990	2190	4180	5	2	
Marion	30923059	RES	F03	1	29210002	5/8"									100	1220	1320	1740	3720	2	2	
Marion	31151306	RES	ALOP	1	21410003	5/8"	6040									6040				1	0	
Marion	31661100	RES	F03	1	31661106	5/8"	800	860	580	830	1110	1150	1090	1150	1490	690	9750	410	560	970	10	2
Marion	32661100	RES	F03	1	32661106	5/8"	2520	2800	2560	3030	3280	2380	2380	2660	2460	2590	26660	2260	2480	4740	10	2
Marion	33410000	RES	F03	1	33410004	5/8"	2480	3360	2500	3420	3460	2990	3070	3380	2890	2900	30450	2500	3160	5660	10	2
Marion	35461100	RES	F03	1	35461104	5/8"	210			180	70	80	110	140	240	120	1150	60	30	90	8	2
Marion	36408105	RES	F03	1	71079100	5/8"				560	705	20155	5670	4540	4970	5460	42060	3430	3340	6770	7	2
Marion	37461100	RES	F03	1	37461104	5/8"	190	2220	6420	5780	60	10	40	170	10	14940	20	30	50	10	2	
Marion	37851100	RES	F03	1	37851108	5/8"	3360	3560	2890	2830	3570	3980	3830	3340	4950	5810	38120	5900	4600	10500	10	2
Marion	38522000	RES	F03	1	38522003	5/8"	3720	4240	3950	4730	4780	5400	6240	4240	4130	4890	46320	4310	4670	8980	10	2
Marion	40048444	RES	ALOP	1	88661106	5/8"	860	1180	1160	1010	960	1020	820	480	570	8060	850	820	1670	9	2	
Marion	41518928	RES	F03	1	08912007	5/8"				140	3520	3180	4240	290	2000	13370	4070	7470	11540	6	2	
Marion	42235296	RES	F03	1	21851107	5/8"	1010	840	1020	1110	1350	1450	3630	2520	1460	1320	15710	1890	1580	3470	10	2
Marion	43008393	RES	ALOP	1	64851108	5/8"	7250	7630	6890	8020	7950	7410	9110	8220	18390	80870					9	0
Marion	43221511	RES	F03	1	03552104	5/8"						4820	5050	4570	4790	5150	24380	5150	6030	11180	5	2
Marion	43558969	RES	F03	1	30879100	5/8"	50	10					70		110	240					4	0
Marion	43961100	RES	F03	1	43961109	5/8"	1560	3110	9200	6630	4050	4240	4640	4070	5220	14220	56940	4490	5250	9740	10	2
Marion	44300701	RES	F03	1	26652106	5/8"												920	1870	0	1	
Marion	45425932	RES	F03	1	34661106	5/8"												1860	920	0	2	
Marion	45561100	RES	F03	1	45561105	5/8"	2270	2820	1980	2190	2540	3220	3090	4100	5420	5860	33490	6060	6770	12830	10	2
Marion	46651100	RES	F03	1	46651106	5/8"	250	370	730	370	660	710	290	1600	1230	1640	7850	1740	460	2200	10	2
Marion	47022000	RES	F03	1	47022008	5/8"	2930	2670	2210	2850	2870	2910	2150	3130	3210	2820	27750	2890	2790	5680	10	2
Marion	47361100	RES	F03	1	47361103	5/8"	3770	3220	4610	5470	6580	4600	5090	4610	5240	5210	48400	5030	1550	6580	10	2
Marion	48735336	RES	F03	1	62310003	5/8"					1460	4280	3770	3280	3390	16180	3980	5810	9790	5	2	
Marion	48947753	RES	ALOP	1	85461104	5/8"	1830	1810	1530	1580	2460	2200	1690	1420	900	680	16100	1360	1590	2950	10	2
Marion	50751100	RES	F03	1	50751106	5/8"	860	1770									2630				2	0
Marion	50809796	RES	ALOP	1	36900009	5/8"	4310	7130	6100	6790	6940	4230	6590	3940	6190	8110	60330				10	0
Marion	52274423	RES	F03	1	48461104	5/8"															0	0
Marion	52561100	RES	F03	1	52561105	5/8"	1400	4310	11610	6750	1130	230	80	70	50	20	25650		290	290	10	1
Marion	53751100	RES	F03	1	53751107	5/8"	4300	4400	3420	3420	4430	3700	3870	4070	3050	3930	38590	4090	4070	8160	10	2
Marion	55495201	RES	F03	1	73898109	5/8"												1000	1000		0	1
Marion	57661100	RES	ALOP	1	57661106	5/8"	2850	2940	4030	2480	3900	3770	3610	3370	3040	3800	33790	3340	5650	8990	10	2
Marion	57759596	RES	F03	1	12461104	5/8"															0	0
Marion	58333882	RES	F03	1	02071100	5/8"	20	20	2890	2840	10	8610	130	20	20	20	14580	160	10	170	10	2
