

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In re: Application for a Limited Proceeding by HC Waterworks, Inc. in Highlands County	Docket No. 2021xxxxx-WU Filed: November 18, 2021
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**APPLICATION OF HC WATERWORKS, INC. FOR LIMITED PROCEEDING  
IN HIGHLANDS COUNTY**

HC Waterworks, Inc. (hereinafter referred to as "HCWW" or "Utility"), by and through its undersigned representative and pursuant Chapter 25-30.445, Florida Administrative Code (F.A.C.), hereby files this Application for a limited proceeding (LIMP) in Highlands County. In support thereof, HCWW provides the following:

**I. FILING REQUIREMENTS**

1. The Utility's name as it should appear on its certificate and its mailing address are:

HC Waterworks, Inc.  
4939 Cross Bayou Blvd.  
New Port Richey, Florida 34652  
(727) 848-8292 (Telephone)  
(727) 848-7701 (Facsimile)

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COMMISSION  
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2. Country Walk was incorporated on February 25, 2013 under the laws of Florida and is currently authorized to conduct business in Florida under registration number P13000018226. The Utility is conducting business as an S corporation.

3. The names and addresses of the Utility's authorized representatives are:

Troy Rendell  
Vice President – Investor Owned Utilities  
U.S. Water Services Corporation  
4939 Cross Bayou Blvd.  
New Port Richey, Florida 34652  
(727) 848-8292, ext. 245 (Telephone)  
(727) 848-7701 (Facsimile)

Check received with filing and forwarded  
to Fiscal for deposit. Fiscal to forward  
deposit information to Records.

Initials of person who forwarded check

TRR  
11/23/21

4. The persons who own five percent or more of the Utility's stock are:

Gary A. Deremer – 51% shares  
President and CEO  
4939 Cross Bayou Blvd.  
New Port Richey, FL 34652

Cecil Delcher – 13% shares  
Vice President  
11702 Forest Hills Dr.  
Tampa, FL 33612

Victoria Penick – 7% shares  
6043 Fall River Dr  
New Port Richey, FL 34655

Joseph Gabay – 7% shares  
5102 Farnsworth Ln.  
New Port Richey, FL 34653

Jeffrey Dupont – 7% shares  
3131 Stratton Blvd.  
St. Augustine, FL 32084

Aaron Voss – 7% shares  
405 N. Washington St  
Ponca, NE 68770

Dave Shultz, Sr. – 8% shares  
4135 Topsail Trail  
New Port Richey, FL 34652

5. HCWW's last rate case was in Docket No. 20190166-WS, which culminated in Order No. PSC-2020-0168-PAA-WS being issued on May 22, 2020 (Rate Case Order). In the Rate Case Order, the Commission established rate base, operating income, rate of return on equity, and rates.

6. HCWW's application may be inspected at its office as shown in Paragraph 1.

7. I, Troy Rendell, Secretary for HCWW do solemnly swear that the utility will comply with the noticing requirements in Rule 25-30.446, F.A.C.

8. The transfer of the water and wastewater facilities was approved in Order No. PSC-14-0314-PAA-WS, issued June 13, 2014 in Docket No. 20130175-WS (Transfer Order).

9. In the Transfer Order, the Commission found:

Pursuant to Rule 25-30.0371, F.A.C., a negative acquisition adjustment of \$849,440 for the water system and \$21,078 for the wastewater system shall be recognized for rate-making purposes as of March 28, 2013. Beginning with the date of the issuance of this Order, 50 percent of the negative acquisition adjustment, which is \$424,720 for the water system and \$10,539 for the wastewater system, shall be amortized over a seven-year period and the remaining 50 percent shall be amortized over the remaining life of the assets as discussed above.

10. The amortization period for 50 percent of the acquisition adjustment ended in April 2021.

11. As a result, there is a significant financial impact on HCWW's earning levels. For water, the negative offset of amortization will cause the net Depreciation Expense to increase by \$60,674.29 annually ( $\$424,720 \div 7$ ) and for wastewater the increase will be \$1,505.47 annually ( $\$10,539 \div 7$ ).

12. These amounts will not be recovered through the current rates previously set in the Rate Case Order since it was a reduction to the Depreciation Expense approved by the Commission. Thus the existing rates are no longer compensatory.

13. This will cause HCWW to significantly underearn, as the Utility is already currently earning less than its allowed rate of return. The majority of this is caused by the elimination of the 50 percent of the acquisition adjustment.

14. HCWW is filing this limited proceeding to recover this increase to the Depreciation Expense. HCWW believes a LIMP is less costly to the Utility, its rate payers, and to the Staff of the Commission.

15. If this increase is not approved HCWW has no alternative than to file a full file and suspend rate case which is more costly and more time consuming to all parties.

16. Other than the required filing fee and the cost of the required noticing, no other rate case expense is being requested.

17. Attached to this application as **Exhibit A** is the required schedules and documents prescribed in Rule 25-30.445, F.A.C.

18. HCWW believes this limited proceeding is being requested to recover costs required by a governmental or regulatory agency (See Rate Case Order).

19. The figures and calculations upon which the change in rates is based are accurate and that the change will not cause the utility to exceed its last authorized rate of return on equity.

20. The utility is currently in compliance with its annual report filing in accordance with subsection 25-30.110(3), F.A.C.

21. The utility has paid all required regulatory assessment fees.

22. The appropriate filing fee of \$1,000 accompanies this Application as required by Section 367.145(2), F.S., and Rule 25-30.020, F.A.C.

WHEREFORE, the Utility respectfully requests that the Commission:

- A. Accept jurisdiction of this Application;
- B. Grant Utility's request for a limited proceeding rate increase;
- C. Grant such further relief as the Commission deems fair, just, equitable and appropriate.

Respectfully submitted this 18<sup>th</sup> day of November 2021.



Troy Rendell  
HC Waterworks, Inc.  
4939 Cross Bayou Blvd.  
New Port Richey, Florida 34652  
(727) 848-8292 (Telephone)

**EXHIBIT A**

**HC Waterworks, Inc.**  
**Schedule of Water Rate Base**  
**Test Year Ended 09/30/2021**

**Schedule No. 1-A**  
**Docket No.2021XXX-WU**

Description	Per Utility	Adjustments	Adjusted Test Year
1 Plant in Service	\$5,706,971	\$0	\$5,706,971
2 Land and Land Rights	25,450	0	25,450
3 Accumulated Depreciation	-1,811,851	0	-1,811,851
4 CIAC	-998,242	0	-998,242
5 Amortization of CIAC	715,511	0	715,511
6 Acquisition Adjustment	-809,041	0	-809,041
7 Accumulated Amortizaion - Acq Adj	516,491	0	516,491
8 Working Capital Allowance	<u>46,772</u>	<u>47</u>	<u>46,819</u>
9 <b>Rate Base</b>	<u>\$3,392,061</u>	<u>\$47</u>	<u>\$3,392,108</u>

**HC Waterworks, Inc.**  
**Schedule of Wastewater Rate Base**  
**Test Year Ended 09/30/2021**

**Schedule No. 1-B**  
**Docket No.2021XXX-WU**

Description	Test Year Per Utility	Adjustments	Adjusted Test Year
1 Plant in Service	\$459,712	\$0	\$459,712
2 Land and Land Rights	2,200	0	2,200
3 Accumulated Depreciation	-350,029	0	-350,029
4 CIAC	-400,810	0	-400,810
5 Amortization of CIAC	297,590	0	297,590
6 Acquisition Adjustment	-14,994	0	-14,994
7 Accumulated Amortizaion - Acq Adj	11,928	0	11,928
8 Working Capital Allowance	<u>11,591</u>	<u>47</u>	<u>11,638</u>
<b>9 Rate Base</b>	<u>\$17,188</u>	<u>\$47</u>	<u>\$17,235</u>



**HC Waterworks, Inc.**  
**Adjustments to Rate Base**  
**Test Year Ended 09/30/2021**

**Schedule No. 1-C**  
**Docket No.2021XXX-WU**

Explanation	Water	Wastewater
<u>Plant In Service</u>		
1	\$0	\$0
2	\$0	\$0
3	\$0	\$0
Total	<u>\$0</u>	<u>\$0</u>
<u>Land</u>		
1	\$0	\$0
<u>Accumulated Depreciation</u>		
1 Annualization adjustment for full year	\$0	\$0
2	<u>\$0</u>	<u>\$0</u>
Total	<u>\$0</u>	<u>\$0</u>
<u>CIAC</u>		
1	<u>\$0</u>	<u>\$0</u>
Total	<u>\$0</u>	<u>\$0</u>
<u>Accumulated Amortization of CIAC</u>		
1 Annualization adjustment for full year	\$0	\$0
2	<u>\$0</u>	<u>\$0</u>
Total	<u>\$0</u>	<u>\$0</u>
<u>Working Capital</u>		
1	<u>\$47</u>	<u>\$47</u>

HC Waterworks, Inc.  
 Capital Structure  
 Test Year Ended 09/30/2021

Schedule No. 2  
 Docket No.2021XXX-WU

Description	Total Capital	Specific Adjustments	Subtotal Adjusted Capital	Prorata Adjustments	Capital Reconciled to Rate Base	Ratio	Cost Rate	Weighted Cost
<b>Per Utility</b>								
11 Long-term Debt	\$1,830,549	\$0	\$1,830,549	-\$116,369	\$1,714,180	50.28%	4.25%	2.14%
12 Short-term Debt	0	0	\$0	\$0	0	0.00%	0.00%	0.00%
13 Preferred Stock	0	0	\$0	\$0	0	0.00%	0.00%	0.00%
14 Common Equity	1,766,067	0	\$1,766,067	-\$112,269	1,653,798	48.51%	9.72%	4.71%
15 Customer Deposits	44,173	0	\$44,173	-\$2,808	41,365	1.21%	2.00%	0.02%
16 Deferred Income Taxes	<u>0</u>	<u>0</u>	<u>\$0</u>	<u>\$0</u>	<u>0</u>	<u>0.00%</u>	0.00%	<u>0.00%</u>
20 <b>Total Capital</b>	<u>\$3,640,789</u>	<u>\$0</u>	<u>\$3,640,789</u>	<u>-\$231,446</u>	<u>\$3,409,342</u>	<u>100.00%</u>		<u>6.87%</u>
						<b>LOW</b>	<b>HIGH</b>	
						RETURN ON EQUITY	<u>8.72%</u>	<u>10.72%</u>
						OVERALL RATE OF RETURN	<u>6.39%</u>	<u>7.36%</u>

HC Waterworks, Inc.  
Statement of Water Operations  
Test Year Ended 09/30/2021

Revised Schedule No. 3-A  
Docket No.2021XXX-WU

Description	Per Utility	Adjustments	Adjusted Test Year	Revenue Increase	Revenue Requirement
<b>1 Operating Revenues:</b>	<u>\$780,408</u>	<u>-\$9,193</u>	<u>\$771,215</u>	<u>\$33,472</u> 4.34%	<u>\$804,687</u>
<b>Operating Expenses</b>					
2 Operation & Maintenance	374,174	375	374,550	0	374,550
3 Depreciation	199,770	0	199,770		199,770
4 Amortization - CIAC & Deferred Expense	-23,883	0	-23,883		-23,883
5 Amortization - Aquis Adjust	-50,856	35,393	-15,463		-15,463
6 Taxes Other Than Income	35,746	-713	35,033	1,506	36,540
7 Income Taxes	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>8 Total Operating Expense</b>	<u>534,951</u>	<u>35,056</u>	<u>570,007</u>	<u>1,506</u>	<u>571,513</u>
<b>9 Operating Income</b>	<u>\$245,457</u>	<u>-\$44,250</u>	<u>\$201,208</u>	<u>\$31,966</u>	<u>\$233,174</u>
<b>10 Rate Base</b>	<u>\$3,392,061</u>		<u>\$3,392,108</u>		<u>\$3,392,108</u>
<b>11 Rate of Return</b>	<u>7.24%</u>		<u>5.93%</u>		<u>6.87%</u>

HC Waterworks, Inc.  
Statement of Wastewater Operations  
Test Year Ended 09/30/2021

Revised Schedule No. 3-B  
Docket No.2021XXX-WU

Description	Test Year Per Utility	Adjustments	Adjusted Test Year	Revenue Increase	Revenue Requirement
1 <b>Operating Revenues:</b>	<u>\$87,849</u>	<u>-\$3,112</u>	<u>\$84,737</u>	<u>\$16,712</u> 19.72%	<u>\$101,449</u>
<b>Operating Expenses</b>					
2 Operation & Maintenance	\$92,729	\$375	\$93,105		\$93,105
3 Depreciation	8,544	0	8,544		8,544
4 Amortization - CIAC & Deferred Expense	-5,755	878	-4,877		-4,877
5 Amortization - Aquis Adjust	-1,269	0	-1,269		-1,269
5 Taxes Other Than Income	4,151	-140	4,010	752	4,763
6 Income Taxes	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
7 <b>Total Operating Expense</b>	<u>98,399</u>	<u>1,114</u>	<u>99,513</u>	<u>752</u>	<u>100,265</u>
8 <b>Operating Income</b>	<u>-\$10,550</u>	<u>-\$4,225</u>	<u>-\$14,776</u>	<u>\$15,960</u>	<u>\$1,185</u>
9 <b>Rate Base</b>	<u>\$17,188</u>		<u>\$93,105</u>		<u>\$17,235</u>
10 <b>Rate of Return</b>	<u>-61.38%</u>		<u>-15.87%</u>		<u>6.87%</u>

HC Waterworks, Inc.  
 Adjustment to Operating Income  
 Test Year Ended 09/30/2021

Revised Schedule 3-C  
 Docket No.2021XXX-WU

Explanation	Water	Wastewater
<u>Operating Revenues</u>		
1 Annualized Revenue	\$ (9,193.43)	\$ (3,111.67)
2	\$0	\$0
Total	<u>(\$9,193)</u>	<u>(\$3,112)</u>
<u>Operation and Maintenance Expense</u>		
3	\$0	\$0
4 Rate Case Expense Amortization	\$375	\$375
5	\$0	\$0
6	\$0	\$0
7 Total	<u>\$375</u>	<u>\$375</u>
<u>Depreciation Expense - Net</u>		
8	\$0	\$0
9	\$0	\$0
Total	<u>\$0</u>	<u>\$0</u>
<u>Amortization Expense</u>		
12 Annualization adjustment for full year	\$35,393	\$878
<u>Taxes Other Than Income</u>		
	\$0	
13 To reflect appropriate RAFs test year revenues	<u>(\$713)</u>	<u>(\$140)</u>
Total	<u>(\$713)</u>	<u>(\$140)</u>
<b>Additional Pro Forma Adjustments</b>		
<u>Operation and Maintenance Expense</u>		
14 Bad Debt Expense on Revenue Increase (2%)	<u>\$0</u>	
<u>TAXES OTHER THAN INCOME TAX</u>		
15 RAF on Revenue Adjustment @ 4.5%	<u>\$1,506</u>	752

**HC Waterworks, Inc.**  
**O&M EXPENSES-WATER**  
**Test Year Ended 09/30/2021**

**Docket No.2021XXX-WU**

ACCT NO.	ACCOUNT TITLE	TEST PERIOD		ADJUSTED TEST YEAR
		OCT 20 - SEPT 21	ADJUST.	
601	SALARIES AND WAGES - EMPLOYEES	\$0	\$0	\$0
603	SALARIES: OFFICERS, DIRECTORS, ETC.	17,000	\$0	17,000
604	EMPLOYEE PENSIONS AND BENEFITS	0	\$0	0
610	PURCHASED WATER	0	\$0	0
615	PURCHASED POWER	26,234	\$0	26,234
616	FUEL FOR POWER PRODUCTION	0	\$0	0
618	CHEMICALS	33,450	\$0	33,450
620	MATERIALS AND SUPPLIES	0	\$0	0
631	CONTRACTUAL SERVICES - ENGINEERING	2,150	\$0	2,150
632	CONTRACTUAL SERVICES - ACCT.	425	\$0	425
633	CONTRACTUAL SERVICES - LEGAL	150	\$0	150
634	CONTRACTUAL SERVICES - TESTING	578	\$0	578
636	CONTRACTUAL SERVICES - OTHER	279,509	\$0	279,509
641	RENTAL OF BUILDING/REAL PROPERTY	0	\$0	0
642	RENTAL OF EQUIPMENT	0	\$0	0
650	TRANSPORTATION EXPENSES	0	\$0	0
656	INSURANCE-VEHICLE	0	\$0	0
657	INSURANCE-GENERAL LIABILITY	4,131	\$0	4,131
658	INSURANCE-WORKMAN'S COMP.	0	\$0	0
659	INSURANCE-OTHER	0	\$0	0
660	ADVERTISING EXPENSE	0	\$0	0
666	AMORT. OF RATE CASE EXPENSE	0	\$375	375
667	REGULATORY COMM. EXPENSES - OTHER	0	\$0	0
670	BAD DEBT EXPENSE	6,379	\$0	6,379
675	MISCELLANEOUS EXPENSES	4,167	\$0	4,167
	<b>TOTAL OPERATION AND MAINTENANCE</b>	<b><u>\$374,174</u></b>	<b><u>\$375</u></b>	<b><u>\$374,550</u></b>

HC Waterworks, Inc.  
**O&M EXPENSES-WASTEWATER**  
 Test Year Ended 09/30/2021

Docket No.2021XXX-WU

ACCT NO.	ACCOUNT TITLE	UTILITY		ADJUSTED TEST YEAR
		ADJUSTED TEST YEAR	ADJUSTMEN'	
701	SALARIES AND WAGES - EMPLOYEES	\$0	\$0	\$0
703	SALARIES: OFFICERS, DIRECTORS, ETC.	4,200	0	4,200
704	EMPLOYEE PENSIONS AND BENEFITS	0	0	0
710	PURCHASED SEWAGE TREATMENT	0	0	0
711	SLUDGE REMOVAL EXPENSE	850	0	850
715	PURCHASED POWER	5,904	0	5,904
716	FUEL FOR POWER PRODUCTION	0	0	0
718	CHEMICALS	2,235	0	2,235
720	MATERIALS AND SUPPLIES	0	0	0
731	CONTRACTUAL SERVICES - ENGR.	0	0	0
732	CONTRACTUAL SERVICES - ACCT.	0	0	0
733	CONTRACTUAL SERVICES - LEGAL	150	0	150
734	CONTRACTUAL SERVICES - MGMT. FEES	0	0	0
735	CONTRACTUAL SERVICES - TESTING	0	0	0
736	CONTRACTUAL SERVICES - OTHER	78,211	0	78,211
741	RENTAL OF BUILDING/REAL PROPERTY	0	0	0
742	RENTAL OF EQUIPMENT	0	0	0
750	TRANSPORTATION EXPENSES	0	0	0
756	INSURANCE - VEHICLE	0	0	0
757	INSURANCE - GENERAL LIABILITY	529	0	529
758	INSURANCE - WORKMAN'S COMPENSATIOI	0	0	0
759	INSURANCE - OTHER	0	0	0
760	ADVERTISING EXPENSE	0	0	0
766	AMORT. OF RATE CASE EXPENSE	0	375	375
767	REGULATORY COMM. EXPENSES - OTHER	0	0	0
770	BAD DEBT EXPENSE	201	0	201
775	MISCELLANEOUS EXPENSES	<u>75</u>	<u>0</u>	<u>75</u>
	TOTAL OPERATION AND MAINTENANCE	<u>\$92,354</u>	<u>\$375</u>	<u>\$92,729</u>

**Analysis of Rate Case Expense**

**Florida Public Service Commission**

**HC Waterworks, Inc.**  
**Docket No.2021XXX-WU**  
 Test Year Ended 09/30/2021

Schedule: RCE  
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Explanation: Provide the total amount of rate case expense requested in the application. State whether the total includes the amount up to proposed agency action or through a hearing before the Commission. Provide a breakdown of the total by persons assisting in the application, including the hours billed, the hourly rate, and a detailed list of services provided. Also provide the amortization and its allocation, including support behind this determination.

Line No.	(1) Firm or Vendor Name	(2) Counsel, Consultant or Witness	(3) Hourly Rate	(4) Total Est of Firm's Charges	(5) Type of Service Rendered	(6) Comments	(7) Hours
1	<u>Legal</u>						
2	N/A			0	Legal		
3	Sub-Total Legal			0			
4							
5							
6	<u>Other</u>						
7	Customer Notice - Customer Meeting	Rendell		\$ 1,001.70	Notices - printing & mailing	PSC Rule - past Commission practice	
8	Customer Notice - Final Rates	Rendell		\$ 1,001.70	Notices - printing & mailing	PSC Rule - past Commission practice	
9	Travel - Customer Meeting	Rendell, Purviance		\$ 250.00	Attend Customer Meeting	Customer Meeting - Lodging, Mileage & Meals	
10	Filing Fee	Rendell		\$ 500.00	Filing Fee	PSC Rule	
11	Travel - PAA Agenda	Rendell / Deremer		\$ 250.00	Attend PAA Agenda	PAA Agenda - Lodging, Mileage & Meals	
12	Sub-Total Other			3,003			
13	Total Estimate Through PAA [ X ] or Commission Hearing [			3,003			
14	Allocation to this Rate Group:						
15		Water	Water	Sewer	Sewer		
16		Allocation %	Amount	Allocation %	Amount		
17	Allocated Total	50.00%	1,502	50.00%	1,502		
18	Amortization of Rate Case Expense:						
19	Amortization Period in Years:		4		4		
20	Amortization Amount per year		375		375		
21	Deferred Rate Case Expense (for CWC on A-3)						
22	=(Allocated Total less first year amortization)/2		563		563		
23							
24	Method of Allocation Between Systems (Provide Calculation):						
25	Note: Allocation is by # of customers of the systems in this rate case filing						



WATER	Per Utility	UTILITY ADJUSTMENTS	UTILITY ADJUSTED TEST YEAR	ADJUSTMENTS	ADJUSTED TEST YEAR	REVENUE INCREASE	REVENUE REQUIREMENT
PERSONAL PROPERTY	\$329		\$329	\$0	\$329		\$329
	0	0	0	0	0		0
REGULATORY ASSESSMENT FEES	35,417	-713	34,705	0	34,705	1,506	36,211
OTHER	0	0	0	0	0		0
<b>TOTAL</b>	<b><u>\$35,746</u></b>	<b><u>-\$713</u></b>	<b><u>\$35,033</u></b>	<b><u>\$0</u></b>	<b><u>\$35,033</u></b>	<b><u>\$1,506</u></b>	<b><u>\$36,540</u></b>

Test Year RAF 35,417  
 Utility Adj Rev 34704.6588  
 Adjustment 712.5212

WASTEWATER	TEST YEAR	UTILITY ADJUSTMENTS	UTILITY ADJUSTED TEST YEAR	ADJUSTMENTS	ADJUSTED TEST YEAR	REVENUE INCREASE	REVENUE REQUIREMENT
PERSONAL PROPERTY	\$197	\$0	\$197	\$0	\$197		\$197
PAYROLL	0	0	0	0	0		0
REGULATORY ASSESSMENT FEES	3,953	-140	3,813	0	3,813	752	4,565
OTHER	0	0	0	0	0		0
<b>TOTAL</b>	<b><u>\$4,151</u></b>	<b><u>-\$140</u></b>	<b><u>\$4,010</u></b>	<b><u>\$0</u></b>	<b><u>\$4,010</u></b>	<b><u>\$752</u></b>	<b><u>\$4,763</u></b>

Test Year RAF 3,953  
 Utility Adj Rev 3813.16455  
 Adjustment 140.02545

**HC Waterworks, Inc.  
Water Monthly Service Rates  
Test Year Ended 09/30/2021**

	<b>Rates Prior to Filing</b>	<b>Utility Requested Final</b>
<b><u>Residential Service (RS)</u></b>		
Base Facility Charge by Meter Size:		
5/8" x 3/4"	\$26.56	\$27.71
3/4"	\$39.84	\$41.57
1"	\$66.40	\$69.28
1-1/2"	\$132.80	\$138.56
2"	\$212.48	\$221.70
3"	\$424.96	\$443.40
4"	\$664.00	\$692.82
6"	\$1,328.00	\$1,385.64
8"	\$2,124.80	\$2,217.02
10"	\$3,054.40	\$3,186.97
Gallonage Charge		
0 - 4,000 gallon	\$11.57	\$12.07
Over 4,000 gallons	\$14.46	\$15.09
<b><u>General Service (GS1)</u></b>		
Base Facility Charge by Meter Size:		
5/8" x 3/4"	\$26.56	\$27.71
3/4"	\$39.84	\$41.57
1"	\$66.40	\$69.28
1-1/2"	\$132.80	\$138.56
2"	\$212.48	\$221.70
3"	\$424.96	\$443.40
4"	\$664.00	\$692.82
6"	\$1,328.00	\$1,385.64
8"	\$2,124.80	\$2,217.02
10"	\$3,054.40	\$3,186.97
Gallonage Charge, per 1,000 Gallons	\$12.14	\$12.67
<b><u>General Service (GS2)</u></b>		
Base Facility Charge by Meter Size:		
3" Meter (127 ERCs)	\$3,373.12	\$3,519.52
Charge per 1,000 gallons	\$ 12.14	\$12.67
<b><u>Typical Residential Bills 5/8" x 3/4" Meter</u></b>		
3,000 Gallons	\$61.27	\$63.92
5,000 Gallons	\$84.41	\$88.06
10,000 Gallons	\$142.26	\$148.41

**HC Waterworks, Inc.  
Wastewater Monthly Service Rates  
Test Year Ended 09/30/2021**

	<b>Rates Prior to Filing</b>	<b>Utility Requested Final</b>
<b><u>Residential Service (RS)</u></b>		
All Meter Sizes	\$ 12.23	\$ 14.64
Gallage Charge, per 1,000 Gallons (6,000 gallon cap)	\$8.17	\$9.78
<b>General Service (GS1)</b>		
Base Facility Charge by Meter Size:	\$12.23	\$14.64
5/8" x 3/4"	\$18.35	\$21.97
3/4"	\$30.58	\$36.61
1"	\$61.15	\$73.21
1-1/2"	\$97.84	\$117.14
2"	\$195.68	\$234.27
3"	\$305.75	\$366.05
4"	\$611.50	732.1
6"	\$978.40	\$1,171.37
8"	\$1,406.45	\$1,683.84
10"		
Gallage Charge, per 1,000 Gallons	\$ 9.81	\$ 11.74
<b>Typical Residential Bills 5/8" x 3/4" Meter</b>		
3,000 Gallons	\$36.74	\$43.98
5,000 Gallons	\$53.08	\$63.54
10,000 Gallons	\$61.25	\$112.44

HC Waterworks Inc  
**Balance Sheet**  
As of September 30, 2021  
Sep 30, 21

**ASSETS**

**Current Assets**

**Checking/Savings**

130 · Current Assets - Cash

131.3 · Checking - Bank of Tampa 255,533.55

Total 130 · Current Assets - Cash 255,533.55

**Total Checking/Savings 255,533.55**

**Accounts Receivable**

140 · Accounts Receivable

141 · Customer Accounts Receivable 112,698.17

142 · Unbilled Revenue 77,084.00

143 · A/R Accum Bad Debt Provision -2,484.74

Total 140 · Accounts Receivable 187,297.43

Total Accounts Receivable 187,297.43

**Other Current Assets**

160 · Prepays 982.64

162 · Prepaid GL Ins -1,184.94

163 · Deposits

163.1 · Power Utility 9,930.00

Total 163 · Deposits 9,930.00

170 · Other Accrued Assets

170.9 · Misc Accrued Current Assets 1,465.30

170 · Other Accrued Assets - Other 451.57

Total 170 · Other Accrued Assets 1,916.87

Total Other Current Assets 11,644.57

Total Current Assets 454,475.55

**Fixed Assets**

**100 · Fixed Assets**

101.1 · Utility Plant in Service

300 · WATER UTILITY PLANT B

301 · Organization

301.1 · Intangible Plant 5,404.50

301 · Organization - Other 874.12

Total 301 · Organization 6,278.62

302 · Franchises 298.00

303 · Land and Land Rights 25,450.00

304 · Structures & Improvements 1,157,351.07

307 · Wells and Springs

307.1 · Wtr Supply & Pumping Well #1 26,790.59

307.10 · Wells, casings & appurtenances 15,372.50

307.2 · Wtr Supply and Pumping Well #2 164,182.10

307 · Wells and Springs - Other 8,986.85

Total 307 · Wells and Springs 215,332.04

309 · Supply Mains

309.2 · Supply & Pumping Mains 68,698.63

# HC Waterworks Inc Balance Sheet

As of September 30, 2021

Sep 30, 21

309 · Supply Mains - Other	87,033.17	
<b>Total 309 · Supply Mains</b>	<b>155,731.80</b>	
310 · Power Generation Equipment	186,219.25	
311 · Pumping Equipment	178,073.48	
320 · Water Treatment Equipment		
320.3 · Water Treatment	828,903.36	
320 · Water Treatment Equipment - Other	845,916.34	
<b>Total 320 · Water Treatment Equipment</b>	<b>1,674,819.70</b>	
330 · Distr Reservoirs & Standpipes		
330.4 · Transmission, Distrib Reservoirs	215,652.46	
330 · Distr Reservoirs & Standpipes - Other	312,427.02	
<b>Total 330 · Distr Reservoirs &amp; Standpipes</b>	<b>528,079.48</b>	
331 · Transmission & Distr Mains		
331.4 · Transmission & Distribution	609,145.14	
331 · Transmission & Distr Mains - Other	552,258.38	
<b>Total 331 · Transmission &amp; Distr Mains</b>	<b>1,161,403.52</b>	
333 · Services		
333.4 · Transmittion & Distribution	91,582.29	
333 · Services - Other	26,713.44	
<b>Total 333 · Services</b>	<b>118,295.73</b>	
334 · Meters and Meter Installs		
334.4 · Transmission & Distribution	249,440.43	
334 · Meters and Meter Installs - Other	25,060.69	
<b>Total 334 · Meters and Meter Installs</b>	<b>274,501.12</b>	
335 · Hydrants		
335.4 · Transmission and Distribution	18,345.00	
335 · Hydrants - Other	6,379.22	
<b>Total 335 · Hydrants</b>	<b>24,724.22</b>	
336 · Backflow Devices		
336.4 · Transmission & Distribution	547.50	
<b>Total 336 · Backflow Devices</b>	<b>547.50</b>	
339 · Other Plant & Misc Equipment	2,646.61	
343 · Tools, Shop, Garage Equipment		
343.5 · General Plant	3,030.77	
<b>Total 343 · Tools, Shop, Garage Equipment</b>	<b>3,030.77</b>	
344 · Laboratory Equipment		
344.5 · General Plant	13,624.00	
<b>Total 344 · Laboratory Equipment</b>	<b>13,624.00</b>	
346 · Communication Equipment	1,142.88	
347 · Misc Equipment		
347.5 · General Plant	4,870.80	
<b>Total 347 · Misc Equipment</b>	<b>4,870.80</b>	
<b>Total 300 · WATER UTILITY PLANT B</b>	<b>5,732,420.59</b>	5,706,970.59
350 · WASTEWATER UTILITY PLANT C		
351 · Organization	2,032.88	

# HC Waterworks Inc Balance Sheet

As of September 30, 2021

Sep 30, 21

352 · WW Franchises	298.00	
353 · Land & Land Rights Non Deprec.	2,200.00	
354 · Structures and Improvements	7,032.34	
355 · WW Power Generation Equip	17,946.83	
360 · Collection Force Main	2,400.37	
361 · Collection Gravity Main	176,572.47	
363 · Services	26,876.16	
364 · Flow Metering Devices	7,694.71	
370 · Receiving Wells	11,836.36	
371 · Pumping Equipment	30,813.54	
380 · Treatment & Disposal Equipment	172,163.63	
382 · Outfall Sewer Lines	934.00	
389 · Other Misc Equipment	2,126.40	
393 · Tools, Shop, Garage	983.82	
<b>Total 350 · WASTEWATER UTILITY PLANT C</b>	<b>461,911.51</b>	<b>459,711.51</b>
<b>Total 101.1 · Utility Plant in Service</b>	<b>6,194,332.10</b>	
<b>108 · Accumulated Depreciation</b>		
108.1 · Water	-1,811,851.39	
108.2 · Wastewater	-350,029.34	
<b>Total 108 · Accumulated Depreciation</b>	<b>-2,161,880.73</b>	
<b>114 · Acquisition Adjustments</b>		
114.1 · Water	-809,041.00	
114.2 · Wastewater	-14,994.00	
<b>Total 114 · Acquisition Adjustments</b>	<b>-824,035.00</b>	
<b>115 · Accum Amortiz Acquisition Adjmt</b>		
115.1 · Water	516,491.27	
115.2 · Wastewater	11,928.46	
<b>Total 115 · Accum Amortiz Acquisition Adjmt</b>	<b>528,419.73</b>	
<b>Total 100 · Fixed Assets</b>	<b>3,736,836.10</b>	
<b>270 · CIAC</b>		
<b>271 · Contributions in Aid of Constrc</b>		
271.1 · CIAC - Water	-998,241.50	
271.2 · CIAC - Wastewater	-400,810.00	
<b>Total 271 · Contributions in Aid of Constrc</b>	<b>-1,399,051.50</b>	
<b>272 · Accum Amortization CIAC</b>		
272.1 · Accum Amort - CIAC - Water	715,510.82	
272.2 · Accum Amort - CIAC - Wastewater	297,590.25	
<b>Total 272 · Accum Amortization CIAC</b>	<b>1,013,101.07</b>	
<b>Total 270 · CIAC</b>	<b>-385,950.43</b>	
<b>Total Fixed Assets</b>	<b>3,350,885.67</b>	
<b>Other Assets</b>		
<b>180 · Deferred Assets</b>		
<b>186 · Misc Deferred</b>		
186.1 · Deferred Rate Case Expense	3,500.00	
186.3 · Deferred WUP	10,524.17	

**HC Waterworks Inc**  
**Balance Sheet**  
**As of September 30, 2021**

	Sep 30, 21
Total 186 · Misc Deferred	14,024.17
Total 180 · Deferred Assets	14,024.17
Total Other Assets	14,024.17
<b>TOTAL ASSETS</b>	<b>3,819,385.39</b>
<b>LIABILITIES &amp; EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
<b>Accounts Payable</b>	
230 · Accounts Payable	7,667.32
<b>Total Accounts Payable</b>	7,667.32
<b>Other Current Liabilities</b>	
235 · Customer Deposits	
235.1 · Water Deposit	2,000.00
235 · Customer Deposits - Other	42,172.87
<b>Total 235 · Customer Deposits</b>	44,172.87
236 · Accrued Taxes	
236.1 · Property Tax	-471.37
236.2 · Tangible Tax	30,269.04
<b>Total 236 · Accrued Taxes</b>	29,797.67
241 · Misc Current and Accrd Liabties	
241.5 · Regulatory Assessment Fees	14,631.67
241.6 · Officer Salaries	126,500.07
<b>Total 241 · Misc Current and Accrd Liabties</b>	141,131.74
<b>Total Other Current Liabilities</b>	215,102.28
<b>Total Current Liabilities</b>	222,769.60
<b>Long Term Liabilities</b>	
220 · Longterm Liabilities	
225 · Notes Payable	
225.2 · Bank Of Tampa	1,830,548.81
<b>Total 225 · Notes Payable</b>	1,830,548.81
<b>Total 220 · Longterm Liabilities</b>	1,830,548.81
<b>Total Long Term Liabilities</b>	1,830,548.81
<b>Total Liabilities</b>	2,053,318.41
<b>Equity</b>	
200 · Equity	
201 · Capital / Common Stock Issued	571,093.45
30200 · Dividends Paid	-107,645.00
31400 · Shareholder Distributions	-30,000.00
<b>Total 200 · Equity</b>	433,448.45
211 · Paid In Capital	730,006.54
215 · Unappropriated Retn'd Earnings	500,163.92
<b>Net Income</b>	102,448.07
<b>Total Equity</b>	1,766,066.98
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>3,819,385.39</b>

**HC Waterworks Inc**  
**Profit & Loss Prev Year Comparison**  
 January through September 2021

	<b>TOTAL</b>
	<b>Oct 20 - Sept 2</b>
<b>Ordinary Income/Expense</b>	
<b>Income</b>	
<b>400 · Utility Revenue</b>	
<b>400.1 · WATER SYSTEM</b>	
421 · Non Utility Income	1,173.60
<b>461 · Metered Water Revenue</b>	
461.1 · Water - Residential Customers	684,263.74
461.2 · Water - Commercial Customers	85,733.09
<b>Total 461 · Metered Water Revenue</b>	769,996.83
469 · Water - Guaranteed Revenues	6,640.31
471 · Water - Misc Service Revenues	0.00
471.2 · Reconnect Fees	4,945.90
471.3 · Viol Reconnect Fees	0.00
471.4 · Late Fees	5,265.34
471.5 · Return Check Fees	200.00
<b>Total 471 · Water - Misc Service Revenues</b>	10,411.24
<b>Total 400.1 · WATER SYSTEM</b>	788,221.98
<b>400.2 · WASTEWATER SYSTEM</b>	
522 · WW Measured Revenue	
522.1 · WW Residential Customers	87,848.66
<b>Total 522 · WW Measured Revenue</b>	87,848.66
<b>Total 400.2 · WASTEWATER SYSTEM</b>	87,848.66
<b>Total 400 · Utility Revenue</b>	876,070.64
<b>Total Income</b>	876,070.64
<b>Expense</b>	
<b>401 · Operating Expense</b>	
<b>401.1 · WATER SYSTEM O&amp;M</b>	
603 · Salaries - Officers, Directors	17,000.04
615 · Purchased Power	26,234.31
618 · Chemicals	33,450.34
<b>630 · Professional Fees</b>	
631 · Engineering Fees	2,149.62
632 · Accounting Fees	425.00
633 · Legal Fees	150.00
635 · Testing	578.00
<b>Total 630 · Professional Fees</b>	3,302.62
<b>636 · Contractual Services</b>	
636.1 · Operating & Billing Services	279,509.28
<b>Total 636 · Contractual Services</b>	279,509.28
657 · Insurance - Gen Liability	4,131.00
670 · Bad Debt Expense	6,379.26
<b>675 · Miscellaneous Expense</b>	
675.5 · Trans & Dist Exp - Operations	75.00
675 · Miscellaneous Expense - Other	4,092.45
<b>Total 675 · Miscellaneous Expense</b>	4,167.45
<b>Total 401.1 · WATER SYSTEM O&amp;M</b>	374,174.30



**HC Waterworks Inc**  
**Profit & Loss Prev Year Comparison**  
 January through September 2021

	<b>TOTAL</b>
	<b>Oct 20 - Sept 2</b>
<b>401.2 · WASTEWATER SYSTEM O&amp;M</b>	
703 · Wages Officers Directors	4,200.00
711 · Sludge Removal Expense	850.00
715 · WW Purchased Power	5,903.71
718 · Chemicals	2,234.75
732 · ContractServices - Accounting	0.00
733 · Contractual Services - Legal	150.00
736 · Contractual Services - Other	78,210.54
757 · Insurance - General Liability	528.96
770 · Bad Debt Expense	200.99
775 · WW Misc Expense	75.00
<b>Total 401.2 · WASTEWATER SYSTEM O&amp;M</b>	<b>92,353.95</b>
<b>403 · Depreciation</b>	
403.1 · Water System Deprec.	199,769.95
403.2 · Wastewater System	8,543.67
<b>Total 403 · Depreciation</b>	<b>208,313.62</b>
<b>406 · Amortization Aquisition Adjtmnt</b>	
406.1 · Water System	-50,856.00
406.2 · Wastewater System	-1,269.15
<b>Total 406 · Amortization Aquisition Adjtmnt</b>	<b>-52,125.15</b>
<b>407 · Amortization Expense Plant/Othr</b>	
407.1 · Water System	-26,150.22
407.2 · Wastewater System	-5,755.43
407.3 · Water WUP	2,267.01
<b>Total 407 · Amortization Expense Plant/Othr</b>	<b>-29,638.64</b>
<b>408 · Taxes Other than Income</b>	
<b>408.10 · Regulatory Assessment Fees</b>	
408.11 · RAF - Water	35,417.18
408.12 · RAF - Sewer	3,953.19
<b>Total 408.10 · Regulatory Assessment Fees</b>	<b>39,370.37</b>
408.2 · Property Tax - Water	948.00
408.3 · Property Tax - Wastewater	612.00
408.4 · Tangible Tax - Water	21,552.00
408.5 · Tangible Tax -Wastewater	6,372.00
<b>Total 408 · Taxes Other than Income</b>	<b>68,854.37</b>
<b>427 · Interest Expense</b>	
427.3 · Interest - Water System	75,072.80
427.4 · Interest on Customer Deposits	1,091.90
<b>Total 427 · Interest Expense</b>	<b>76,164.70</b>
<b>Total 401 · Operating Expense</b>	<b>728,941.66</b>
<b>Total Expense</b>	<b>728,941.66</b>
<b>Net Ordinary Income</b>	<b>147,128.98</b>
<b>Net Income</b>	<b>147,128.98</b>

HC Waterworks, Inc.  
Annualized Revenue Calculation

<u>Water</u>	<u>BILLS</u>	<u>Rate</u>	<u>Revenue</u>
Residential:			
5/8 x 3/4	11,271	\$ 26.56	\$299,357.76
1"	32	\$ 132.80	\$ 4,249.60
Consumption:			
0 - 4,000 Gallons	22,272	\$ 11.57	\$257,687.04
Over 4,000 Gallons	7,883	\$ 14.46	\$113,988.18
General Service:			
5/8 x 3/4	96	\$ 26.56	\$ 2,549.76
1"	24	\$ 66.40	\$ 1,593.60
2"	12	\$ 212.48	\$ 2,549.76
Consumption:	362	\$ 12.14	\$ 4,394.68
Lake Josephine RV Park			
3"	12	\$3,373.12	\$ 40,477.44
Consumption:	2797	\$ 12.14	\$ 33,955.58
Total Annualized Revenue			\$760,803.40