Marion	59533427	RES	F03	1	56022008	5/8"	2150	3050	2060	2450	1050	550	1520		20	460	13310	1610	620	2230	9	2
Marion	60561100	RES	F03	1	60561104	5/8"	4020	4980	3550	7290	8280	5190	5000	2870	1510	1060	43750	40		40	10	1
Marion	60833309	RES	ALOP	1	19561105	5/8"	1180										1180				1	0
Marion	62310000	RES	ALOP	1	62310003	5/8"	1000	1180	800	2620							5600				4	0
Marion	62751100	RES	F03	1	62751107	5/8"	4900	5710	5310	5190	6400	6460	7800	8090	9390	9990	69240	8690	7910	16600	10	2
Marion	63561100	RES	F03	1	63561105	5/8"	2010	2960	2770	2370	2850	1820	2630	2150	1750	2390	23700	2860	3240	6100	10	2
Marion	65405357	RES	ALOP	1	10661105	5/8"		1010	1530	840	820	800					5000				5	0

Marion	66413189	RES	F03	1	91652105: 5/8"	320	40	2650	2910	800	10							6730						6	0
Marion	66851100	RES	F03	1	66851108: 5/8"	1410	3300	1890	3180	2947	1743	10						14510						8	0
Marion	66995515	RES	F03	1	28651106: 5/8"	3600	4480	3140	7320	12720	14500	13930	20890	28510	25500	134590	37120	4190	41310					10	2
Marion	69552100	RES	ALOP	1	73652105: 5/8"	2720	1220	1590	950	1410	1260	960	1050	970	670	12800	890	1040	1930					10	2
Marion	69704523	RES	ALOP	1	69552105: 5/8"	2500	3370	2820	3800							12490								4	0
Marion	72912463	RES	ALOP	1	70751106: 5/8"																			0	1
Marion	73118018	RES	F03	1	15651106: 5/8"											1750	1750	3750	8290	12040			1	2	
Marion	73898100	RES	ALOP	1	73898109: 5/8"	2330	1410	1400	1770	2350	1830				1020	1220	13330	2000	2000				8	1	
Marion	75195914	RES	F03	1	27552105: 5/8"			10	80	10		10				40	150		30	30			5	1	
Marion	76109556	RES	F03	1	10661105: 5/8"											4390	4390	3130	230	3360			1	2	
Marion	77861100	RES	F03	1	77861108: 5/8"	1770	1710	1560	1240	1470	1400	1310	1860	940	1580	14840	1000	1360	2360				10	2	
Marion	80018110	RES	F03	1	44552105: 5/8"	3060	2310	2350	1890	2070	1850	3690	3080	1940	1790	24030	1790	2140	3930				10	2	
Marion	81016763	RES	ALOP	1	03461104: 5/8"		280	630	190	920	30	50	20	930	720	3770	360	360	360				9	1	
Marion	81022000	RES	F03	1	81022008: 5/8"	7150	3700	3190	4460	17990	11590	10290	5780	4380	3770	72300	4130	7780	11910				10	2	
Marion	81086906	RES	F03	1	53631739: 5/8"										20790	14840	35630	16240	16750	32990			2	2	
Marion	83624417	RES	F03	1	69552105: 5/8"					3880	4620	3680	1530	4220	3600	21530	3440	3830	7270				6	2	
Marion	83932000	RES	F03	1	83932007: 5/8"	2950	3660	2810	2730	3440	6770	4420	2620	2600	2600	34600	2760	3640	6400				10	2	
Marion	84519894	RES	F03	1	21410003: 5/8"			1200	1560	1630	1500	1730	1590	2200	2120	13530	2370	1880	4250				8	2	
Marion	84837045	RES	F03	1	20071109: 5/8"																		0	0	
Marion	85552100	RES	F03	1	85552105: 5/8"		10	1250	5940	2410	2270	10	20	30	10	11960	10	10	20				10	2	
Marion	85900917	RES	F03	1	41561105: 5/8"							2090	5320	3660	1160	12230	4500	5260	9760				4	2	
Marion	85961100	RES	F03	1	85961109: 5/8"																		0	0	
Marion	86561100	RES	F03	1	86561105: 5/8"	2560	2790	2550	2300	2310	2190	2300	2190	2230	2040	23460	1820	2020	3840				10	2	
Marion	88751100	RES	F03	1	88751107: 5/8"	40	140	130	150	120	100	110	170	210	180	1350	670	990	1660				10	2	
Marion	88816085	RES	F03	1	76661106: 5/8"	1560	1460	1190	1580	1750	1670	1320	1400	1360	1740	15030	4480	2270	6750				10	2	
Marion	89300095	RES	F03	1	79210002: 5/8"	20100	6700	4690	5300	4440	4020	2470	1550	3140	2960	55370	3030	3830	6860				10	2	
Marion	89558808	RES	ALOP	1	70751106: 5/8"	3240	4350	2440	3150	3610	3220	1700				21710							7	0	
Marion	91503619	RES	F03	1	60652105: 5/8"	1740	1870	1240	1290	2400	780	2400	1280	1180	1790	15970	1460	2250	3710				10	2	
Marion	92022000	RES	F03	1	92022008: 5/8"	14170	9610	8510	10910	16290	25690	16020	8590	12440	12350	134580	15350	20590	35940				10	2	
Marion	92915592	RES	ALOP	1	53631739: 5/8"	230		350	630	560	320	54120				56210							6	0	
Marion	93220168	RES	ALOP	1	29210002: 5/8"	2300	2580	2370	2480	2440	2740	2830	6560			24300							8	0	
Marion	94961100	RES	F03	1	94961109: 5/8"	8820	10890	9940	8120	7040	8130	7270	6450	12260	5980	84900	7130	8400	15530				10	2	
Marion	95857062	RES	F03	1	79361103: 5/8"							340	160	170	670	210	190	400					3	2	
Marion	96361100	RES	F03	1	96361103: 5/8"	480	2810	2240	2900	1830	1320	7910	10870	2450	20	32830	800	2450	3250				10	2	
Marion	97489427	RES	F03	1	64851108: 5/8"											60	70	130					0	2	
Marion	98344985	RES	ALOP	1	25022008: 5/8"	3490	3270	2890	3170	3220	2240	3370	870	3010	1560	27090	2020	2260	4280				10	2	
																2918190			569280				931	184	

County	Acct	Rev Class	Bill Cycle	Dwel Unit	SP	Mtr Size	January	February	March	April	May	June	July	August	September	October	Totals	November	December	Grand To	Bills 1-10	Bills 11-12	
Marion	15067630	COML	F03	1	15076102 1"		820	990	1180	1400	1040	680	830	940	1050	910	9840	1440	74410	75850	10	2	
Marion	24076100	COML	F03	1	24076103 1"		12530		10	30	27010	28030	24810	29250	12700	3280	137650	11030	1960	12990	9	2	
Marion	28620248	COML	F03	1	15076102 1"			2080	1380	1470	1120	960	5400	3880	8320	1600	173700	1280	1390	2670	9	2	
																				91510	28	6	
Marion	29100000	COML	F03	1	29100001 1.5"		73810	84890	71130	75130	87310	77720	78660	520	620	830	550620	30840	87930	118770	10	2	
Marion	98452100	COML	F03	1	98452104 1.5"		34900	47400	40600	41800	90400	90500	88500	74900	64700	79600	653300	83400	43000	126400	10	2	
																	1203920			245170	20	4	
Marion	77575455	COML	ALOP	1	15076102 4"		46490	52130	129200	97950	124000	64960	125420	81460	258160		979770				9	0	
Marion	80391216	COML	F03	1	15076102 4"											85530	85530	175510	129150	304660	1	2	
																	1065300			304660	10	2	
Marion	06650000	COML	F03	1	06650002 5/8"		8380	9190	5900	6730	16340	13570	11560	9810	1910	9220	92610	13060	5050	18110	10	2	
Marion	06650000	COML	F03	1	06650002 5/8"		5110	6920	5220	5010	14900	11990	5560	2970	1840	8870	68390	12400	7220	19620	10	2	
Marion	06650000	COML	F03	1	06650002 5/8"		4580	6040	4450	4710	13630	10890	9700	8020	1640	8060	71720	11160	6520	17680	10	2	
Marion	06650000	COML	F03	1	06650002 5/8"		5140	6530	4790	4980	14650	11750	10560	8740	2390	8770	78300	12370	7240	19610	10	2	
Marion	06650000	COML	F03	1	06650002 5/8"		2110	2890	2130	1770	6280	5550	5450	4340	1840	4630	36990	6210	4000	10210	10	2	
Marion	06650000	COML	F03	1	06650003 5/8"		490	610	450	670	540	990	1140	1160	800	1200	8050	1020	820	1840	10	2	
Marion	06650000	COML	F03	1	06650003 5/8"		5470	9010	5520	8660	5850	11740	17560	20370	11720	20460	116360	23610	20620	44230	10	2	
Marion	06650000	COML	F03	1	06650003 5/8"		8050	8070	3780	8280	14000	17190	13750	11040	22060	19430	125650	22260	16610	38870	10	2	
Marion	06650000	COML	F03	1	06650003 5/8"		10				10			70		90	40	270	310	10	2		