<u>Wastewater</u>			
Residential			
All meter sizes	3,358	\$ 12.23	\$ 41,068.34
Gallons	5,345	\$ 8.17	\$ 43,668.65
Total Annualized Revenue			\$ 84,736.99

### 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: Lake Josephine PWS I.D. #: 

6	2	8	0	1	6	2
---	---	---	---	---	---	---

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

Address: 1949 Canary Way

City: Sebring ZIP Code: 33872

Phone # 727-848-8292 Fax #: 727-849-4219 E-Mail Address: \_\_\_\_\_

**SAMPLE INFORMATION** (to be completed by sampler)

Sample Number: T1816969001 Sample Date: 10/3/18 Sample Time: 1045 AM PM (Circle One)

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

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 4.0 mg/L Field pH: 7.7

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

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- Near First Customer
- 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:  
2018 Triennials

\*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, Andrew Borremans, Operator \_\_\_\_\_, do HEREBY CERTIFY  
(Print Name) (Print Title)

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

Signature: Andrew Borremans Date: 10/3/18

Certified Operator #: C22404 Phone #: 863-581-3596 Sampler's Fax #: 727-849-4219

Sampler's E-mail: aborremans@uswatercorp.net

9012

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

SECONDARY CONTAMINANTS  
62-550.320

Report Number / Job ID: T1816969001

PWS ID (From Page 1): 6280162

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	0.029	I	EPA 200.7	0.025	10/11/2018	19:39	E84589
1017	Chloride	250	mg/L	16		EPA 300.0	2.0	10/11/2018	17:00	E84589
1022	Copper	1	mg/L	0.00035	U	EPA 200.8	0.00035	10/14/2018	15:54	E82574
1025	Fluoride	2.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:00	E84589
1028	Iron	0.3	mg/L	0.027	I	EPA 200.7	0.021	10/11/2018	19:39	E84589
1032	Manganese	0.05	mg/L	0.0081		EPA 200.8	0.00055	10/14/2018	15:54	E82574
1050	Silver	0.1	mg/L	0.00010	I	EPA 200.8	0.000068	10/14/2018	15:54	E82574
1055	Sulfate	250	mg/L	180		EPA 300.0	2.0	10/11/2018	17:00	E84589
1095	Zinc	5	mg/L	0.010		EPA 200.8	0.0052	10/14/2018	15:54	E82574
1905	Color	15	PCU	2.7	U	SM 2120 B	2.7	10/04/2018	13:48	E84589
1920	Odor	3	TON @ 40°C	1.0	U	SM 2150 B	1.0	10/03/2018	16:05	E84589
1925	pH	6.5 - 8.5	SU	7.2	Q	SM 4500H+B		10/05/2018	11:46	E84589
1930	Total Dissolved Solids	500	mg/L	340		SM 2540 C	10	10/09/2018	15:21	E84589
2905	Foaming Agents	0.5	mg/L	0.040	U	SM 5540 C	0.040	10/04/2018	10:04	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

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

System Name: Leisure Lakes PWS I.D. #: 

6	2	8	0	0	6	4
---	---	---	---	---	---	---

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

Address: 140 Woodside Drive

City: Lake Placid ZIP Code: 33852

Phone # 727-848-8292 Fax #: 727-849-4219 E-Mail Address: \_\_\_\_\_

**SAMPLE INFORMATION** (to be completed by sampler)

Sample Number: 26 Sample Date: 10/3/18 Sample Time: 1130 AM PM (Circle One)

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

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 3.9 mg/L Field pH: 7.9

Sample Type (Check Only One)

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

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

- 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:  
2016 Triennials

\*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, Andrew Borremans, 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: 10/3/18

Certified Operator #: C22604 Phone #: 863-581-3596 Sampler's Fax #: 727-849-4219

Sampler's E-mail: aborremans@uswatercorp.net

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

SECONDARY CONTAMINANTS  
62-550.320

Report Number / Job ID: T1816970001

PWS ID (From Page 1): 6280064

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	0.037	I	EPA 200.7	0.025	10/11/2018	19:52	E84589
1017	Chloride	250	mg/L	48		EPA 300.0	2.0	10/11/2018	17:16	E84589
1022	Copper	1	mg/L	0.011		EPA 200.8	0.00035	10/14/2018	16:02	E82574
1025	Fluoride	2.0	mg/L	0.20	U	EPA 300.0	0.20	10/11/2018	17:16	E84589
1028	Iron	0.3	mg/L	0.021	U	EPA 200.7	0.021	10/11/2018	19:52	E84589
1032	Manganese	0.05	mg/L	0.0013	I	EPA 200.8	0.00055	10/14/2018	16:02	E82574
1050	Silver	0.1	mg/L	0.000068	U	EPA 200.8	0.000068	10/14/2018	16:02	E82574
1055	Sulfate	250	mg/L	51		EPA 300.0	2.0	10/11/2018	17:16	E84589
1095	Zinc	5	mg/L	0.014		EPA 200.8	0.0052	10/14/2018	16:02	E82574
1905	Color	15	PCU	2.7	U	SM 2120 B	2.7	10/04/2018	13:48	E84589
1920	Odor	3	TON @ 40°C	1.0	U	SM 2150 B	1.0	10/03/2018	16:05	E84589
1925	pH	6.5 - 8.5	SU	7.7	Q	SM 4500H+B		10/05/2018	11:45	E84589
1930	Total Dissolved Solids	500	mg/L	350		SM 2540 C	10	10/09/2018	15:21	E84589
2905	Foaming Agents	0.5	mg/L	0.040	U	SM 5540 C	0.040	10/04/2018	10:04	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.

Account	Label	Comment	Date	
1189723	A 0.1 Supervisor Review	OPdjohnson 10/14/2019: JANET CI. CLOUDY MILKY WATER. I ADV WOULD SUBMIT SO. NFAN	10/14/2019 08:27 PM	LAKE JOSEPHINE
1190877	A 0.1 Supervisor Review	OPdjohnson 10/14/2019: DANNY CI. CLOUDY MILKY WATER STARTED THIS MORNING. I ADV SUBMITTED SO. NFAN	10/14/2019 08:26 PM	LAKE JOSEPHINE
1190940	A 0.1 Supervisor Review	OPrstanton 10/14/2019: WATER QUALITY - CUSTOMER SAYS WATER IS VERY CLOUDY; CREATED S/O	10/14/2019 08:53 AM	LAKE JOSEPHINE
1189801	A 0.1 Supervisor Review	OPdjohnson 10/03/2019: MARC CI. SULFUR SMELL IN WATER LAST THREE MONTHS. I ADV I WOULD SUBMIT SO FOR TECH TO INSPECT METER/WATER QUALITY. NFAN; OPdjohnson 10/03/2019: MARC #8634141373	10/03/2019 02:07 PM	LAKE JOSEPHINE
1191402	A 0.1 Supervisor Review	OPwinkler 09/24/2018: DIANA CALLED IN AGAIN ABOUT THE SMELL. THE S.O. FROM 9-5-18 HAS NO NOTES THAT IT WAS COMPLETED. SENT EMAIL TO HCWW ASKING IF IT HAS BEEN DONE; Opmrodgers 09/24/2018: DIANA CALLE	09/25/2018 07:57 AM	LAKE JOSEPHINE
1190372	A 0.1 Supervisor Review	OPweinberger 09/12/2018: RENEE CALLED STRONG SULFUR SMELL FOLLOW UP; ADV NO TECH NOTES, WILL HAVE SUPERVISOR REACH OUT TO TECH; CAKLL BACK REQUIRED; OPlmjohanson 09/13/2018: Tech went to home. Found	09/13/2018 12:12 PM	LAKE JOSEPHINE
54801045	A 0.1 Supervisor Review	OPweinberger 09/13/2018: JOHANNA CALLED WATER IS VERY YELLOW AGAIN, PREV TECH SAID LINES WILL NEED TO BE FLUSHED A FEW TIMES, DOES CUSTOMER NEED TO CALL EACH TIME? CREATED S/O CALL BACK REQUIRED	09/13/2018 12:00 PM	LAKE JOSEPHINE
1189641	A 0.1 Supervisor Review	OPwhaley 09/28/2016: NEIL CALLED UPSET ABOUT THE SMELLY WATER, HE IS UNABLE TO USE THE WATER BECAUSE THE WATER SMELLS UP THE WHOLE PLACE LIKE SULFUR, I ADV OF THE BWN AND ADV THAT THEY ARE WORKING ON R	09/29/2016 06:08 PM	LAKE JOSEPHINE
1191018	A 0.1 Supervisor Review	OPwhaley 08/20/2016: JANE MERRIT CALLED, SHE IS VERY UPSET ABOUT THE WATER QUALITY SITUATION, SHE SAID ALL OF HER TOILETS ARE STAINED SHE IS GETTING SICK FROM THE SMELL OF THE WATER AND SHE SAID SHE WA	06/21/2016 03:39 PM	LAKE JOSEPHINE
1189795	A 0.1 Supervisor Review	OPwhaley 05/09/2016: RET CALL TO TRACY CARPENTER HE IS VERY UPSET THAT HE STILL HAS STINKY BLACK WATER, HE SAID HE WAS TOLD HE WOULD BE GETTING A CREDIT ON HIS ACCT, I ADV I DID NOT SEE ANY INFO ON TH	05/26/2016 09:34 AM	LAKE JOSEPHINE
1190805	A 0.1 Supervisor Review	OPyandelanotte 05/16/2016: RETURNED CALL TO JOELL BARTFIELD 863-446-2688 RE; BLACK & SMELLY WATER; ADV CHLORINE BURN IS STARTING TODAY AND SHE STATED SHE RECEIVED LETTER; MENTIONED HER & NEIGHBORS GO	05/17/2016 04:00 PM	LAKE JOSEPHINE
1190927	A 0.1 Supervisor Review	OPrking 05/11/2016: PER NOTE FROM 5/9: SANDRA CALLED REGARDING SMELLY WATER CAUSING STAINS IN TOILETS. TECH WAS TO BE SENT NEXT DAY 5/10, NO DISPATCHED SERVICE ORDER WAS CREATED. PLACED CALL TO SANDRA	05/12/2016 10:24 AM	LAKE JOSEPHINE
1190872	A 0.1 Supervisor Review	OPlmjohanson 05/09/2016: CHRISTINE'S SON CALLED. THEY BOUGHT THE MOST EXPENSIVE CULLIGAN FILTER SYSTEM YESTERDAY. WORKED GREAT UNTIL TODAY. NOW THE SMELL IS BACK AND THE TASTE IS TERRIBLE. BILL WENT UP	05/10/2016 02:59 PM	LAKE JOSEPHINE
1190947	A 0.1 Supervisor Review	OPatchison 05/05/2016: DUANE SNOW CALLED STATING THAT THE WATER IS BROWN AND SMELLY. ADV I WILL DO A S.O. AND HAVE A TECH OUT TO THE PROPERTY AT SOME POINT ON 5/6/16. DUANE SAID THAT IF THIS DOES NOT	05/06/2016 07:21 AM	LAKE JOSEPHINE
1190824	A 0.1 Supervisor Review	OPrking 04/27/2016: THOMAS CALLED TO SAY THAT HE HAS HAD SMELLY WATER SINCE 4/21, WHEN THERE WAS A LINE BREAK. HE STATED THAT THE WATER HAS BEEN UNDRINKABLE FOR YEARS BUT SEEMS WORSE. HE CALLED THE EM	04/28/2016 12:29 PM	LAKE JOSEPHINE
1189935	A 0.1 Supervisor Review	OPlmjohanson 03/08/2016: BLACK WATER WITH ODOR. JEANINE CALLED. HER HUSBAND FINALLY WENT OUT AND BOUGHT A FILTERETE SYSTEM WITH CHARCOAL FILTERS AND A WHITE CARTRIDGE FILTER. HE INSTALLED IT ONTO THE	03/11/2016 05:43 PM	LAKE JOSEPHINE
1189916	A 0.1 Supervisor Review	OPbcallender 03/09/2016: SMELLY WATER & BAD TASTE; OPbcallender 03/08/2016: RONALD CALLED TO SAY THAT HIS WATER SMELLS AND TASTES BAD; SAID HE HAD BE VERY PATIENT WITH THIS SITUATION THAT HAD GONE ON	03/09/2016 10:14 AM	LAKE JOSEPHINE
1189935	A 0.1 Supervisor Review	OPrking 02/09/2016: JEANINE CALLED TO SAY THAT THE WATER QUALITY HAS NOT CHANGED; STILL SMELLY, BLACK AND UNDRINKABLE. SHE INFORMED ME THAT THEY ARE HAVING A WATER FILTRATION SYSTEM INSTALLED ON THEIR	02/09/2016 06:31 PM	LAKE JOSEPHINE
1189935	A 0.1 Supervisor Review	OPlmjohanson 01/15/2016: WATER IS STILL FOUL, SMELLS, TOILETS ARE BLACK/NO RELIEF FROM CHANGING OF THE 3 FANS AT THE PLANT; OPvknight 01/18/2016: emailed order to Todd cc Mike	01/18/2016 07:56 AM	LAKE JOSEPHINE
1189935	A 0.1 Supervisor Review	OPlmjohanson 01/05/2016: JANINE CALLED/WATER CONTINUES TO BE BLACK, FOUL, AND UNDRINKABLE. WILL NOT BE PAYING BILL UNTIL WATER IS CLEAN AND DRINKABLE/ADV WE WILL CALL TECH AND CALL HER HUSBAND BACK ON	01/07/2016 11:13 AM	LAKE JOSEPHINE
1189935	A 0.1 Supervisor Review	OPjavid 01/04/2016: WIFE JANINE JONES CALLED ABOUT WATER QUALITY, SAID SHE IS FURIOUS ABOUT THE WATER; SAID WHEN SHE GOES TO THE BATHROOM EVERY MORNING AT 5AM THE WATER IS BLACK AND THE SMELL IS SO B	01/04/2016 11:19 AM	LAKE JOSEPHINE
54800509	A 0.1 Supervisor Review	OPweinberger 09/04/2018: ANN THOMPSON COMPLAINED THE WATER SMELLED ROTTEN & FISHEY ALL WEEKEND; CREATED S/O CALL BACK REQUIRED	09/04/2018 11:33 AM	SEBRING LAKES
1191387	A 0.1 Supervisor Review	OPbcallender 04/18/2016: BARBARA MUTCHLER CALLED TO SAY SHE HAD SMELLY WATER AND SHE WANTS IT FIXED; STATED THIS HAD BEEN GOING ON FOR MONTHS; SHE WANTS A TECH TO COME TO HER HOME AND TO CALL HER THE	04/26/2016 07:39 AM	SEBRING LAKES
1190466	A 0.1 Supervisor Review	OPbcallender 03/11/2016: KATHLEEN ALIVIANO CALLED ABOUT SMELLY WATER THAT HAS BEEN AN ISSUE FOR WEEKS; A TECH WAS OUT TO THE HOME AND ADV THE KATHLEEN THAT THE ISSUE WAS WITH THE PIPES IN THE HOME (KA	03/14/2016 07:28 AM	SEBRING LAKES
1190466	A 0.1 Supervisor Review	OPrking 02/25/2016: KATHLEEN CALLED TO REPORT STRONG SULFUR SMELL IN WATER. PHONE NUMBER: 863-273-0415. ADV. HER I WOULD PASS ON TO SUPERVISOR.	02/25/2016 05:02 PM	SEBRING LAKES