Marion	06650000	COML	F03	1	06650003 5/8"		5570	10960	5460	8340	5540	11320	17130	18060	14380	27220	123980	33680	19970	53650	10	2	
Marion	06650000	COML	F03	1	06650003 5/8"		6250	12120	6050	9210	6140	12530	18900	20410	14840	21980	128430	25320	22020	47340	10	2	
Marion	06650000	COML	F03	1	06650003 5/8"		5720	8000	7700	5770	17670	15690	13060	10860	4380	11960	100810	15310	8830	24140	10	2	
Marion	06650000	COML	F03	1	06650003 5/8"		5520	8250	5450	8350	5600	11280	17260	19030	11520	19960	112220	22880	20040	42920	10	2	
Marion	06650000	COML	F03	1	06650004 5/8"		8420	6340	4190	8440	14740	17740	14510	9910	23350	27490	135130	33540	16110	49650	10	2	
Marion	06650000	COML	F03	1	06650004 5/8"		120	180	120	120	220	470	430	480	540	650	3330	440	210	650	10	2	
Marion	06650000	COML	F03	1	06650004 5/8"		3390	5770	4650	4740	9280	12930	14750	13300	15230	15250	99290	15480	11690	27170	10	2	
Marion	06650000	COML	F03	1	06650004 5/8"		7740	5820	3850	7800	13740	16600	33290	11200	21650	19080	140770	22900	17180	40080	10	2	
Marion	06650000	COML	F03	1	06650009 5/8"		520	180	50	70	200	620	270	650	290	690	3540	4520	21730	26250	10	2	
Marion	50552100	COML	F03	1	50552104 5/8"		2610	2970	380	4600	8230	7260	6170	9600	9220	6560	57600	9420	4950	14370	10	2	
Marion	65683388	COML	F03	1	52619100 5/8"												6800	6800	12710	11830	24540	0	0
Marion	67293410	COML	F03	1	15076102 5/8"												106790				1	2	
Marion	82277757	COML	ALOP	1	15076102 5/8"		8720	11430	11360	10020	9720	8580	11170	10740	25050		1616850			521240	9	0	
																					200	40	

County	Acct	Rev Class	Bill Cycle	Dwel Unit	SP	Mtr Size	January	February	March	April	May	June	July	August	Septembe	October	Grand Tot	November	December	Grand Total
Marion	50357000	COML	F03	1	50357002	1"	24330	19220	12340	25930	42970	53700	43440	34510	76090	67040	399570	69600	52070	121670
Marion	68256229	COML	F03	1	69779100	1"	9150	9190	9110	9230	14100	18580	16000	4500	2360	9150	101370	16160	18740	34900
																	500940			156570

Pasco - Orangewood - Water

(1)	(2)	(4)	(5)	(6)	(7)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	(22)	(23)	(24)
Line No.	Class/Meter Size	Number of Bills For Rates Eff. 7.3.13	Total Billable Gallons (in 000's) for Rates Eff. 7.3.13	Test Year Rates Effective 7.3.13	Test Year Revenue for effective rates 7.3.13	Number of Bills for Rates Eff. 2.16.14	Total Billable Gallons (in 000's) for Rates Eff. 2.16.14	Test Year Rates Effective 2.16.14	Test Year Revenue for effective rates 2.16.14	Number of Bills for Rates Eff. 11.17.14	Total Billable Gallons (in 000's) for Rates Eff. 11.17.14	Test Year Rates Effective 11.17.14	Test Year Revenue for effective rates 11.17.14	Test Year Revenue	Total Bills for Test Year	Total Billable Gallons (in 000's) for Test Year	Present Rates Effective 10.27.15	Annualized Revenues
1	Residential - Base Charge																	
2	5/8" Residential	1,791		\$12.99	\$23,365	#####		\$12.03	\$193,912	3,582		\$11.72	\$41,981	\$259,158	#####		\$11.81	\$253,820.52
3	1" Residential			\$32.50	\$0	-		\$30.08	\$0	-		\$29.30	\$0	\$0			\$29.53	\$0.00
4	Total Residential	1,791			\$23,365	-			\$193,912	3,582			\$41,981	\$259,158	21,492			\$253,820.52
5																		
6	Gallonge Charge (per 1,000 Gallons)																	