1190877	A 0.4 Maintenance Review	OPkjohnson 11/06/2017: Customer called saying his water is di-colored and would like s.o put in to see what's the problem;	11/06/2017 01:52 PM	LAKE JOSEPHINE
1191176	F 5.0 No Water - Sewer / Service Interruption	OPvwinkler 11/06/2017: S.O. DISPATCHED	11/06/2017 01:53 PM	LAKE JOSEPHINE
1190409	F 5.0 No Water - Sewer / Service Interruption	OPmwilliams 09/27/2017: ***PLS SCHEDULE APPT FOR 1:30 PM OR AFTER TODAY.*** MARIA SHEEHAN REPORTS THAT SHE HAS ALMOST NO WATER PRESSURE AND THE WATER SMELLS OF THE SEWER. PLEASE EVALUATE.	09/27/2017 07:36 AM	LEISURE LAKES
54795330	F 5.0 No Water - Sewer / Service Interruption	OPnorris 09/28/2017: DAVID CALLED TO REPORT WATER OUTAGE/BLACK WATER/FOUL SMELL. ADVISED WE WOULD DISPATCH TECHS TO COME.	09/26/2017 08:53 AM	LEISURE LAKES
1190376	F 5.1 Pressure Issue	OPiander son 08/27/2018: DOUGLAS CALLED BECAUSE HIS WATER IS DISCOLORED AND PRESSURE IS LOW THIS HAS BEEN FOR ABOUT A WEEK. CREATED SERVICE ORDER NFAN.	08/27/2018 03:50 PM	LAKE JOSEPHINE
1190955	F 5.1 Pressure Issue	OPbcallender 04/18/2016: SANDRA ESSERY CALLED TO SAY SHE STILL HAD LOW PRESSURE AND TODAY THE WATER WAS SMELLY; ALERTED VICKI WHO WILL SCHEDULE A TECH TO VISIT THE PROPERTY ON 4/19/16.	04/18/2016 10:46 AM	LAKE JOSEPHINE
1194065	F 5.1 Pressure Issue	OPrking 01/26/2016: RETURNED ROBERT'S CALL, HE CALLED ABOUT LOW WATER PRESSURE AND FOUL SMELL WATER. ADV. HIM WE ARE AWARE AND WE ARE WORKING ON THE PROBLEM.	01/26/2016 04:45 PM	LAKE JOSEPHINE
54800662	J 9.0 Water Quality	OPldrost 11/21/2019: RONNIE CALLED IN TO GET RESULTS OF TECH VISIT THIS PAST MON, 11/18. INFORMED TECH STATES WATER IS SMELLY AT GUEST HOUSE AND HAD MANUAL FLUSHED LINE. RONNIE STATES WATER IS STILL	11/21/2019 09:47 AM	LAKE JOSEPHINE
1190560	J 9.0 Water Quality	OPldrost 11/20/2019: DONNA (WIFE OF MICHAEL) CALLED IN. WATER IS MILKY. JUST NOTICED TODAY. SAYS WHEN IT IS Poured IN A GLASS, VAPORS. ADV IF IT CONTINUES PAST 2 DAYS, CALL US IMMEDIATELY AND WE'LL S	11/20/2019 03:01 PM	LAKE JOSEPHINE
54821912	J 9.0 Water Quality	OPrstanton 11/20/2019: JOSE RIVERA CALLED TO ADV WATER IS REAL DIRTY; HE HAS FLUSHED THE LINES AND STILL THE SAME. CREATED S.O	11/20/2019 08:23 AM	LAKE JOSEPHINE
54795310	J 9.0 Water Quality	OPmrodgers 10/23/2019: SHEILA CALLED WATER IS SMELLING AGAIN BEEN A YR SINCE LAST FLUSHED AND STATED WAS TIME TO DO IT AGAIN. S/O COMPLETE	10/23/2019 08:06 AM	LAKE JOSEPHINE
1195201	J 9.0 Water Quality	OPcbrann 10/15/2019: SPK TO JEFF BRONSING @ 305-522-0335;HE ADV THERE IS AIR IN THE WATER LINES AND THE WATER IS UNSUITABLE;I ADV S/O DISPATCHED 10-15-19 BUT NOT COMPLETED YET;ADV S/O SHOULD BE COMPLE	10/15/2019 06:53 PM	LAKE JOSEPHINE
1190048	J 9.0 Water Quality	OPldrost 10/15/2019: MIRIAM CALLED IN. HAD SPOKEN W/ SOMEONE AT THE CAPE CORAL OFFICE YESTERDAY ABOUT CLOUDY, WHITE WATER. SHE WAS TOLD A TECH WOULD BE OUT TODAY TO CHECK, BELIEVES IT WILL BE CHRIS, A	10/15/2019 09:06 AM	LAKE JOSEPHINE
1190921	J 9.0 Water Quality	OPmrodgers 10/15/2019: RUSTY (FEMALE) CALLED STATED SHE FLUSHED THE TOILET THIS MORNING AND IT ?EXPLODED? SHE ALSO SAID SHE CALLED YESTERDAY UNSURE IF SHE CALLED HERE OR ER LINE ABOUT NO WATER/CLOUDY	10/15/2019 08:03 AM	LAKE JOSEPHINE
1190957	J 9.0 Water Quality	OPrstanton 08/19/2019: CUSTOMER ADV WATER & ODOR OF QUALITY OF WATER IS EXTREMELY BAD SHE SAID SHE'S NEVER HAD THIS ISSUE WHEN THEY WERE ON A WELL BEFORE SWITCHING TO LOCAL WATER; CREATED S/O	08/19/2019 08:31 AM	LAKE JOSEPHINE
1189869	J 9.0 Water Quality	OPldrost 08/01/2019: MARIE CALLED IN TO REPORT SHE NEVER GOT THE NOTICE TO BOIL WATER. ON DAY OF MAIN BREAK SHE WAS TOLD TO BOIL WATER. SHE WANTS IT REPORTED. SHE ALSO IS UNHAPPY W/ WATER QUALITY, DIL	08/01/2019 09:42 AM	LAKE JOSEPHINE
54821313	J 9.0 Water Quality	OPldrost 07/31/2019: MICHAEL CALLED IN, LM. WATER IS CLOUDY AND HE MUST RUN IT FOR MINUTES BEFORE IT CLEARS UP. MAIN BREAK YESTERDAY. CALLED MICHAEL BACK, LMOM, THIS IS NORMAL BUT IF IT LASTS PAST TOD	07/31/2019 12:03 PM	LAKE JOSEPHINE
1190996	J 9.0 Water Quality	OPmrodgers 07/29/2019: ROBERT CALLED STATED WATER SMELLED FOR 2WKS S/O FORM COMPLETE	07/29/2019 10:18 AM	LAKE JOSEPHINE
1189708	J 9.0 Water Quality	OPcbrann 06/04/2019: SPK TO DIANE BARTELS,SHE ADV HER WATER HAS SMELLED FUNNY FOR 2 DAYS;THERE WAS PREV A BWN;I ADV I WOULD PUT IN A NEW S/O TO HAVE IT CHECKED OUT,CALL DIANE WHEN COMING OUT @ 907-230	06/04/2019 03:43 PM	LAKE JOSEPHINE
1190957	J 9.0 Water Quality	OPldrost 05/30/2019: DANIEL CALLED IN TO REPORT THEIR WATER HAS HAD A BAD ODOR FOR ABOUT A WEEK (SULPHUR/ROTTEN EGG/SEWER SMELL). SUBMITTED S/O. DANIEL WILL NEED A CALL WHEN THEY ARE ON THEIR WAY. NFA	05/30/2019 09:03 AM	LAKE JOSEPHINE
1191021	J 9.0 Water Quality	OPmrodgers 03/29/2019: CATHERINE CALLED SMELLY WATER S/O FORM FILLED OUT	03/29/2019 10:43 AM	LAKE JOSEPHINE
54799781	J 9.0 Water Quality	OPrstanton 03/05/2019: KATHLEEN NORTH CALLED TO ADV COLOR OF WATER IS BROWNISH & IT HAS A BAD ODOR; CREATED S/O	03/05/2019 03:18 PM	LAKE JOSEPHINE
54796259	J 9.0 Water Quality	OPmrodgers 02/22/2019: KAREN CALLED STATED WATER SMELLS LIKE A SEWER S/O FORM	02/22/2019 10:09 AM	LAKE JOSEPHINE
1191017	J 9.0 Water Quality	OPmjohnson 01/02/2019: MRS. MATHY CALLED TO REPORT VERY POOR WATER QUALITY. SAYS IT SMELLS LIKE SEWER AND HAS FOR QUITE A WHILE. HAS MADE MANY COMPLAINTS BUT SAYS TECHS NEVER STOP THERE. ASKED TO HA	01/02/2019 08:05 AM	LAKE JOSEPHINE
1191017	J 9.0 Water Quality	OPweinberger 12/17/2018: MRS. MATHY ADV LIVES ACROSS FROM PLANT AND IT HAS NOT BEEN RUNNING FOR THE LAST WEEK. FOR THE LAST 2 WEEKS HER WATER SMELLS LIKE SEWAGE; CREATED S/O NFAN	12/17/2018 02:15 PM	LAKE JOSEPHINE
54799413	J 9.0 Water Quality	OPvwinkler 11/27/2018: BRITNEY CALLED IN TO REPORT SMELLY AND DISCOLORED WATER. CREATED AND DISPATCHED S/O	11/27/2018 08:29 AM	LAKE JOSEPHINE
1189780	J 9.0 Water Quality	OPvwinkler 11/26/2018: JAMES CALLED IN AND LEFT VM. CALLED BACK BECAUSE HE SAYS HIS WATER SMELLS LIKE SULFUR. CREATED A S/O/ TO HAVE A TECH OUT TO CHECK 11-27-18	11/26/2018 03:01 PM	LAKE JOSEPHINE
1190947	J 9.0 Water Quality	OPmjohnson 11/26/2018: CAROL SNOW CALLED. WATER IS BROWN AND SMELLS LIKE SEWER. SAYS THEY CANNOT EVEN SHOWER BECAUSE THE WATER IS SO BAD. CREATED S.O.	11/26/2018 07:13 AM	LAKE JOSEPHINE
1190955	J 9.0 Water Quality	OPmrodgers 11/20/2018: SANDRA CALLED WATER SMELLS AWFUL FOR THE LAST WEEK	11/20/2018 07:25 AM	LAKE JOSEPHINE
54796933	J 9.0 Water Quality	OPmjohnson 11/19/2018: SHARON CALLED TO REPORT WATER STILL SMELLS FOUL. HAS NOT IMPROVED SINCE LAST TIME TECH WAS OUT. CREATED S.O.	11/19/2018 08:41 AM	LAKE JOSEPHINE
1190950	J 9.0 Water Quality	OPmrodgers 11/15/2018: RICHARD CALLED SAYS WATER IS GREY AND STINKS TO HIGH HEAVEN	11/15/2018 09:09 AM	LAKE JOSEPHINE



1191398	J 9.0 Water Quality	OPweinberger 11/13/2018: MR. HERNANDEZ SAID HIS WATER IS BROWN AND HAS A BAD ORDER FOR A COUPLE MONTHS; CREATED S/O	11/13/2018 11:13 AM	LAKE JOSEPHINE
1190376	J 9.0 Water Quality	OPmrodgers 11/01/2018: RENE BELL CALLED TAINTED WATER STATED SHE TALKS TO TECHS IN AREA AND THEY ARE TELLING HER THE WATER IS BAD THEREFORE THE REASON SHE GETS A RASH WHEN SHOWERING HAD 2 ANIMALS DIE	11/01/2018 11:39 AM	LAKE JOSEPHINE
54801045	J 9.0 Water Quality	OPstanton 10/26/2018: JOHANNA VASQUEZ CALLED SD HER WATER IS GETTING WORSE & IS NOW STARTING TO LOSE HER HAIR. THE WATER IS YELLOW & SMELLS STRONGLY OF IRON. CREATED S/O	10/26/2018 09:47 AM	LAKE JOSEPHINE
54801045	J 9.0 Water Quality	OPwinkler 10/24/2018: JOHANNA CALLED STILL YELLOW WATER AND STAINING CLOTHES SMELLS LIKE SULFUR. CREATED AND DISPATCHED A S.O.	10/24/2018 10:14 AM	LAKE JOSEPHINE
54798106	J 9.0 Water Quality	OPstanton 10/23/2018: REYNA PEREZ CALLED ABOUT STATUS OF WATER	10/23/2018 04:58 PM	LAKE JOSEPHINE
54821299	J 9.0 Water Quality	OPmrodgers 10/23/2018: LORI CALLED STATED WATER SMELLS LIKE SULFUR DOES NOT LIVE @ HOME PLEASE SCHEDULE FOR FRI 10.26.18 CALL 30 PROIR SO HOMEOWNER CAN BE THERE	10/23/2018 09:11 AM	LAKE JOSEPHINE
54796933	J 9.0 Water Quality	OPstanton 10/23/2018: SHARON RILEY CALLED IN AND WOULD LIKE SOMEONE TO COME OUT. SHE SD HER WATER HAS A STRONG ODOR, CREATED S/O	10/23/2018 09:09 AM	LAKE JOSEPHINE
54798106	J 9.0 Water Quality	OPwinkler 10/23/2018: REYNA CALLE DIN TO FOLLOW UP ON HER S.O. ADV IT HAS NOT BEEN COMPLETED YET. SENT EMAIL TO LINDA TO FOLLOW UP WITH TECHS	10/23/2018 08:05 AM	LAKE JOSEPHINE
54798106	J 9.0 Water Quality	OPstanton 10/18/2018: REYNA PEREZ CALLED IN AND SD HER WATER IS STILL RUSTY AND SMELLS BAD, WOULD LIKE TO HAVE SOMEONE COME OUT AGAIN AS SHE WAS TOLD PIPES ND TO BE REPLACED DUE TO BEING RUSTY. CREAT	10/18/2018 02:56 PM	LAKE JOSEPHINE
54821680	J 9.0 Water Quality	OPmrodgers 10/12/2018: AMY CALLED STATED WATER HAS A RED TINT ... CALL BACK REQUESTED 863.381.9848	10/12/2018 09:31 AM	LAKE JOSEPHINE
54798106	J 9.0 Water Quality	OPmrodgers 10/08/2018: REYNA CALLED WATER HAS A SMELL AND VERY RUSTY WOULD LIKE LINE'S FLUSHED	10/08/2018 10:12 AM	LAKE JOSEPHINE
54801045	J 9.0 Water Quality	OPmrodgers 10/05/2018: JOHANNA CALLED STILL YELLOW WATER AND STAINING CLOTHES SMELLS LIKE SULFUR	10/05/2018 09:11 AM	LAKE JOSEPHINE
1190955	J 9.0 Water Quality	OPwinkler 09/28/2018: SANDRA CALLED IN ABOUT A STRON ROTTEN EGG SMELL. CREATED AND DISPATCHED A S.O	09/28/2018 09:05 AM	LAKE JOSEPHINE
54796883	J 9.0 Water Quality	OPmrodgers 09/27/2018: DAVID CALLED WATER SMELLS OF SULFUR CALL 30 MIN AHEAD	09/27/2018 09:31 AM	LAKE JOSEPHINE
1190812	J 9.0 Water Quality	OPmrodgers 09/26/2018: MARGARET CALLED SMELLY WATER STATES WE CHANGED THE CHEMICALS AND NOW HER WATER STINKS AND SMELLS UP HER HOUSE	09/26/2018 09:17 AM	LAKE JOSEPHINE
1190929	J 9.0 Water Quality	OPweinberger 09/20/2018: JOHNNY WINKLER CALLED ADV HAS HAD SMELLY WATER FOR THE LAST WEEK; ADV WILL CREATE S/O	09/20/2018 01:36 PM	LAKE JOSEPHINE
54821299	J 9.0 Water Quality	OPimjohnson 09/19/2018: LORI CALLED. SAYS THE WATER IS FOUL. READ HER THE TECH NOTES, BUT SHE SAYS THAT CAN'T BE RIGHT. THE WATER STINKS AND DISCOLORED. ADV SHE SHOULD CALL WHEN SHE IS GOING TO BE AT	09/19/2018 07:58 AM	LAKE JOSEPHINE
1190839	J 9.0 Water Quality	OPimjohnson 09/19/2018: LINDA CALLED TO COMPLAIN OF FOUL TASTING AND FOUL SMELLING WATER. CREATED S.O.	09/19/2018 07:22 AM	LAKE JOSEPHINE
54801045	J 9.0 Water Quality	OPweinberger 09/18/2018: JOHANNA VASQUEZ CALLED AGAIN FOR YELLOW WATER DID S/O FOR YELLOW WATER LAST WEEK, LINES WERE FLUSHED YELLOW WATER CAME BACK ON 9/16/18,CUSTOMER SAYS ITS STAINING HER CLOTHE	09/18/2018 11:20 AM	LAKE JOSEPHINE
1190884	J 9.0 Water Quality	OPmrodgers 09/18/2018: JULIA CALLED WATER HAS A HORRIBLE SMELL/ROTTEN EGG AND DISCOLORED	09/18/2018 07:34 AM	LAKE JOSEPHINE
54821299	J 9.0 Water Quality	OPimjohnson 09/17/2018: LORI CALLED AGAIN REGARDING HER WATER. EMAILED TECH CHRIS B AGAIN TO PLEASE GO SEE THIS CUSTOMER.	09/17/2018 08:55 AM	LAKE JOSEPHINE
54821299	J 9.0 Water Quality	OPmrodgers 09/17/2018: LORI CALLED UPSET SHE HASNT HEARD FROM ANYONE ADV LMJ HAS REACHED OUT TO THE TECH AND THEY WILL BE IN TOUCH WITH HER. SHE IS NOT OK WITH THAT ANSWER STATED IF SHE WILL CALL DA!	09/17/2018 08:47 AM	LAKE JOSEPHINE
54821299	J 9.0 Water Quality	OPimjohnson 09/13/2018: LORI CALLED, ADV TECH FOUND THE WATER GOOD WHEN HE CAME OUT. SHE SAYS THIS IS NOT ACCEPTABLE. THE WATER SMELLS AND HER TOILETS ARE BEING RUINED WITH RUST. IT IS A NEW HOME AN	09/13/2018 07:26 AM	LAKE JOSEPHINE
54821299	J 9.0 Water Quality	OPmrodgers 09/05/2018: LORI CALLED WATER SMELLS LIKE SULFUR AND IS RUSTY STAINING TOILET BOWELS ETC....; OPwinkler 09/05/2018: S.O. CREATED AND DISPATCHED	09/05/2018 08:10 AM	LAKE JOSEPHINE
1191402	J 9.0 Water Quality	OPmrodgers 09/04/2018: CUST CALLED STATES SMELL IS STILL THERE WOULD LIKE SOMETHING ELSE DONE CANT STAND EGG SMELLING WATER CUST WOULD LIKE THEM TO COME INSIDE HOME; OPwinkler 09/04/2018: CREATED S.	09/04/2018 01:30 PM	LAKE JOSEPHINE
1190372	J 9.0 Water Quality	OPmrodgers 09/04/2018: RENEE CALLED STRONG SULFUR SMELL; OPwinkler 09/04/2018: S.O. CREATED FOR 9-5-18	09/04/2018 11:29 AM	LAKE JOSEPHINE
54797859	J 9.0 Water Quality	OPmrodgers 09/04/2018: SCOTT CALLED WATER IS BROWN AND SMELLS. HAS BEEN THIS WAY FOR A MONTH OR SO BUT GETTING WORSE; OPwinkler 09/04/2018: S.O. CREATED AND DISPATCHED FOR TODAY	09/04/2018 07:58 AM	LAKE JOSEPHINE
54795310	J 9.0 Water Quality	OPwinkler 08/31/2018: SHEILA CALLED IN TO REPORT HER WATER SMELLS HORRIBLE. CREATED AND DISPATCHED S.O.	08/31/2018 09:03 AM	LAKE JOSEPHINE
1191402	J 9.0 Water Quality	OPmrodgers 08/29/2018: DIANA CALLED WATER SMELLS LIKE SULFUR AND INCREASINGLY GETTING WORSE	08/29/2018 01:35 PM	LAKE JOSEPHINE
54800742	J 9.0 Water Quality	OPmrodgers 08/27/2018: BONNIE CALLED WATER SMELLS LIKE A "DEAD RAT" S/O	08/27/2018 09:04 AM	LAKE JOSEPHINE
1189855	J 9.0 Water Quality	OPwinkler 08/27/2018: BARBARA CALLED IN WITH DIRTY WATER THATS LEAVING MARKS IN HER TOILET. CREATED AND DISPATCHED S.O.	08/27/2018 07:42 AM	LAKE JOSEPHINE
1190890	J 9.0 Water Quality	OPmrodgers 08/16/2018: DANNY CALLED SMELLY WATER ALREADY RAN WATER OUTSIDE	08/16/2018 08:59 AM	LAKE JOSEPHINE
54801045	J 9.0 Water Quality	OPmrodgers 08/08/2018: JOHANNA CALLED YELLOW WATER SMELLS LIKE IRON STAINING TOILET AND CLOTHES EMAILED VW TO CREATE S/O; OPmrodgers 08/08/2018: NFAN	08/08/2018 09:37 AM	LAKE JOSEPHINE
54801045	J 9.0 Water Quality	OPmrodgers 07/13/2018: JOHANNA CALLED STILL HAS YELLOW WATER EMAILED VW INFO FOR ANOTHER S.O	07/13/2018 10:55 AM	LAKE JOSEPHINE
1190395	J 9.0 Water Quality	OPimjohnson 07/12/2018: CUSTOMER CALLED TO COMPLAIN OF BROWN WATER; CREATED S.O.	07/12/2018 07:24 AM	LAKE JOSEPHINE

1189648	J 9.0 Water Quality	OPwinkler 06/26/2018: PATSY CALLED IN JUST RETURNED HOME AND WATER HAS AN EXTREMELY BAD SMELL. DISPATCHED S.O. TO CHECK; OPwinkler 06/26/2018: *CLOSED S.O. WITH ORIGINAL NOTE SENT 30 MINUTES EARLIER	06/26/2018 12:45 PM	LAKE JOSEPHINE
54801045	J 9.0 Water Quality	OPweinberger 06/19/2018: JOHANNA VASQUEZ ADV HER WATER IS COMING OUT YELLOW WITH A VERY BAD ODOR; CREATED S/O	06/19/2018 12:16 PM	LAKE JOSEPHINE
1191017	J 9.0 Water Quality	OPImjohnson 06/11/2018: TAMRA CALLED ABOUT THE POOR WATER QUALITY AT HER HOME. SHE SAYS THE CHLORINE LEVEL IS SO HIGH IT BURNS HER EYES. WHEN SHE SHOWERS, WATER COMES OUT GRITTY. SHE FILLED HER POOL	06/11/2018 08:25 AM	LAKE JOSEPHINE
1191017	J 9.0 Water Quality	OPmrodgers 06/11/2018: tamra called hasn't heard from anyone transferred call to lmj	06/11/2018 08:06 AM	LAKE JOSEPHINE
1191017	J 9.0 Water Quality	OPrking 06/06/2018: Tamra called and demanded to speak with a regional manager because she is very concerned over the water quality. She stated that she had a tech out there, according to the account	06/06/2018 03:55 PM	LAKE JOSEPHINE
1190929	J 9.0 Water Quality	OPImjohnson 06/05/2018: JOHNNY CALLED TO REPORT FOUL SMELLING SULFUR SMELL TO WATER; CREATED S.O.	06/05/2018 09:32 AM	LAKE JOSEPHINE
1190934	J 9.0 Water Quality	OPmrodgers 06/05/2018: CINDY CALLED UPSET PERSISTENT ON SPEAKING WITH A SUPERVISOR TRANSFERRED TO LMJ	06/05/2018 07:54 AM	LAKE JOSEPHINE
1190934	J 9.0 Water Quality	OPweinberger 06/04/2018: CINDY BANKS CALLED ABOUT BAD SMELL FROM WATER; ADV S/O WAS DISPATCHED	06/04/2018 01:54 PM	LAKE JOSEPHINE
1191952	J 9.0 Water Quality	OPmrodgers 06/04/2018: SHELLY CALLED WATER HAS SULFUR SMELL. S/O FORM FILLED OUT FOR TECH; OPwinkler 06/04/2018: S.O. DISPATCHED	06/04/2018 10:36 AM	LAKE JOSEPHINE
1190934	J 9.0 Water Quality	OPmrodgers 06/04/2018: CINDY CALLED WATER SMELLS AND IS SMELLING UP ENTIRE HOME WANTS A DISCOUNT ON BILL. ADV S/O WILL BE DONE FOR TECH TO COME OUT TO HOME	06/04/2018 07:42 AM	LAKE JOSEPHINE
54821095	J 9.0 Water Quality	OPImjohnson 05/29/2018: ANDREA CALLED. WATER IS BROWN AND SMELLS LIKE SULFUR. CREATED S.O.	05/29/2018 09:53 AM	LAKE JOSEPHINE
54821095	J 9.0 Water Quality	OPImjohnson 05/16/2018: CUSTOMER CALLED AND COMPLAINED ABOUT FOUL SMELL TO THE WATER; CREATED S.O.	05/16/2018 01:53 PM	LAKE JOSEPHINE
54821182	J 9.0 Water Quality	OPmrodgers 05/09/2018: NADINE CALLED NEVER SAW OR SPOKE WITH TECH HOWEVER S/O NOTES SAY DIFFERENT. SHE ALSO FAILED TO MENTION THE PROPERTY HAS BEEN VACANT FOR A YEAR AND THAT COULD BE WHY THE WATER S	05/09/2018 10:48 AM	LAKE JOSEPHINE
54821182	J 9.0 Water Quality	OPwinkler 05/07/2018: NADINE CALLED IN ABOUT THE SMELL OF THE WATER. CREATED S.O.	05/07/2018 02:20 PM	LAKE JOSEPHINE
1190825	J 9.0 Water Quality	OPmrodgers 03/30/2018: ROBERT CALLED FILLED POOL AND WATER WAS GREEN USED CHEMICALS TO BALANCE AND MAKE BLUE ADDED 4 MORE INCHES OF WATER AGAIN TODAY AND IT TURNED GREEN AGAIN.	03/30/2018 01:24 PM	LAKE JOSEPHINE
54796377	J 9.0 Water Quality	OPweinberger 03/02/2018: CUSTOMER SAID WATER BURNS THERE EYES, AND HAS A BAD ORDER, PLEASE CHECK WATER QUALITY, PLEASE CALL LINDA CAULFIELD PH#201-618-3921, SHE ADV RENTING FOR THE SEASON, BUT OWNER	03/02/2018 01:45 PM	LAKE JOSEPHINE
54799781	J 9.0 Water Quality	OPweinberger 03/02/2018: CAROL WISEMEN PH#863-449-1515 SAID WATER IN JACUZZI IS COMING OUT VERY BROWN; CREATED S/O	03/02/2018 11:26 AM	LAKE JOSEPHINE
1191021	J 9.0 Water Quality	OPweinberger 02/19/2018: CATHERINE ERNHART CALLED SAID WATER IS COMING OUT BLACK; CREATED S/O WITH REQ FOR TECH TO CALL WHEN HE'S COMING	02/19/2018 03:57 PM	LAKE JOSEPHINE
1189882	J 9.0 Water Quality	OPweinberger 01/24/2018: KENNETH RITOLA ADV WATER IS THE COLOR OF MUD; CREATED S/O	01/24/2018 02:38 PM	LAKE JOSEPHINE
54795637	J 9.0 Water Quality	OPImjohnson 11/29/2017: RECEIVED COMPLAINT FROM CORPORATE THAT CUSTOMER STILL COMPLAINS OF SMELLY AND DISCOLORED WATER. CREATED S.O.	11/29/2017 02:59 PM	LAKE JOSEPHINE
54799413	J 9.0 Water Quality	OPweinberger 11/29/2017: BRITNEY RODE CALLED UPSET SAID SHE HAD DISCOLORED WATER, SAYS SHE JUST WASHED A LOAD OF DARK CLOTHES AND WATER BLEACHED THEM; CREATED S/O	11/29/2017 11:48 AM	LAKE JOSEPHINE
54799413	J 9.0 Water Quality	OPkjohnson 11/22/2017: Britney called she wanted to know what was the results of the tech because her water is still tinted she would like to know if the water safe to us yet.; OPImjohnson 11/22/2017:	11/22/2017 03:13 PM	LAKE JOSEPHINE
1190973	J 9.0 Water Quality	OPweinberger 11/21/2017: DAVID ZEISS CALLED SAID HIS WATER LOOKS LIKE TEA; ADV S/O HE SAID TAKE CARE OF OTHER PEOPLE WHO ARE COMPLAINING ABOUT IT	11/21/2017 05:47 PM	LAKE JOSEPHINE
54799413	J 9.0 Water Quality	OPweinberger 11/21/2017: BRITNEY RODE CALLED TO SEE IF TECH EVER SHOWED FOR S/O YESTERDAY, SAID HE NEVER CAME WHILE SHE WAS HOME. SHE'S VERY CONCERNED WITH COLOR AND IT STAINING THINGS	11/21/2017 11:55 AM	LAKE JOSEPHINE
54799413	J 9.0 Water Quality	OPwinkler 11/20/2017: BRITNEY CALLED IN ABOUT HER SERVICE ORDER FOR A TECH TO COME OUT THAT SHE CALLED IN ON 11-17-17. NO S.O. ON THE ACCOUNT. CREATED ONE FOR TECH TO GO TO HOME FOR WATER ISSUE	11/20/2017 08:05 AM	LAKE JOSEPHINE
54800540	J 9.0 Water Quality	OPmwilliams 11/07/2017: JAMES MARTIN CALLED TO REPORT BROWN WATER	11/07/2017 08:55 AM	LAKE JOSEPHINE
1189802	J 9.0 Water Quality	OPmwilliams 11/06/2017: DEBRA BLISS CALLED TO REPORT BROWN WATER; CREATED SERVICE ORDER AND L.MOM.	11/06/2017 09:11 AM	LAKE JOSEPHINE
54798213	J 9.0 Water Quality	OPmwilliams 10/25/2017: PAM COLDING REPORTS ORANGE WATER AND DISCOLORED LAUNDRY. SHE WOULD LIKE A TECH TO EVALUATE. PLS CALL HER PRIOR AT 863.273.9921.	10/25/2017 08:25 AM	LAKE JOSEPHINE
1190507	J 9.0 Water Quality	OPmwilliams 09/28/2017: JESSICA VICKERS REPORTS THAT WATER HAS BEEN MILKY 3 DAYS NOW AND DOES NOT CLEAR AFTER STANDING. PLS EVALUATE AND LET HER KNOW AT 863.835.0014. CREATED SO	09/26/2017 07:45 AM	LAKE JOSEPHINE
1189869	J 9.0 Water Quality	OPrking 09/25/2017: MARIE CALLED TO COMPLAIN ABOUT THE WATER AND THE BWN AND HER BILL.	09/25/2017 04:16 PM	LAKE JOSEPHINE
1191410	J 9.0 Water Quality	OPmwilliams 09/25/2017: GRACE PLANTS CALLED TO VERIFY BWN; ADV STILL IN EFFECT.	09/25/2017 10:41 AM	LAKE JOSEPHINE
1191458	J 9.0 Water Quality	OPmwilliams 06/22/2017: MARIA MCCULLEN CALL RE: BWM; EXPLAINED--CALL DROPPED.	06/22/2017 08:57 AM	LAKE JOSEPHINE
1190114	J 9.0 Water Quality	OPmwilliams 06/06/2017: NADINE HAMMOCK RECEIVED NOTICE THAT BWN WAS LIFTED, BUT HAD NOT REC'D THE NOTICE THAT IT WAS IN EFFECT. SHE SAYS THAT THIS ALSO HAPPENED WITH HER NEIGHBORS. SHE IS QUITE CONCE	06/06/2017 10:39 AM	LAKE JOSEPHINE
1189770	J 9.0 Water Quality	OPImjohnson 05/22/2017: JUDI JOHNSON CALLED TO SEE OF BWN WAS LIFTED. ADV IT WAS. SAYS SHE NEVER GOT NOTIFIED. ADV THERE WILL BE ANOTHER ONE TOMORROW. SHE ASKED ABOUT COMPENSATION FOR THE WATER AND IC	05/22/2017 02:45 PM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPmwilliams 05/18/2017: MARY REED CALLED FOR STATUS ON BWN; ADVISED LIFTED TODAY.	05/18/2017 09:07 AM	LAKE JOSEPHINE

54796898	J 9.0 Water Quality	OPmwilliams 05/04/2017: KAREN SMITH CALLED RE; NO WATER AND SMELLY WATER PREVIOUSLY--EXPLAINED ONGOING REPAIR.	05/04/2017 03:09 PM	LAKE JOSEPHINE
54797031	J 9.0 Water Quality	OPmwilliams 03/28/2017: MR. CLEGG CALLED TO VERIFY THAT THE BWN HAS BEEN LIFTED.	03/28/2017 08:56 AM	LAKE JOSEPHINE
54798213	J 9.0 Water Quality	ophwhaley 03/27/2017: PAM CALLED TO REPORT BLACK WATER,I ADV I WOULD REPORT THIS AND SEND OUT A TECH.CREATED SO	03/27/2017 03:48 PM	LAKE JOSEPHINE
1191021	J 9.0 Water Quality	ophwhaley 03/22/2017: CATHERINE ERNHART CALLED TO ADDRESS HER CONCERNS FOR HAVING BROWN WATER,I ADV HER NOT TO USE BLEACH AND THAT IT IS IRON DEPOSITS SHE IS SEEING. SHE SAID IT SEEMS TO BE IMPROVING.	03/22/2017 09:21 AM	LAKE JOSEPHINE
54799200	J 9.0 Water Quality	OPkmccarthy 02/13/2017: DIANE CALLED IN (PH 863-835-0622)STATING WATER SMELLS FUNNY. FILLED OUT SERVICE ORDER. INFORMED WILL CALLBACK	02/13/2017 10:17 AM	LAKE JOSEPHINE
1189985	J 9.0 Water Quality	OPmjohanson 02/10/2017: CUSTOMER CALLED TO REPORT BLACK WATER; CREATED S.O. FOR TECH TO GO OUT	02/10/2017 12:52 PM	LAKE JOSEPHINE
1190816	J 9.0 Water Quality	ophwhaley 12/20/2016: RET CALL TO FRANK,HE SAYS THERE IS A LARGE AMOUNT OF SAND SHOWING UP IN HIS WATER,ADV I WOULD SEND SOMEONE OUT TO TAKE A LOOK PH#863-655-2061	12/20/2016 09:10 AM	LAKE JOSEPHINE
1190194	J 9.0 Water Quality	OPvknigh 11/16/2016: TIM CALLED TO REPORT BROWN WATER; ADV WILL SEND TECH OUT TODAY; HE SAID THAT HIS NAME IS TIM NOT KEN, SO UPDATED NAME.	11/16/2016 07:24 AM	LAKE JOSEPHINE
1189640	J 9.0 Water Quality	OPaatchison 11/15/2016: WILLIAM CALLED TO STATE HE HAS BROWN NASTY WATER. ADV HE IS UNDER A BOIL WATER NOTICE UNTIL FURTHER NOTICE. HE IS NOT HAPPY IT HAPPEN TO FREQUENTLY. ADV THAT THEY ARE WORKING O	11/15/2016 11:07 AM	LAKE JOSEPHINE
1189641	J 9.0 Water Quality	Opsmyers 11/01/2016: RETURNED LEO GUSHEE CALL LMOM	11/01/2016 09:46 AM	LAKE JOSEPHINE
1190955	J 9.0 Water Quality	Opsmyers 10/14/2016: SANDRA ESSERY CALLED ABOUT SMELLY WATER PUT IN S/O VEF PHONE #	10/14/2016 08:45 AM	LAKE JOSEPHINE
1190812	J 9.0 Water Quality	OPvknigh 10/12/2016: MARGARET CALLED TO REPORT SMELLY WATER AND CANNOT SHOWER BECAUSE OF THE SMELL. ADV WILL SEND TECH OUT AND ARE WORKING TO REPAIR FILTERS AT THE PLANT.	10/12/2016 08:43 AM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPvknigh 10/11/2016: MARY CALLED TO SAY THAT TECH HAD NOT BEEN THERE YET; SHE SAID SHE IS VERY TIRED OF WAITING; ADV WILL FOLLOW UP AND ADV TECH SHE IS WAITING; SHE WANTED TO KNOW IF THERE WAS AN ADJ	10/11/2016 11:51 AM	LAKE JOSEPHINE
1191288	J 9.0 Water Quality	OPsmyers 10/11/2016: MICHAEL BRANNEN CALLED ABOUT THE FOUL SMELL OF HIS ORDER ADV ID PUT A S/O IN	10/11/2016 08:29 AM	LAKE JOSEPHINE
1190934	J 9.0 Water Quality	OPsmyers 10/11/2016: CINDY BANKS CALLED ABOUT FOUL ODOR IN WATER SHE DOES HAVE A OPEN ORDER BUT SHE STATES A TECH DID COME BY PUT IN ANOTHER S/O	10/11/2016 07:41 AM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPmjohanson 10/10/2016: MARY CALLED. WATER STILL SMELLS FOUL. REQUESTS TECH TO COME OUT. SCHEDULED S.O. FOR 10/11/2016	10/10/2016 06:44 PM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	ophwhaley 10/06/2016: MARY CALLED TO SAY FOR THREE OR FOUR DAYS THE WATER WAS GREAT,BUT THE SMELL HAS CAME BACK,I TOLD VICKI WHO ALERTED THE TECH IN THE AREA	10/06/2016 09:20 AM	LAKE JOSEPHINE
1189641	J 9.0 Water Quality	OPsmyers 10/03/2016: WATER IS STILL SMELLY ADV WILL SEE IF TECH CAN RETURN	10/03/2016 08:43 AM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPsmyers 09/30/2016: JOHN REED CALLED ABOUT SMELLY WATER BUT A S/O HAS BEEN ISSUED AND A TECH WILL GO OUT TODAY	09/30/2016 07:50 AM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPaatchison 09/29/2016: JOHN REED CALLED STATING THAT THE SMELLY WATER HAD RETURNED TO THE HOUSE. HE STATED THAT DUSTIN WAS AT THE PROPERTY AND TOLD JOHN TO HAVE US PAGE HIM IF THE SMELL CAME BACK. AD	09/29/2016 05:10 PM	LAKE JOSEPHINE
1190890	J 9.0 Water Quality	ophwhaley 09/26/2016: RET CALL TO DANNY AGAIN,HE HAS BEEN CALLING ALL WEEKEND TO REPORT SMELLY WATER.SO TO SEND SOMEONE OUT TO CHECK,PH#863-655-4193; OPking 09/29/2016: returned message to danny. he	09/29/2016 04:17 PM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPhwhaley 09/28/2016: CALLED MARY TO LET HER KNOW THAT I ACCIDENTLY TOLD HER SHE HAD A BWN WHEN IT WASNT HER STREET,THAT WOULD EXPLAIN WHY THE NOTICE WASNT RCD,SHE SAID SHE CALLED THE EPA,AND THEY ARE	09/28/2016 09:49 AM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPhwhaley 09/28/2016: MARY REED CALLED AGAIN TODAY UPSET WANTING TO FILE A COMPLAINT AGAINST A REP HERE, I TRSF HER TO VICKI	09/28/2016 09:17 AM	LAKE JOSEPHINE
1191860	J 9.0 Water Quality	ophwhaley 09/27/2016: MARY CALLED TO SEE IF ANYONE HAD A CHANCE TO ADDRESS THE SMELLY WATER,I ADV THAT THEY ARE FLUSHING LINES IN THE AREA AND THAT THERE IS A BWN IN PLACE	09/27/2016 02:48 PM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	ophwhaley 09/27/2016: JOHN REED CALLED AGAIN BECAUSE THEY HAVE NOT HEARD ANYTHING AND THE SMELL HAS NOT IMPROVED,THEY ARE VERY UPSET WITH WHY THIS KEEPS HAPPENING. I CALLED THEM BACK WHEN I HEARD THER	09/27/2016 01:42 PM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	ophwhaley 09/27/2016: MARY REED CALLED AGAIN HER WATER IS VERY SMELLY,I ADV THAT WE DID DISPATCH THE TECH TO ADDRESS THE ISSUE,SHE WANTS A CALL FROM THE TECH TO LET HER KNOW WHAT IS GOING ON 863-658-2	09/27/2016 08:47 AM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPmjohanson 09/26/2016: CUSTOMER CALLED DUE TO THE FOUL ODOR OF THE WATER. SAYS IT SMELLS LIKE SEWER. CREATED S.O. FOR METER INSPECTION	09/26/2016 06:20 PM	LAKE JOSEPHINE
1189641	J 9.0 Water Quality	OPaatchison 09/26/2016: NEIL CALLED STATING HE HAS SMELLY WATER. ADV WILL GET A TECH TO TAKE CARE OF THINGS. IT WILL BE TUES BEFORE THE TECH WILL BE TO THE PROPERTY. PH# 863-381-2806.	09/26/2016 06:03 PM	LAKE JOSEPHINE
1190890	J 9.0 Water Quality	ophwhaley 09/26/2016: RET CALL TO DANNY,LMOM	09/26/2016 09:11 AM	LAKE JOSEPHINE
1190934	J 9.0 Water Quality	ophwhaley 09/23/2016: CINDY BANKS CALLED TO REORT A FOULD ODOR FROM THE WATER,ADV WILL SEND A TECH OUT 863-655-2076	09/23/2016 09:14 AM	LAKE JOSEPHINE
54799413	J 9.0 Water Quality	OPking 09/09/2016: BRITNEY CALLED REGARDING THE CHLORINE SMELL IN THE WATER. SHE STATED THAT IT DOESN'T HAPPEN CONSISTANTLY. ADV. HER TO MAKE SURE THE WATER HEATER WAS SET @ 120-125 DEGREES AND ADV.	09/09/2016 06:15 PM	LAKE JOSEPHINE
1191451	J 9.0 Water Quality	OPsmyers 09/02/2016: AL CALLED DUE TO NO WATER; WE HAVE LEAK AT PLANT	09/02/2016 08:49 AM	LAKE JOSEPHINE
1190929	J 9.0 Water Quality	OPjvandelanotte 08/16/2016: JOHNNY WINKLER CALLED RE: SMELLY & PURPLISH/GREY WATER; JOHNNY STATED HAS BEEN LIKE THIS OFF AND ON FOR PAST WEEK; ADV WILL HAVE TECH OUT; CREATED SERVICE ORDER.	08/16/2016 10:06 AM	LAKE JOSEPHINE