7	5/8" Residential		3,812	\$3.90	\$14,865		34,305	\$5.51	\$189,020		7,623	\$5.41	\$41,242	\$245,128		45,740	\$5.45	\$249,282.79
8	Over 3,000 Gallons		673	\$4.23	\$2,845		6,054	\$5.51	\$33,357		1,345	\$5.41	\$7,278	\$43,480		8,072	\$5.45	
9	1" Residential																	\$43,991.08
10	0-3,000 Gallons		0	\$3.90	\$0		-	\$5.51	\$0		0	\$5.41	\$0	\$0		-	\$5.45	
11	Over 3,000 Gallons		0	\$4.23	\$0		-	\$5.51	\$0		0	\$5.41	\$0	\$0		-	\$5.45	
12	Total		4,484		\$17,711		40,359		\$222,377		8,969		\$48,520	\$288,608		53,812	\$5.45	\$293,273.87
13																		
14	Total Residential Service				\$40,976				\$416,289				\$98,501	\$547,766				\$547,094.39
15																		
16	Average Residential Bill				\$23				\$26				\$25	\$25				\$25.46
17																		
18																		
19	General Service - Base Charge																	
20	5/8" General Service	36		\$12.99	\$468	324		\$12.03	\$3,898	72		\$11.72	\$844	\$5,209	###		\$11.81	\$5,101.92
21	1" General Service	11		\$32.50	\$358	99		\$30.08	\$2,978	72		\$29.30	\$2,980	\$3,980	###		\$29.53	\$3,897.96
22	1.5" General Service	2		\$64.97	\$130	18		\$60.15	\$1,083	4		\$58.58	\$234	\$1,447	24		\$58.03	\$1,392.72
23	2" General Service	4		\$103.96	\$416	36		\$96.24	\$3,465	8		\$93.73	\$750	\$4,630	48		\$94.45	\$4,533.60
24	Total General Service	53			\$1,371	477			\$11,423	106			\$2,473	\$15,267	###			\$14,936.20
25																		
26	Gallonge Charge (per 1,000 Gallons)																	
27	5/8" General Service		179	0.46	\$3.98	\$714	1,614	\$5.51	\$8,895		359	\$5.41	\$1,941	\$2,655		2,152	\$5.45	\$11,730.95
28	1" General Service		117	0.30	\$3.98	\$466	1,053	\$5.51	\$5,801		234	\$5.41	\$1,266	\$1,731		1,404	\$5.45	\$7,650.62
29	1.5" General Service		58	0.15	\$3.98	\$233	526	\$5.51	\$2,901		117	\$5.41	\$633	\$866		702	\$5.45	\$3,825.31
30	2" General Service		35	0.09	\$3.98	\$140	316	\$5.51	\$1,740		70	\$5.41	\$380	\$519		421	\$5.45	\$2,295.19
31	Total		390		\$1,552	3,509			\$19,337		780		\$4,219	\$5,771		4,679		\$25,502.08
32																		
33	Total General Service				\$2,923				\$30,768				\$6,492	\$21,038				\$40,428.28
34																		
35	Average General Service Bill				\$55				\$64				\$63	\$33				\$63.57
36																		
37	General Service Irrigation - Base Charge																	
38	1" General Service Irrigation	0		\$32.50	\$0	0		\$30.08	\$0	0		\$29.30	\$0	\$0			\$29.53	\$0.00
39	1.5" General Service Irrigation	0		\$64.97	\$0	0		\$60.15	\$0	0		\$58.58	\$0	\$0			\$58.03	\$0.00
40	Total	0			\$0	0			\$0	0			\$0	\$0				\$0.00
41																		
42	Gallonge Charge (per 1,000 Gallons)																	
43	1" General Service Irrigation		0	\$3.98	\$0	0		\$5.51	\$0	0		\$5.41	\$0	\$0		0	\$5.45	\$0.00
44	Total		0		\$0	0			\$0	0			\$0	\$0				\$0.00
45																		
46	Total General Service Irrigation				\$0				\$0				\$0	\$0				\$0.00
47																		
48	Average General Service Irrigation Bill				\$0				\$0				\$0.00	\$-				\$0.00
49																		
50																		
51	Total from Above				\$43,899				\$447,049				\$97,193	\$688,803.26				\$687,533
52																		
53	Adjusted Total Per Books				44,385.20				410,563.10				99,866.70	\$554,815				\$554,815
54																		
55	Difference				(486.45)				36,485.51				(2,673.67)	33,225.39				32,707.71
56																		
57	Percentage				-1.10%				8.89%				-2.68%	6.01%				5.90%