1191467	J 9.0 Water Quality	OPmjohanson 08/09/2016: RENE CALLED TO SEE IF BOIL WATER WAS LIFTED. ALSO SAYS HER NOTICE WAS PUT INTO HER MAILBOX. NOT ON THE DOOR.	08/09/2016 02:19 PM	LAKE JOSEPHINE
1191018	J 9.0 Water Quality	OPjvandelanotte 08/02/2016: JANE MERRITT CALLED RE: SMELLY WATER AND COLOR IS YELLOW; JANE STATED HAS FLUSHED LINES MANY TIMES IT IS NOT WORKING; ADV WILL HAVE TECH COME OUT TO CHECK; CREATED SERVICE	08/02/2016 07:22 AM	LAKE JOSEPHINE
1190929	J 9.0 Water Quality	OPjvandelanotte 07/20/2016: JOHNNY WINKLER CALLED RE: SMELLY & PURPLISH/GREY COLOR OF WATER; ADV WILL HAVE TECH COME OUT TO CHECK; CUSTOMER WOULD LIKE A CALL TO 954-881-0665 TO BRING DOGS IN & TO DISC	07/20/2016 07:35 AM	LAKE JOSEPHINE
1190929	J 9.0 Water Quality	OPjvandelanotte 07/11/2016: JOHNNY WINKLER CALLED RE: SMELLY WATER; ADV BOIL WATER NOTICE IN EFFECT SINCE 7/5/16; ADV TO FLUSH LINES; ADV POSSIBLY TO DRAIN WATER HEATER ALSO COULD BE A SOLUTION.	07/11/2016 07:33 AM	LAKE JOSEPHINE
54795637	J 9.0 Water Quality	OPvknight 06/21/2016: SHERRY CALLED RE BROWN WATER; WANTED TO KNOW WHEN TECH WOULD BE OUT; ADV TECH HAS BEEN DISPATCHED AND THAT WHEN PLANT WAS TURNED BACK ON AFTER FIXING THE TANK LAST WEEK, BROWN WA	06/21/2016 02:41 PM	LAKE JOSEPHINE
1190893	J 9.0 Water Quality	OPhwhaley 06/21/2016: RET CALL TO SUSAN TO CHECK ON THE WATER QUALITY,SHE JUST GOT HOME BUT WILL CALL US TOMMORROW IF WATER IS STILL BROWN,	06/21/2016 01:58 PM	LAKE JOSEPHINE
1190915	J 9.0 Water Quality	OPhwhaley 06/21/2016: RET CALL TO VICKI TO CHECK ON WATER AS THE TECH HAS BEEN FLUSHING THE BROWN OUT OF THE LINES AT THE PLANT AND WATER IS CLEAR,SHE SAID THERE IS NO IMPROVEMENT,I WILL STILL SEND SO	06/21/2016 01:57 PM	LAKE JOSEPHINE
54797013	J 9.0 Water Quality	OPhwhaley 06/21/2016: VICKI(DAUGHTER) CALLED TO REPORT THE BROWN WATER IS GETTING MUCH WORSE,ADV I WILL SEND A TECH OUT CREATED SO VICKI'S PH#863-253-1039	06/21/2016 11:48 AM	LAKE JOSEPHINE
1190915	J 9.0 Water Quality	OPhwhaley 06/21/2016: RET CALL TO VICKI ANDERSON,VERY UPSET ABOUT THE WATER QUALITY,FOR HERS AND HER FATHERS HOME,ADV I WILL SEND SOMEONE OUT CREATED SO	06/21/2016 11:45 AM	LAKE JOSEPHINE
1190893	J 9.0 Water Quality	OPhwhaley 06/21/2016: SUSAN WATERS CALLED AGAIN HER WATER IS GETTING WORSE AND BROWN,THE LAUNDRY IS COMING OUT STAINED AND RUINED CREATED A SO,AND ASKED FOR CUST TO BE CALLED AHEAD 863-214-8079	06/21/2016 11:22 AM	LAKE JOSEPHINE
1191018	J 9.0 Water Quality	OPhwhaley 06/21/2016: JANE CALLED BACK AGAIN,VERY UPSET ABOUT THE WATER,I ADV HER THE SUPERVISOR WILL CONTACT HER TODAY,SHE ABRUPTLY ENDED THE CALL.	06/21/2016 08:51 AM	LAKE JOSEPHINE
54797731	J 9.0 Water Quality	OPaatchison 06/20/2016: MAXIMILIANO CALLED STATING HER WATER IS STILL BROWN AND ICKY. ADV HER TO FLUSH THE LINES FROM THE OUTSIDE SPIGOT. CUSTOMER STATED THEY WILL TRY THAT AND CALL BACK IF THIS DOES	06/20/2016 02:44 PM	LAKE JOSEPHINE
1190865	J 9.0 Water Quality	OPhwhaley 06/20/2016: GARY BURNETT CALLED TO ASK ABOUT WATER QUALITY, WHY ITS BROWN, I ADV THEY HAVE BEEN FLUSHING THE LINES AND THAT MINERAL DEPOSITS CAUSE THE BROWN. HE MENTIONED THERE IS A GUY IN T	06/20/2016 09:44 AM	LAKE JOSEPHINE
1191018	J 9.0 Water Quality	OPjvandelanotte 06/20/2016: RETURNED CALL TO JANE MERRITT 863-655-0397 RE: WATER SMELLS LIKE SULFUR; JANE STATED SULFUR SMELL IN WATER; ADV & EXPLAINED THE EMAIL/PARAGRAPH SENT TO ME ON 6/14/16 THAT A	06/20/2016 08:18 AM	LAKE JOSEPHINE
54796180	J 9.0 Water Quality	OPhwhaley 06/17/2016: KAITLYN CALLED, ADV PER VICKIS NOTES THAT WE WILL GIVE HER A 1000T GAL ONE TIME CREDIT,SHE ASKED IF IT IS OK TO FILL THE POOL NOW,I ASKED HER TO WATCH IT AND MAKE SURE ITS COMING	06/17/2016 03:41 PM	LAKE JOSEPHINE
1190893	J 9.0 Water Quality	OPhwhaley 06/17/2016: RET CALL TO SUSAN,HER WHITES HAVE BEEN RUINED FROM THE BROWN WATER,LET VICKI KNOW WHO IS EMAILING THE TECH PH#863-214-8079	06/17/2016 11:38 AM	LAKE JOSEPHINE
1191021	J 9.0 Water Quality	OPjvandelanotte 06/16/2016: RETURNED CALL TO CATHERINE ERNHART 941-928-6336 RE: BROWN & SMELLY WATER; I DID A SUMMATION FROM THE ATTACHED EMAIL I RECEIVED AND DIRECTED HER TO THE WEBSITE IF SHE WANTED	06/16/2016 12:27 PM	LAKE JOSEPHINE
54799035	J 9.0 Water Quality	OPvknight 06/14/2016: HEATHER CALLED RE BROWN WATER; ADV FLUSHING AND CLEANING GROUND WATER TANK AT PLANT TODAY AND EXPECT WATER TO BE CLEAR BY EOD; SHE ASKED IF SAFE TO DRINK; ADV PER TECH, WATER CHL	06/14/2016 08:57 AM	LAKE JOSEPHINE
1190936	J 9.0 Water Quality	OPrking 06/13/2016: MRS. MCLAIN CALLED REGARDING THE BROWNISH WATER. ADV. HER OF REPAIR IN AREA, ADV. HER TO FLUSH HER LINES FROM OUTSIDE SPIGOT AND TO CALL BACK IF THIS ISSUE DOESNT RESOLVE.	06/13/2016 04:21 PM	LAKE JOSEPHINE
54798225	J 9.0 Water Quality	OPhwhaley 06/13/2016: JUSTIN FULLER CALLED ABOUT THE BROWN WATER,I EXPLAINED ABOUT THE REPAIR AND HE WAS SATISFIED WITH RESPONSE	06/13/2016 04:11 PM	LAKE JOSEPHINE
1189767	J 9.0 Water Quality	OPhwhaley 06/13/2016: JOHN ROSER CALLED HE WAS VERY UPSET ABOUT THE WATER BEING BROWN,HE SAID THERE ARE ALOT OF PEOPLE IN HIS AREA THAT ARE GETTING SICK FROM THE WATER,I DID THE BEST TO TRY TO EXPLAIN	06/13/2016 02:08 PM	LAKE JOSEPHINE
54795637	J 9.0 Water Quality	OPhwhaley 06/13/2016: SHERRY STONE CALLED SHE IS VERY UPSET THAT THE WATER IS BROWN,SHE WANTED TO KNOW THE EXACT LOCATION OF THE TECHS BECAUSE SHE SAYS SHE DRIVES RIGHT BY THE PLANT AND SEES NO ONE IN	06/13/2016 01:53 PM	LAKE JOSEPHINE
54797038	J 9.0 Water Quality	OPaatchison 06/13/2016: RETURNED CALL TO CATHERINE. SHE STATED SHE IS HAVING BROWN WATER ISSUES. ADV THEY FIXED THE ISSUE AND WILL BE FLUSHING THE LINES TODAY TO GET OUT THE BROWN WATER. ADV THE BROWN	06/13/2016 01:44 PM	LAKE JOSEPHINE
1189912	J 9.0 Water Quality	OPvknight 06/13/2016: CALLED AND SPOKE TO JENNIFER; ADV HAVE DISPATCHED TECH RE BROWN WATER AND ADV PUMP AT PLANT WAS REPAIRED AND ARE FLUSHING SYSTEM TODAY, MAY EXPERIENCE LOW PRESSURE BUT WATER SHOU	06/13/2016 01:10 PM	LAKE JOSEPHINE

1189912	J 9.0 Water Quality	OPaatchison 06/13/2016: JRNNIFER PERDIAN CALLED ABOUT THE BROWN WATER. ADV HER THAT THEY ARE GOING TO BE FLUSHING LINES AND ITS JUST MINERALS IN THE WATER CAUSING THE DISCOLORATION. JENNIFER STATED SH	06/13/2016 11:36 AM	LAKE JOSEPHINE
1190194	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: RETURNED CALL TO DAWN MCCUE 561-756-7223 RE: BROWN WATER; LMOM DETAILING & ADVISING THAT WATER IS DRINKABLE IT IS CHLORINATED; FLUSHING TODAY AND TOMORROW TO CLEAR OUT BROW	06/13/2016 11:32 AM	LAKE JOSEPHINE
54798956	J 9.0 Water Quality	OPhwhaley 06/13/2016: KATIE MEHLING CALLED ABOUT BROWN WATER,SHE WAS VERY UPSET AND WANTS TO FILE A FORMAL COMPLAINT,WANTED ME TO GIVE HER THE LOCAL NUMBER AND ADDRESS, I ADV HER I WOULD PASS HER INFO	06/13/2016 11:14 AM	LAKE JOSEPHINE
1190376	J 9.0 Water Quality	OPhwhaley 06/13/2016: DOUGLAS CALLED ASKING IF WE HAVE GOTTEN CALLS ABOUT THE BROWN WATER,ADV HIM WE ARE WORKING ON IT	06/13/2016 10:30 AM	LAKE JOSEPHINE
54796733	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: PAULA SMITH CALLED RE: BROWN WATER; ADV WATER IS DRINKABLE IT IS CHLORINATED; FLUSHING TODAY AND TOMORROW TO CLEAR OUT BROWN WATER SO WILL EXPERIENCE LOW WATER PRESSURE; AD	06/13/2016 10:16 AM	LAKE JOSEPHINE
1190888	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: BARBARA GEBHARDT CALLED RE: BROWN WATER; ADV WATER IS DRINKABLE IT IS CHLORINATED; FLUSHING TODAY AND TOMORROW TO CLEAR OUT BROWN WATER SO WILL EXPERIENCE LOW WATER PRESSUR	06/13/2016 10:08 AM	LAKE JOSEPHINE
1191380	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: BARBARA SETHMAN CALLED RE: BROWN WATER; ADV WATER IS DRINKABLE; ADV FLUSHING LINES TO FLUSH OUT BROWN WATER; ADV WILL HAVE LOW WATER PRESSURE NEXT COUPLE DAYS; ADV CAN CALL	06/13/2016 09:59 AM	LAKE JOSEPHINE
1191042	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: BARBARA SELSKY CALLED RE: BROWN WATER; ADV WATER IS SAFE TO DRINK; FLUSHING HAPPENING TODAY & TOMORROW TO FLUSH BROWN WATER FROM THE SYSTEM; ADV TO CALL BACK WEDS OR THURS	06/13/2016 09:46 AM	LAKE JOSEPHINE
1189946	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: JOHN TAVANO CALLED RE: WATER; JOHN STATED IT IS BLACK WITH SAND GRANULES COMING FROM FAUCET; ADV TECH IS OUT WORKING ON IT; VER PH #.	06/13/2016 09:03 AM	LAKE JOSEPHINE
1190992	J 9.0 Water Quality	OPhwhaley 06/13/2016: RET CALL TO JEFF FAULKNER,HE IS VERY DISTRAUGHT OVER THE WATER BEING BROWN,HE SAID IT TASTES AND SMELLS VERY BAD,I ADV HIM PER THE EMAIL WE ARE WORKING ON THE ISSUE AND IT IS SAF	06/13/2016 09:02 AM	LAKE JOSEPHINE
1191175	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: THOMAS MIKULEC CALLED IN RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED A TECH AND THEY ARE LOOKING AT IT TODAY.	06/13/2016 08:44 AM	LAKE JOSEPHINE
54797731	J 9.0 Water Quality	OPvknight 06/13/2016: MAXIMILIANO CALLED TO REPORT BROWN WATER SINCE FRIDAY; ADV HAVE SPOKEN TO TECH AND THEY ARE WORKING ON GETTING IT CLEARED UP TODAY.	06/13/2016 08:37 AM	LAKE JOSEPHINE
1189720	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: JOYCE SABOL CALLED RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED TECH AND LOOKING INTO ISSUE.	06/13/2016 08:35 AM	LAKE JOSEPHINE
1190945	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: GLEN PETERSON CALLED RE: BROWN WATER; ADV SUPERVISOR HAS DISPATCHED TECH TO FIND OUT THE ISSUE; VER PH #.	06/13/2016 08:33 AM	LAKE JOSEPHINE
54795637	J 9.0 Water Quality	OPvknight 06/13/2016: SHERRY CALLED AND IS UPSET THAT SHE HAS NOT SEEN A TECH AND STILL HAS BROWN WATER; ADV THERE WAS AN ORDER ISSUED TO THE TECH TO FLUSH LINE ON 6/9 AND WILL FOLLOW UP TO MAKE SURE	06/13/2016 08:30 AM	LAKE JOSEPHINE
1190885	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: RETURNED CALL TO MRS. BILL GOAD 863-655-4871 RE: BROWN WATER; ADV SUPERVISOR HAS CONTACTED TECH AND THEY ARE TAKEN CARE OF IT TODAY.	06/13/2016 07:49 AM	LAKE JOSEPHINE
1189802	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: DAVID BLISS CALLED RE: BROWN WATER; ADV SUPERVISOR HAS NOTIFIED TECH AND THEY ARE LOOKING AT IT TODAY; VER PH #.	06/13/2016 07:43 AM	LAKE JOSEPHINE
1191001	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: RETURNED CALL TO JIMMY WHITAKER 863-655-2393 SPOKE WITH HIS WIFE; SHE STATED WATER LOOKS BETTER SINCE SATURDAY WHEN JIMMY LEFT THE ORIGINAL MESSAGE; ADV TECH COMING OUT TOD	06/13/2016 07:26 AM	LAKE JOSEPHINE
1189830	J 9.0 Water Quality	OPjvandelanotte 06/13/2016: SHELLIE CRUZ CALLED RE: BROWN WATER; ADV SUPERVISOR HAS EMAILED TECH AND THEY ARE FINDING A SOLUTION; VER PH #.	06/13/2016 07:22 AM	LAKE JOSEPHINE
1191003	J 9.0 Water Quality	OPvknight 06/13/2016: JANET CALLED TO REPORT "MUDDY" WATER, STARTED OVER WEEKEND; ADV WILL SEND TECH TO FLUSH LINES.	06/13/2016 07:18 AM	LAKE JOSEPHINE
1195201	J 9.0 Water Quality	OPrking 06/10/2016: RETURNED JEFF BRONSING. HE IS CONCERNED ABOUT THE BROWN WATER, THIS STARTED ON 6/9/16, AND STATED THAT IF HE DIDNT GET RESOLUTION/ANSWERS REGARDING THIS ISSUE, HE WILL CONTACT THE	06/10/2016 08:33 PM	LAKE JOSEPHINE
54795637	J 9.0 Water Quality	OPimjohnson 06/10/2016: SHERRY CALED. HER WATER SMELLS LIKE SEWER AND IS BROWN. SHE HAS BEEN CALLING THE PAST COUPLE OF DAYS AND HAS NOT SEEN A TECH. ADV I WILL GET A TECH OUT TONIGHT TO ADDRESS HER	06/10/2016 08:32 PM	LAKE JOSEPHINE
54795637	J 9.0 Water Quality	OPaatchison 06/10/2016: SHERRY STONE CALLED COMPLAINING AGAIN TODAY ABOUT BROWN SMELLY WATER. SHERRY STATED THIS IS HER 3RD CALL TO THE PROPERTY TODAY AND ONE AFTER 10PM 6/9/16. ADV THE TECH HAS BEEN	06/10/2016 03:02 PM	LAKE JOSEPHINE
1195201	J 9.0 Water Quality	OPjvandelanotte 06/10/2016: RETURNED CALL TO JEFF BRONSING 305-522-0335 RE: BROWN WATER & METER UNDER WATER; ADV WILL HAVE TECH COME OUT TO CHECK METER; ADV JEFF THAT CHLORINE BURN STARTED ON 5/16/16	06/10/2016 09:31 AM	LAKE JOSEPHINE
1195201	J 9.0 Water Quality	OPhwhaley 06/09/2016: JEFF BRONSING CALLED AGAIN ABOUT HAVING BROWN WATER,HE SAYS IT HAS IMPROVED BUT STILL HAS A BROWN HINT TO IT,HE DID LEAVE THE HOUSE FOR A LITTLE BIT SO HE ISNT SURE IF TECH MADE	06/09/2016 04:09 PM	LAKE JOSEPHINE

1190940	J 9.0 Water Quality	OPaatchison 06/09/2016: JOHN TAVANO CALLED STATING HE HAS BLACK WATER. ADV I WILL GET A TECH OUT TO SEE WHAT IS GOING ON AS SOON AS POSSIBLE. VER PH# 954-614-3222.	06/09/2016 01:20 PM	LAKE JOSEPHINE
1195201	J 9.0 Water Quality	OPWhaley 06/09/2016: JEFF BRONSING CALLED, HE HAS BROWN WATER ALL THRU THE HOUSE, ADV WE WILL SEND A TECH TO CHECK IT OUT	06/09/2016 11:17 AM	LAKE JOSEPHINE
54797834	J 9.0 Water Quality	OPWhaley 06/08/2016: JIM CALLED, HE IS VERY ABUSIVE VERBALLY, CALLED ME A SERIES OF DIRTY NAMES, HE SAID I BETTER GET A TECH OUT THERE RIGHT NOW HE IS WAITING IN THE STREET. I GAVE HIM THE AFT HOURS	06/08/2016 05:22 PM	LAKE JOSEPHINE
54797834	J 9.0 Water Quality	OPRking 06/08/2016: CALLER STATED A NAME THAT WAS NOT ON AN ACCOUNT. THERE IS NO ACTIVE ACCOUNT ON THIS PROPERTY. CALLER WOULD NOT GIVE HIS NAME, AND PROCEEDED TO GIVE THIS CSR HIS NEIGHBOR'S ACCOUNT.	06/08/2016 05:19 PM	LAKE JOSEPHINE
54797834	J 9.0 Water Quality	OPRking 06/08/2016: JIM, CALLED TO ASK ABOUT BROWN WATER. THERE IS NO ACTIVE ACCOUNT AT THIS ADDRESS WITH THAT NAME. ADV. HIM THERE ARE NO SERVICES CONNECTED FOR THIS ACCOUNT/PROPERTY. JIM TRIED TO GIV	06/08/2016 05:11 PM	LAKE JOSEPHINE
1190936	J 9.0 Water Quality	OPWhaley 06/07/2016: MRS MCCLAIN CALLED TO REPORT BLACK WATER WITH DIRT AND SOOT IN IT, HAVE NOT HEARD OF ANY PROBLEMS IN AREA SO WILL COMPLETE SO FOR TECH TO CHECK PH#863-381-8073	06/07/2016 09:37 AM	LAKE JOSEPHINE
1189785	J 9.0 Water Quality	OPvandelanotte 06/06/2016: MAXINE BOSTON CALLED & ASK ABOUT HER SMELLY WATER; ADV IN HER AREA STARTING ON 5/16/16 A CHLORINE BURN HAS STARTED AND ADV TO LET US KNOW IF IT GET WORSE OR BETTER; MAXINE	06/06/2016 01:42 PM	LAKE JOSEPHINE
1189907	J 9.0 Water Quality	OPmjohanson 06/01/2016: SHARVIA CALLED DUE TO FOUL ODOR OF THE WATER. ADV THEY ARE DOING A CHLORINE BJURN IN HER AREA.	06/01/2016 04:57 PM	LAKE JOSEPHINE
1189869	J 9.0 Water Quality	OPmjohanson 05/19/2016: MARIE WANTS ME TO NOTE HER ACCOUNT THAT SHE IS VERY DISSATISFIED WITH USW. PRICES ARE TOO HIGH FOR UNDRINKABLE WATER. SHE BUYS BOTTLED WATER AND GUESTS BRING THEIR OWN BOTTLED	05/19/2016 03:50 PM	LAKE JOSEPHINE
1190892	J 9.0 Water Quality	OPvandelanotte 05/18/2016: BOB LE FILES CALLED RE: STINKY WATER; BOB STATED SMELL IS ALL GONE; BOB RECEIVED LETTER RE: CHLORINE BURN & IT SEEMS TO BE WORKING.	05/18/2016 09:31 AM	LAKE JOSEPHINE
1190805	J 9.0 Water Quality	OPvandelanotte 05/16/2016: RETURNED CALL TO JOELL BARTFIELD 863-446-2688 RE: SMELLY & BLACK WATER; LMCOM.	05/16/2016 10:57 AM	LAKE JOSEPHINE
1190290	J 9.0 Water Quality	OPWhaley 05/13/2016: MARY REED CALLED, SAID THE WATER IS CRYSTAL CLEAR BUT THEY DONT LIKE THE TASTE OF IT, ADV THEY ARE DOING THEIR ANNUAL CHECKS AND SHE SHOULD SEE IMPROVEMENT, SHE WILL CALL IF SHE HAS	05/13/2016 12:05 PM	LAKE JOSEPHINE
1190927	J 9.0 Water Quality	OPvandelanotte 05/12/2016: RETURNED CALL TO SANDRA HUGHES 863-414-1102 RE: SMELLY & BROWN WATER; ADV CHLORINE BJURN IS STARTING MONDAY TO FIX THE PROBLEM & LETTER IS BEING MAILED OUT; ADV IN THE MEANT	05/12/2016 10:57 AM	LAKE JOSEPHINE
1190825	J 9.0 Water Quality	OPWhaley 05/11/2016: RET CALL TO BOB MOODY, HE WAS VERY CONCERNED ABOUT THE POOR WATER QUALITY IN THE AREA, ADV OF THE CHEMICAL BURN AND THAT WE ARE ON TOP OF TRYING TO RESOLVE THIS ISSUE, HE WAS SATIS	05/11/2016 12:09 PM	LAKE JOSEPHINE
1190940	J 9.0 Water Quality	OPWhaley 05/11/2016: JOHN TAVANO CALLED BACK THE TECH WAS OUT AND TOLD THEM TO CALL HIM BACK IF THE PROBLEM CAME BACK, THEY FLUSHED LINES IN THE HOME AND WATER HEATER AND WHILE THE SMELL HAS IMPROVED	05/11/2016 08:49 AM	LAKE JOSEPHINE
1191175	J 9.0 Water Quality	OPWhaley 05/10/2016: THOMAS CALLED ABOUT THE SMELLY WATER, ADV THEY ARE WORKING ON THE LINES, HE SAID IF IT IS STILL NOT FIXED HE WILL KEEP CALLING BACK	05/10/2016 11:12 AM	LAKE JOSEPHINE
1190955	J 9.0 Water Quality	OPWhaley 04/29/2016: RET CALL TO SANDRA, SHE IS REPORTING VERY LOW PRESSURE AND SMELLY WATER, SAYS THIS IS GOING ON WITH ALL HER NEIGHBORS AS WELL AS PEOPLE ON THE NEXT STREET, HER PH#863-655-1156, CREAT	05/09/2016 02:40 PM	LAKE JOSEPHINE
1190892	J 9.0 Water Quality	OPvknight 05/09/2016: ROBERT CALLED TO REPORT SMELLY WATER; JUST PURCHASED NEW WATER HEATER AND DOES NOT THINK THAT IS THE CAUSE; HAS SPOKEN TO NEIGHBORS AND SAYS THEY HAVE CONTACTED THE EPA RE SLOW R	05/09/2016 02:37 PM	LAKE JOSEPHINE
1190805	J 9.0 Water Quality	OPWhaley 05/09/2016: JOELL BARTFIELD CALLED CONCERNED ABOUT THE SMELLY WATER, ASDV THEY ARE FLUSHING LINES IN THE AREA AND WORKING ON THEM AND SHE SHOULD SEE AN IMPROVEMENT	05/09/2016 12:22 PM	LAKE JOSEPHINE
1190839	J 9.0 Water Quality	OPvknight 05/09/2016: returned call to Linda re no water/water smelly and black; imom to adv flushing lines in area and pressure will return to normal.	05/09/2016 11:27 AM	LAKE JOSEPHINE
1190897	J 9.0 Water Quality	OPvknight 05/09/2016: RETURNED VM LEFT AT 9:18 AM- BEFORE CUSTOMER CALLED BACK AND SPOKE TO REP. NO NAME, ACCT NUMBER OR ADDRESS ON VM SO DID NOT KNOW CUSTOMER ALREADY TALKED TO SOMEONE. SHE SAID THE	05/09/2016 11:18 AM	LAKE JOSEPHINE
1190897	J 9.0 Water Quality	OPWhaley 05/09/2016: MRS BROOMHILL CALLED, TO REPORT LOSS OF PRESSURE, AND VERY SMELLY WATER, CREATED SO TO HAVE TECH CHECK THE ISSUE	05/09/2016 10:17 AM	LAKE JOSEPHINE
1191037	J 9.0 Water Quality	OPWhaley 05/09/2016: JEANNE COMBS CALLED TO REPORT SMELLY AND CLOUDY WATER, SHE HAS TRIED FLUSHING HOWEVER IT HAS NOT IMPROVED	05/09/2016 09:11 AM	LAKE JOSEPHINE
1190927	J 9.0 Water Quality	OPvknight 05/09/2016: SANDRA CALLED TO ASK WHAT IS WRONG WITH THE WATER SYSTEM, SHE SAID THAT HER WATER HAS A STRONG ODOR AND IS STAINING HER TOILETS. ADV WILL SEND TECH	05/09/2016 08:12 AM	LAKE JOSEPHINE
1190170	J 9.0 Water Quality	OPvandelanotte 05/09/2016: LELIA SAMPSON CALLED IN RE: GREY & SMELLY WATER, LELIA STATED SHE FLUSHED LINES; ADV WILL HAVE TECH COME OUT; VER PH #.	05/09/2016 07:34 AM	LAKE JOSEPHINE
1190890	J 9.0 Water Quality	OPWhaley 05/06/2016: RET CALL TO DANNY W FIELDS SR CALLED AGAIN, HIS WATER IS GETTING WORSE, HE TRIED FLUSHING LINES AND IT DIDNT HELP	05/06/2016 02:31 PM	LAKE JOSEPHINE
		ADV I WILL HAVE A TECH SENT OUT ON MONDAY TO CHECK IT		

1190940	J 9.0 Water Quality	OPjvandelanotte 05/05/2016: JOHN TAVANO CALLED RE: BLACK & SMELLY WATER; ADV THAT TECH WILL COME TO CHECK OUT; TECH WAS OUT ON 5/2/16 ALSO. VER PH #.	05/05/2016 07:57 AM	LAKE JOSEPHINE
1191402	J 9.0 Water Quality	OPhwhaley 05/04/2016: DIANA MAISONET CALLED REGARDING NOW HAVING VERY LOW PRESSURE,ADV THAT THE TECH WAS SENT OUT AND IS LOOKING INTO IT,SHE WILL LET US KNOW IF THERE IS NO IMPROVEMENT	05/04/2016 11:52 AM	LAKE JOSEPHINE
1191402	J 9.0 Water Quality	OPrking 05/02/2016: DIANA CALLED EARLIER REGARDING SULFUR SMELLING WATER AND WAS ADV. A TECH WOULD BE NOTIFIED AND SENT 5/3. SHE WANTED TO LET US KNOW THAT SHE WOULDN'T BE HOME TOMORROW. ADV. HER THAT	05/02/2016 04:03 PM	LAKE JOSEPHINE
1191402	J 9.0 Water Quality	OPvknight 05/02/2016: DIANA CALLED RE ODOR IN WATER; SAID THE WHOLE NEIGHBORHOOD IS EXPERIENCING THE SAME; ADV WILL SEND TECH IN THE MORNING TO CHECK IT OUT.	05/02/2016 03:16 PM	LAKE JOSEPHINE
1190890	J 9.0 Water Quality	OPjvandelanotte 05/02/2016: DANNY FIELDS CALLED IN RE: SMELLY FOUL WATER; ADV FLUSH OUT LINES FOR 5-10 MINUTES; DANNY STATED HE HAS DONE THIS; SMELLY WATER OFF AND ON ALL THE TIME; ADV CAN HAVE TECH C	05/02/2016 11:44 AM	LAKE JOSEPHINE
1190940	J 9.0 Water Quality	OPvknight 05/02/2016: JOHN CALLED TO REPORT THAT THE WATER IS BLACK AND UNDRINKABLE; ADV WILL SEND TECH OUT TODAY.	05/02/2016 10:19 AM	LAKE JOSEPHINE
1190824	J 9.0 Water Quality	OPmjohnson 04/29/2016: TOM CALLED TO REPORT THAT THE WATER WAS STILL SMELLY. ADV SUPERVISOR WHO ADVISED TECH	04/29/2016 01:25 PM	LAKE JOSEPHINE
1190940	J 9.0 Water Quality	OPhwhaley 04/28/2016: JOHN TAVANO CALLED CONCERNING BLACK WATER,I ADV THEY ARE FLUSHIG THE LINES IN HIS AREA AND IT SHOULD CLEAR UP	04/28/2016 11:44 AM	LAKE JOSEPHINE
1190824	J 9.0 Water Quality	OPjvandelanotte 04/27/2016: THOMAS EATON CALLED RE: APRIL 21ST LINE BREAK DID NOT RECEIVE BOIL WATER NOTICE; THOMAS SAID WATER IS SMELLY AND WHITE; STATED HE RAN SPIGOT AND FAUCETS FOR 5-10 MINUTES; A	04/27/2016 10:33 AM	LAKE JOSEPHINE
1189770	J 9.0 Water Quality	OPhwhaley 04/26/2016: JUDY JOHNSON CALLED TO SAY SHE IS STILL HAVING SMELLY WATER LIKE SULFUR,ADV WILL SEND SOMEONE OUT	04/26/2016 10:58 AM	LAKE JOSEPHINE
54796259	J 9.0 Water Quality	OPatchison 04/25/2016: KAREN OLSEN CALLED STATING THAT HER WATER IS STILL CLOUDY AND SMELLY. SHE STATES SHE HAS FLUSHED THE LINES AT THE PROPERTY AND WANTS 'DUSTIN' TO COME CHECK OUT THE PROPERTY. DU	04/25/2016 02:45 PM	LAKE JOSEPHINE
1190897	J 9.0 Water Quality	OPrking 04/20/2016: SONDR A BROOMHALL CALLED REGARDING WATER. SHE SAYS IT SMELLS LIKE ROTTEN EGGS. ADV. HER TO PLEASE FLUSH HER LINES FOR 10 MINUTES FROM OUTSIDE SPIGOT. SHE WAS CONCERNED THAT WOULD IM	04/20/2016 02:30 PM	LAKE JOSEPHINE
1191203	J 9.0 Water Quality	OPrking 04/18/2016: RETURNED MESSAGE TO PAT. SHE WANTED TO REPORT LOW WATER PRESSURE TODAY, BUT SAID IT HAS RESOLVED. ADV. HER TO CALL BACK IF SHE HAS ISSUE WITH THAT AGAIN. SHE INQUIRED ALSO ABOUT TH	04/18/2016 05:35 PM	LAKE JOSEPHINE
1190803	J 9.0 Water Quality	OPhwhaley 04/18/2016: BARBARA MC ADAM CALLED BECAUSE WATER SMELLS LIKE ROTTEN EGGS,AND THE GROUND BY METER STINKS TOO THIS IS A ESCUALTED CALL,CUSTOMER SAID SHE HAS LEFT MSG FOR RON THE UTILITY MGR,AN	04/18/2016 03:46 PM	LAKE JOSEPHINE
1189527	J 9.0 Water Quality	OPvknight 04/11/2016: MILTON CALLED TO SAY THAT THE TECH DID CLEAR UP MOST OF THE PROBLEM WITH HIS WATER WHEN HE FLUSHED THE HOT WATER HEATER, BUT THE WATER IS STILL GRAY AND SMELLS. ADV WILL SEND TEC	04/11/2016 10:03 AM	LAKE JOSEPHINE
1190976	J 9.0 Water Quality	OPjvandelanotte 04/06/2016: STEVEN HINESLEY CALLED BACK STATED HE DRAINED WATER HEATER AND CHANGED A FILTER AND STATED WATER IS MUCH CLEARER.	04/06/2016 11:46 AM	LAKE JOSEPHINE
1190976	J 9.0 Water Quality	OPjvandelanotte 04/06/2016: FOLLOW UP CALL TO STEVEN HINESLEY 863-655-2379 RE: STINKY & BROWN WATER; LMOM.	04/06/2016 11:21 AM	LAKE JOSEPHINE
1190976	J 9.0 Water Quality	OPjvandelanotte 04/04/2016: CALLED STEVEN HINESLEY RE: STINKY & BROWN WATER; LMOM ADVISING HIM THAT TECH IS WORKING ON IT AND WILL FOLLOW UP WITH HIM LATER IN THE WEEK.	04/04/2016 08:58 AM	LAKE JOSEPHINE
1189769	J 9.0 Water Quality	OPvknight 04/04/2016: RETURNED CALL TO JOAN LEFT ON 4/1/16 RE WATER QUALITY; SAID WATER SMELLS AGAIN AND LOOKS DIRTY; ADV TECH NOTED ON 3/8 THAT CUSTOMER NOT HOME VERY OFTEN AND IS THE LIKELY CULPRIT S	04/04/2016 08:25 AM	LAKE JOSEPHINE
1189527	J 9.0 Water Quality	OPvknight 04/04/2016: RETURNED CALL TO MILTON LEFT ON 4/2/16; HE SAID THAT HE HAS AN ODOR TO THE WATER AND WHAT APPEARS TO BE DIRT IN THE TOILET AFTER FLUSHING; HE DOES NOT AGREE THAT IT COULD BE WATE	04/04/2016 08:23 AM	LAKE JOSEPHINE
1190993	J 9.0 Water Quality	OPhwhaley 04/01/2016: RET CALL TO IDA JEAN,ADV HER TO RUN THE OUTSIDE SPICKET,AND THEN SEE IF THE SMELL GOES AWAY,PASSED INFO TO TEAM LEAD TO CALL TECHS AND SEE IF THEY CAN PLS GO BACK OUT THERE; OPIm	04/01/2016 11:18 AM	LAKE JOSEPHINE
1190993	J 9.0 Water Quality	OPhwhaley 03/31/2016: RET CALL TO JEAN OTTOWAY,SENT MSG TO VICKI WHO IS SENDING TECH OUT FOR THE SMELLY WATER.SHE SAYS IT HAS GOTTEN WORSE,SHE SAID THE TECH ADVISED IT MAYBE THE WATER IN HER HOT WATER	03/31/2016 09:57 AM	LAKE JOSEPHINE
1190976	J 9.0 Water Quality	OPjvandelanotte 03/31/2016: STEVEN HINESLEY CALLED RE: STINKY WATER; STATED THE HOT/COLD WATER IS BROWN & STINKY. ADV WILL TALK WITH SUPERVISOR & FOLLOW UP WITH HIM NEXT WEEK. VER PH #.	03/31/2016 07:45 AM	LAKE JOSEPHINE
1190993	J 9.0 Water Quality	OPhwhaley 03/24/2016: RET CALL TO IDA JEAN;SHE SAID WATER SMELLS LIKE SULFUR;ADV WE WILL SEND SOMEONE OUT;TOLD VICKI WHO WILL LET TECHS KNOW	03/24/2016 08:52 AM	LAKE JOSEPHINE
54796918	J 9.0 Water Quality	OPmjohnson 03/21/2016: SANDRA CALLED TO DISCONNECT WATER/DR ADVISED HER TO MOVE OUT OF HOME AS THE WATER IS MAKING HER SICK AND IT IS UNSAFE TO LIVE THERE. CREATED S.O.: OPvknight 03/22/2016: emailed	03/22/2016 10:14 AM	LAKE JOSEPHINE
1189916	J 9.0 Water Quality	OPbcallender 03/22/2016: RONALD CLEVELAND CALLED TO SAY A TECH CAME OUT AND FLUSHED HIS HOUSE AND THE HOT WATER HEATER AND IT DIDN'T MAKE ANY DIFFERENCE; WATER STILL CONTINUES TO BE BLACK AND SMELLY;	03/22/2016 08:11 AM	LAKE JOSEPHINE



1189770	J 9.0 Water Quality	OPaatchison 03/21/2016: JUDY JOHNSON CALLED TO REPORT THE WATER IS STILL SMELLY AND GRAY. JUDY JOHNSON SAID A TECH HAS BEEN OUT TO THE ADDRESS 1TIME. SHE IS VERY FRUSTRATED. ADV THAT VICKI IS FOLL OWIN	03/21/2016 12:01 PM	LAKE JOSEPHINE
1189857	J 9.0 Water Quality	OPrking 03/17/2016: NORMA GRUNWELL CALLED TO SAY WATER PRESSURE WAS STILL LOW. SHE CALLED EARLIER TODAY PER THE ACCOUNT NOTES, WITH SAME ISSUE.	03/17/2016 05:34 PM	LAKE JOSEPHINE
1189792	J 9.0 Water Quality	OPaatchison 03/17/2016: DIAGO HERNANDEZ CALLED TO REPORT STILL HAVING SMELLY GRAY WATER. DIAGO STATED NO TECH SHOWED UP TO WORK ON THE ISSUE ON 3/15/16. VICKI WILL FOLLOW UP WITH DIAGO.; OPVknright 03/	03/17/2016 01:15 PM	LAKE JOSEPHINE
54798100	J 9.0 Water Quality	OPVknright 03/17/2016: JESSICA CALLED TO REPORT BLACK, SMELLY WATER; SAID SHE HAS TRIED FLUSHING BUT WILL NOT CLEAR AND IS VERY UNHAPPY WITH THE POOR WATER QUALITY; SHE ASKED HOW READS ARE TAKEN AND IS	03/17/2016 10:59 AM	LAKE JOSEPHINE
1189770	J 9.0 Water Quality	OPVknright 03/17/2016: Judy called to report black, smelly water. said tech flushed line and hot water heater on Tuesday but it back to as bad as it was; adv will have tech return to property today and	03/17/2016 07:14 AM	LAKE JOSEPHINE
1189792	J 9.0 Water Quality	OPrking 03/15/2016: EPIFANIO GOMEZ'S SON CALLED ABOUT SMELLY BLACK WATER. ADV. HIM A TECH WAS WORKING ON THE ISSUE STILL. HE SAID OK, AND WANTED TO KNOW WHAT TIME THEY WOULD BE OUT.	03/15/2016 05:10 PM	LAKE JOSEPHINE
1189792	J 9.0 Water Quality	OPHwaleley 03/15/2016: DAUGHTER IN LAW CALLED BECAUSE EPIFANO DOES NOT SPEAK ENGLISH;REPORTED WATER IS ALMOST BLACK AND SMELLS MUCH WORSE THAT IT DID;PH# FOR DIEGO IS 863 655 2178	03/15/2016 11:08 AM	LAKE JOSEPHINE
1190925	J 9.0 Water Quality	OPbcallender 03/15/2016: LAURA BOWEN CALLED TO SAY THAT HER WATER HAD A STRONG CHLORINE SMELL; ADV WE WERE NOT AWARE OF ANY ADDED CHLORINE OR OTHER EVENTS IN THE AREA.	03/15/2016 09:52 AM	LAKE JOSEPHINE
1189792	J 9.0 Water Quality	OPVknright 03/14/2016: VINEY CALLED TO REPORT THAT HER WATER STILL SMELLS; ADV TECH RETURNED NOTE THAT HE WAS THERE FRIDAY AND FLUSHED THE LINE BUT WILL HAVE GO BACK OUT; WILL INCLUDE PH FOR TECH TO CA	03/14/2016 12:12 PM	LAKE JOSEPHINE
1189770	J 9.0 Water Quality	OPVandelanotte 03/14/2016: JUDY CALLED TO SAY SHE HAD SMELLY & BLACK WATER; ADV WILL TALK TO SUPERVISOR & CALL BACK VER PH #; OPVknright 03/14/2016: emailed Ron and he will send tech to home.	03/14/2016 12:12 PM	LAKE JOSEPHINE
1189801	J 9.0 Water Quality	OPImjohnson 03/14/2016: MARC CALLEDWATER QUALITY ISSUES FOR 2 MONTHS. WATER SMELLS LIKE SULPHUR AND IS BLACK. HE IS TAKING HIS WATER TO BE TESTED RIGHT NOW. WANTS SOMETHING RESOLVED AND DOES NOT WA	03/14/2016 12:11 PM	LAKE JOSEPHINE
1189795	J 9.0 Water Quality	OPVandelanotte 03/14/2016: TRACY CARPENTER CALLED RE: STINKY, BLACK WATER; ADV WILL TALK TO SUPERVISOR AND CALL BACK. UPDATE PH #; OPVknright 03/14/2016: emailed Ron, he will send tech to home to flus	03/14/2016 12:08 PM	LAKE JOSEPHINE
1189770	J 9.0 Water Quality	OPbcallender 03/11/2016: JUDY CALLED TO SAY SHE HAD SMELLY WATER; SUGGESTED FLUSHING THE HOUSE LINES BY TURNING ON THE OUTSIDE FAUCET(S) AND LETTER THE WATER RUN FOR 10 MINUTES	03/11/2016 12:19 PM	LAKE JOSEPHINE
1189792	J 9.0 Water Quality	OPImjohnson 03/10/2016: CUSTOMER CALLED TO COMPLAIN OF STRONG SMELL OF SULPHER. CREATED S.O.	03/10/2016 03:33 PM	LAKE JOSEPHINE
1189792	J 9.0 Water Quality	OPrking 03/09/2016: DIEGO CALLED REGARDING CLOUDY, GRAY AND SMELLY WATER SINCE 3/8.. ADV. HIM TO FLUSH HIS LINES BY RUNNING AN OUTSIDE SPIGOT FOR 10 MINUTES. HE SAID HE WOULD DO THAT AND ADV. HIM IF	03/09/2016 03:33 PM	LAKE JOSEPHINE
1189820	J 9.0 Water Quality	OPrking 03/08/2016: ARISTA CALLED REGARDING THE SMELLY WATER, ADV. HER TO FLUSH HER LINES AND HOW TO DO THAT, SHE SAID SHE HAS TRIED THAT IN THE PAST, AND THAT SINCE THE BREAK THE MAIN, THE QUALITY HA	03/08/2016 05:08 PM	LAKE JOSEPHINE
1189916	J 9.0 Water Quality	OPbcallender 03/08/2016: RONALD CALLED TO SAY THAT HIS WATER SMELLS AND TASTES BAD; SAID HE HAD BE VERY PATIENT WITH THIS SITUATION THAT HAD GONE ON FOR WEEKS; ASKED IF IT WAS GOING TO BE FIXED; ADV C	03/08/2016 03:48 PM	LAKE JOSEPHINE
1189778	J 9.0 Water Quality	OPbcallender 03/08/2016: SUSAN CALLED TO SAY SHE HAD SMELLY WATER THAT WAS CAUSING STAINING; ADV TO FLUSH THE HOUSE LINES WHICH SUSAN SAID SHE WOULD DO.	03/08/2016 12:36 PM	LAKE JOSEPHINE
1189820	J 9.0 Water Quality	OPVknright 03/07/2016: RETURNED CALL TO ARISTA RE WATER QUALITY, STINKS AND IS STILL BLACK; LMOM	03/07/2016 03:13 PM	LAKE JOSEPHINE
1189769	J 9.0 Water Quality	OPVandelanotte 03/07/2016: GEORGE CALLED IN SAYS WATER IS MUDDY & STINKS. VERIFIED & UPDATED PH #. PER VICKI - HAND WRITTEN NOTE TO VICKI TO CONTACT TECH.	03/07/2016 07:58 AM	LAKE JOSEPHINE
1189688	J 9.0 Water Quality	OPVknright 03/01/2016: Just got a call from a customer at 1407 Lake Josephine Drive. Said in the last 6 months he has had the best water thanks to you guys. Even his dog drinks it now!!! He said ?Kud	03/01/2016 02:45 PM	LAKE JOSEPHINE
1189851	J 9.0 Water Quality	OPVknright 02/29/2016: RETURNED CALL TO CHARLOTTE; SHE HAS TRIED FLUSHING HER LINE BUT WATER STILL HAS STRONG ODOR; ADV WILL SEND TECH.	02/29/2016 10:16 AM	LAKE JOSEPHINE
1189820	J 9.0 Water Quality	OPDavid 02/23/2016: ARRISTA POTTLE CALLED TO REPORT THE WATER QUALITY; SAID EVER SINCE THE BREAK IT HAS NOT BEEN RECOVERED; SAID THEY HAVE FLUSHED THE LINES AND WORKS TEMPORARILY, BUT IF WATER SETS A	02/23/2016 11:26 AM	LAKE JOSEPHINE
1189820	J 9.0 Water Quality	OPbcallender 02/15/2016: CUSTOMER CALLED TO SAY WATER SMELLED; RECOMMENDED FLUSHING FOR 5-10 MINUTES ON OUTSIDE FAUCET; CUSOTMER WILL CALL BACK IF STILL A PROBLEM.	02/15/2016 01:44 PM	LAKE JOSEPHINE
1189801	J 9.0 Water Quality	OPDavid 02/03/2016: MARC CALLED TO ASK ABOUT WATER QUALITY; SAID NOTICED ABOUT A WEEK AGO THERE WAS LOW PRESSURE AND AFTER THAT PERIOD IT CAME BACK TO NORMAL PRESSURE BUT HAS BEEN BAD WATER EVER SINC	02/03/2016 10:30 AM	LAKE JOSEPHINE
1190479	J 9.0 Water Quality	OPbcallender 02/03/2016: GROVER JOHNSON CALLED SAYING THEIR WATER SMELLED AND HAD A BLACK TINT; ASKED TO BE CALLED BACK WITH UPDATE ABOUT WHEN THIS WILL BE FIXED; PH#863-253-7223.	02/03/2016 10:03 AM	LAKE JOSEPHINE
1190479	J 9.0 Water Quality	OPbcallender 02/01/2016: GROVER JOHNSON CALLED TO SAY THAT THE CONDITION OF THE WATER WAS REALLY BAD; SMELLY AND DARK TINTED; ADV THAT USW IS AWARE OF THE SITUATION AND IS WORKING ON IT; PH#863-253-72	02/01/2016 09:08 AM	LAKE JOSEPHINE
1189780	J 9.0 Water Quality	OPbcallender 01/28/2016: JAMES WELLONS CALLED (AGAIN) TO ASK WHEN SMELLY WATER ISSUE WOULD BE FIXED; CUSTOMER SAID IT WAS SMELLING LIKE A SEWER; ADV WHAT WE KNOW IS THAT IT IS BEING WORKED ON.	01/28/2016 01:30 PM	LAKE JOSEPHINE



1189780	J 9.0 Water Quality	OPmjohanson 01/25/2016: JAMES CALLED/WATER STILL SMELLS LIKE ROTTEN EGGS/WHEN WILL THIS BE FIXED; OPvknight 01/28/2016: repair at plant caused smell; resolved.	01/28/2016 12:07 PM	LAKE JOSEPHINE
1189935	J 9.0 Water Quality	OPmjohanson 01/26/2016: WATER IS STILL SMELLY, UNDRINKABLE. WHEN WILL IT BE FIXED? ADV CUSTOMER THAT WE ARE WORKING ON IT.	01/26/2016 04:49 PM	LAKE JOSEPHINE
54798100	J 9.0 Water Quality	OPbcallender 01/26/2016: J JESSICA GRANT CALLED TO ADV WATER SMELLS; ADV THERE IS A WATER QUALITY ISSUE IN LAKE JOSEPHINE WHICH IS BEING WORKED ON; CUSTOMER ALSO ASKED WHEN SHE WOULD RECEIVE HER FIRST	01/26/2016 02:31 PM	LAKE JOSEPHINE
54795606	J 9.0 Water Quality	OPj david 01/26/2016: KAREN CALLED ABOUT WATER QUALITY, SHE SAID THAT NOTHING HAS CHANGED AND IS STILL UNABLE TO USE THE WATER, SMELL IS EXTREMELY BAD (NAUSEATING) AND IS STILL TAKING SHOWERS AT HER FR	01/26/2016 01:50 PM	LAKE JOSEPHINE
1189819	J 9.0 Water Quality	OPvknight 01/26/2016: WILLIAM CALLED TO REPORT TERRIBLE SMELL AND COLOR TO WATER; ADV WILL DISPATCH TECH TO PLANT; HE QUESTIONED IF THE FILTERS WERE WORKING PROPERLY	01/26/2016 09:12 AM	LAKE JOSEPHINE
1189848	J 9.0 Water Quality	OPj david 01/25/2016: PATSY CALLED ABOUT WATER QUALITY; SAID THE SMELL HAS BECOME ALMOST UNBEARABLE AND IS AWFUL, ADV OF NEW FILTERS AT PLANT, SAID OK BUT WOULD LIKE FOR TECH TO COME CHECK THE WATER, A	01/25/2016 12:31 PM	LAKE JOSEPHINE
1190307	J 9.0 Water Quality	OPbcallender 01/21/2016: RETURNED CALL TO WILLIAM WOODHOUSE REC'D 1/20/16 @8:45PM; CUSTOMER ADV HAS HAD SMELLY WATER FOR 3 DAYS AND WOULD LIKE IT FIXED; ADV WE ARE AWARE OF THE PROBLEM AND IT IS BEING	01/21/2016 08:11 AM	LAKE JOSEPHINE
54795606	J 9.0 Water Quality	OPj david 01/18/2016: KAREN CALLED ABOUT WATER QUALITY, SAID IT IS STILL HORRIBLE, THE SMELL IS SO BAD THAT THEY HAVE TO LEAVE THE BATHROOM DOOR CLOSED AND GO TO A FRIENDS HOUSE TO SHOWER, ALSO HAS TO	01/18/2016 01:23 PM	LAKE JOSEPHINE
1189841	J 9.0 Water Quality	OPj david 01/15/2016: CYNTHIA CALLED ABOUT THE WATER QUALITY; SAID DOES NOT NORMALLY COMPLAIN BUT DOES NOT FEEL THE WATER IS CORRECT; SAID IT SMELLS AWFUL AND HAS THE HER WHOLE HOUSE WITH THIS BAD SMEL	01/15/2016 09:43 AM	LAKE JOSEPHINE
54795606	J 9.0 Water Quality	OPtsheegog 01/13/2016: KAREN CALLED AND SAID HER WATER HAS BEEN BLACK WITH A HORRIBLE SMELL FOR TWO DAYS AND SHE HAS ALREADY TRIED TO FLUSHING SYSTEM AND NOTHING IS WORKING; I ADV THAT I WILL SUBMIT A	01/13/2016 12:30 PM	LAKE JOSEPHINE
1189767	J 9.0 Water Quality	OPj david 01/08/2016: JOHN CALLED TO ASK IF THERE IS A PROBLEM W/ THE WATER QUALITY AND PRESSURE, ADV OF THE NEW FILTERS AND SHOULD BE BACK TO NORMAL OR BETTER WITHIN A WEEK OR SO, SAID OK; PH # 863-21	01/08/2016 12:34 PM	LAKE JOSEPHINE
54822163	J 9.0 Water Quality	OPcjohanson 09/16/2019: KURTS CI. SAYS SMELLY WATER AND ORGANIC MATTER IN WATER. I ADV WOULD SUBMIT SO. ASKED ABOUT WATER QUALITY REPORT. I ADV HE CAN FIND ONLINE. NFAN	09/16/2019 02:35 PM	LEISURE LAKES
54822556	J 9.0 Water Quality	OPjdrost 07/08/2019: MARIA (WIFE) CALLED IN, LM, TO REPORT THAT THE WATER COMING INTO THE WASHING MACHINE DAMAGED HER CLOTHING LAST WEEK AND SHE DOESN'T KNOW WHAT TO DO NEXT. CALLED HER BACK. SHE DOES	07/08/2019 11:51 AM	LEISURE LAKES
1189939	J 9.0 Water Quality	OPweinberger 02/11/2019: MRS. SLOTTEN CALLED ADV SHE HAS BROWN WATER AGAIN: CREATED S/O:NFAN	02/11/2019 02:11 PM	LEISURE LAKES
1191101	J 9.0 Water Quality	OPrstanton 01/16/2019: BARBARA JACKSON CALLED TO ADV THAT HER WATER IS A BLACKISH/BROWNISH COLOR, CREATED S/O	01/16/2019 02:56 PM	LEISURE LAKES
54799890	J 9.0 Water Quality	OPrstanton 01/11/2019: BETTY DOWNER CALLED TO ADV THAT THE COLOR & ODOR OF WATER ARE BAD, CREATED S/O	01/11/2019 09:17 AM	LEISURE LAKES
54799626	J 9.0 Water Quality	OPwinkler 06/27/2018: JACKIE CALLED IN FOR S.O.# THERE WAS NO S.O. CREATED FOR TODAY. TECH ANDREW WAS AT HOME. CREATED S.O. FOR THE SULPHUR SMELL IN THE HOME AND DISPATCHED TO ANDREW	06/27/2018 10:02 AM	LEISURE LAKES
1190402	J 9.0 Water Quality	OPmjohanson 12/05/2017: CAROL CALLED. ALL OF HER WHITE CLOTHES TURNED YELLOW IN TODAY'S WASH. CREATED S.O. FOR METER INSPECTION.	12/05/2017 08:38 AM	LEISURE LAKES
1189468	J 9.0 Water Quality	OPmjohanson 11/22/2017: LAURA CALLED. SHE JUST GOT BACK TO HER HOME IN FLORIDA AND FOUND A NOTICE ON HER DOOR FROM MAY. WANTED TO KNOW IF THE WATER WAS OKAY. ADV IT IS FINE TO DRINK.	11/22/2017 07:27 AM	LEISURE LAKES
1191464	J 9.0 Water Quality	OPweinberger 10/05/2017: JUDY ROGERS CALLED BACK VERY UPSET SAID HER WATER IS STILL BLACK, WANTS SOMEONE OUT THEIR NOW: ADV S/O ON 10/03/17. JUDY SAYS NO ONE HAS BEEN OUT THERE THIS WEEK	10/05/2017 01:57 PM	LEISURE LAKES
1190756	J 9.0 Water Quality	OPwinkler 10/02/2017: BEVERLY CALLED IN TO HAVE TECH OUT DUE TO HER WATER HAVING SMELL AND COMING OUT KITCHEN AND BATHROOM FAUCET BLACK. CREATED S.O.	10/02/2017 10:30 AM	LEISURE LAKES
54798930	J 9.0 Water Quality	OPmjohanson 09/29/2017: CUSTOMER CALLED TO CANCEL REQUEST FOR TECH. WATER DOES NOT SMELL ANYMORE. THERE IS NO SERVICE ORDER ON THIS ACCT. NOR NOTES THAT SHE CALLED??	09/29/2017 12:42 PM	LEISURE LAKES
54798214	J 9.0 Water Quality	OPweinberger 09/28/2017: ELAINE ADELMANN CALLED HAS SMELLY WATER AND IT IS GREYISH COLOR; ADV S/O CREATED FOR TODAY	09/28/2017 02:17 PM	LEISURE LAKES
54799845	J 9.0 Water Quality	OPweinberger 09/28/2017: CORRINE BAUMGARTNER COMPLAINED OF SMELLY WATER SINCE THE STORM; ADV WILL CREATE S/O	09/28/2017 12:34 PM	LEISURE LAKES
54797869	J 9.0 Water Quality	OPmwilliams 09/28/2017: LINDA CARL CALLED TO REPORT THAT THE SMELL IN HER WATER IS BACK AGAIN. AFTER FLUSHING YESTERDAY IT WAS BETTER FOR A FEW HOURS.	09/28/2017 10:50 AM	LEISURE LAKES
54798214	J 9.0 Water Quality	OPmwilliams 09/27/2017: ELAINE ADELMANN CALLED ABOUT A ROTTEN EGG SMELL IN HER WATER. PLS EVALUATE. SHE CAN BE REACHED AT 863.633.0479 SO CREATED	09/27/2017 10:06 AM	LEISURE LAKES
1191464	J 9.0 Water Quality	OPjevasseur 09/26/2017: JUD CALLED IN TO INFORM US OF BLACK WATER COMING FROM FAUCET. ADVISED I WILL GET A TECHNICIAN DISPATCHED TO THE AREA.	09/26/2017 03:33 PM	LEISURE LAKES
1189771	J 9.0 Water Quality	OPmwilliams 09/26/2017: JOHN NARCZEWSKI CALLED TO REPORT BLACK, SULPHURIC WATER. PLS CK AND LET HIM KNOW 815.228.9271; OPmwilliams 09/26/2017: JOHN N CALLED TO CK STATUS; ADV THAT ORDER HAS BEEN DISP	09/26/2017 11:56 AM	LEISURE LAKES

1189903	J 9.0 Water Quality	OPpnnorris 09/26/2017: MRS BLANKENSHIP CALLED TO REPORT YELOW FOUL SMELLING WATER. ADVISED TECH WOULD BE DISPATCHED	09/26/2017 09:14 AM	LEISURE LAKES
54796477	J 9.0 Water Quality	OPweinberger 09/25/2017: CARLA PRIEBER CALLED THAT WATER IS YELLOW AND IT STINKS; ADV TEC H HAS BEEN SENT OVER THERE A VEW BLOCKS DOWN FOR THE SAME REASON	09/25/2017 06:03 PM	LEISURE LAKES
1190403	J 9.0 Water Quality	OPPring 09/25/2017: CUSTOMER CALLED TO REPORT SMELLY WATER. HE DIDN'T LEAVE A NAME OR PHONE NUMBER.; OPPring 09/25/2017: CREATED S/O.	09/25/2017 05:03 PM	LEISURE LAKES
1190412	J 9.0 Water Quality	OPpnnorris 09/25/2017: DOROTHY CALLED REGARDING SMELLY WATER, ADVISED TECH WILL BE DISPATCHED	09/25/2017 03:21 PM	LEISURE LAKES
1191275	J 9.0 Water Quality	OPImjohnson 09/25/2017: LOUIS CALLED TO COMPLAIN OF FOUL SMELLING WATER. SAYS IT IS WORSE FIRST THING IN THE MORNING. ADV I WOULD SCHEDULE A TECH	09/25/2017 01:10 PM	LEISURE LAKES
54798919	J 9.0 Water Quality	OPpnnorris 09/25/2017: GENE CALLED TO REPORT SMELL IN WATER. ADVISED WE WOULD DISPATCH TECHS.	09/25/2017 09:35 AM	LEISURE LAKES
54795309	J 9.0 Water Quality	OPmwilliams 09/25/2017: MRS POLLOK REPORTS THAT HER WATER SMELLS AND HER HOUSE STINKS BECAUSE OF IT, PLS FLUSH; SO CREATED	09/25/2017 07:56 AM	LEISURE LAKES
1189903	J 9.0 Water Quality	OPImjohnson 09/21/2017: FRANK CALLED TO REPORT BLACK, FOUL SMELLING WATER. CREATED S.O.	09/21/2017 03:41 PM	LEISURE LAKES
54796731	J 9.0 Water Quality	OPmwilliams 09/20/2017: DEBRA PLANK CALLED TO REPORT BAD SMELL (SEWER) IN WATER; ADV THAT RECOVERY EFFORTS CONTINUE; ADV TO CALL FLORIDA 211 TO SEE IF ANY WATER SUPPORT IS AVAILABLE TO HER AREA.	09/20/2017 09:58 AM	LEISURE LAKES
54795309	J 9.0 Water Quality	OPmwilliams 09/20/2017: ORLA POLLOCK CALLED TO INQUIRE STATUS OF BWN; ADVISED STILL IN EFFECT.	09/20/2017 07:41 AM	LEISURE LAKES
1190227	J 9.0 Water Quality	OPImjohnson 09/20/2017: EMAILED TECHS TO SEE IF SOMEONE COULD GET OVER TO THIS PROPERTY TODAY. SENT S.O. YESTERDAY AND NO ONE HAS BEEN THERE.	09/20/2017 07:06 AM	LEISURE LAKES
1189766	J 9.0 Water Quality	OPImjohnson 05/19/2017: JUDITH CALLED TO COMPLAIN OF SEWAGE SMELL TO HER WATER. ADV I WOULD NOTIFY TECH AS WE HAVE HAD OTHER CALLS REGARDING THE FOUL SMELL; OPImjohnson 05/26/2017: TECH EMAILED BACK T	05/26/2017 02:21 PM	LEISURE LAKES
54797709	J 9.0 Water Quality	OPdhaynes 05/24/2017: EDWARD CUNNINGHAM CALLED; REPORTED HE HAS NO WATER AT THIS TIME. ADV TECH WILL COME OUT.	05/24/2017 01:14 PM	LEISURE LAKES
1189910	J 9.0 Water Quality	OPPring 05/22/2017: JOAN LEITCH CALLED REGARDING THE WATER. SHE STATED THAT IT'S BEEN BLACK AND STINKY FOR ABOUT A WEEK. CREATED S/O.	05/22/2017 05:14 PM	LEISURE LAKES
54797051	J 9.0 Water Quality	OPmwilliams 05/22/2017: RONNIE HANGLEY CALLED TO REPORT THAT TECH OPENED WATER FAUCET AND WANTED TO LEAVE IT ON ALL NIGHT. SHE IS NOW CONCERNED ABOUT THE AMOUNT OF STANDING AND SPREADING WATER.	05/22/2017 08:26 AM	LEISURE LAKES
1191101	J 9.0 Water Quality	OPmwilliams 05/22/2017: BARBARA JACKSON CALLED TO REPORT BLACK AND SULPHURIC WATER; ADV THAT TECHNICIANS ARE ALREADY DISPATCHED.	05/22/2017 08:10 AM	LEISURE LAKES
1189822	J 9.0 Water Quality	OPImjohnson 05/19/2017: HUGH CALLED. WATER SMELLS LIKE SULFUR; CREATED S.O.	05/19/2017 10:19 AM	LEISURE LAKES
54798214	J 9.0 Water Quality	OPdhaynes 05/18/2017: ELAINE ADELMANN CALLED; GOT A LETTER WITH BILL, ADV HER NOT TO DRINK THE WATER. ADV HER THAT THE WATER IS FINE TO DRINK.	05/18/2017 02:30 PM	LEISURE LAKES
1190641	J 9.0 Water Quality	ophwhaley 03/29/2017: MS SAUNDERS CALLED QUITE UPSET OF HAVING BROWN WATER AGAIN,HER HUSBAND IS VERY SICK AND RECEIVES IN HOME CARE,SO TO FLUSH LINES CREATED PH#863-465-7011	03/29/2017 03:40 PM	LEISURE LAKES
54799741	J 9.0 Water Quality	ophwhaley 03/24/2017: GEORGE STEIGELMAN CALLED TO REPORT BROWN WATER,I ADV HIM NOT TO USE BLEACH AND HE COULD TRY RUNNING THE WATER OUTSIDE TO TRY AND FLUSH	03/24/2017 08:53 AM	LEISURE LAKES
1190601	J 9.0 Water Quality	ophwhaley 03/21/2017: BRIAN GOLNICK(OWNER) CALLED HE IS THE SON OF REBA SHE HAS PASSED,HE HAS A TENANT NAMED DARRELL,I ADV THAT I WILL LOOK INTO THIS BECAUSE A TECH WAS SCHEDULED YESTERDAY TO CHECK ON	03/21/2017 01:53 PM	LEISURE LAKES
54796731	J 9.0 Water Quality	OPPring 03/20/2017: DEBORAH PLANK CALLED BECAUSE THE WATER SMELLS, SHE STATED IT USUALLY HAS AN ODOR, LIKE SULFUR BUT TODAY IT SMELLS LIKE BLEACH. CREATED S/O.	03/20/2017 05:30 PM	LEISURE LAKES
1189277	J 9.0 Water Quality	ophwhaley 03/20/2017: MICHAEL CALLED THEY HAVE BROWN WATER,THEY HAVE RUINED LAUNDRY,WILL EMAIL VICKI TO REQUEST TECH TO FLUSH LINES AND BRING CUSTOMER SOME IRON OUT.; ophwhaley 03/20/2017: ph#678) 617	03/20/2017 03:50 PM	LEISURE LAKES
1190409	J 9.0 Water Quality	OPjvandelanotte 09/13/2016: RETURNED CALL TO MARIA SHEEHAN 863-465-2327 RE: SMELLY & BROWN WATER, VERY UPSET TALKED ABOUT BETTER BUSINESS BUREAU AND CLASS ACTION SUIT IN RE: TO HAVING HORRIBLE WATER A	09/13/2016 09:01 AM	LEISURE LAKES
1190403	J 9.0 Water Quality	OPAatchison 06/02/2016: RANDY CALLED TO REPORT SMELLY WATER. ADV THEY ARE WORKING ON THIS ISSUE AND SHOULD BE FIXED BY THE END OF TODAY. VER PH# 863-699-5717	06/02/2016 01:00 PM	LEISURE LAKES
1191056	J 9.0 Water Quality	OPAatchison 06/01/2016: DIANE CALLED STATING SHE HAS SMELLY WATER FOR A COUPLE DAYS. DIANE STATES SHE HAD TALKED WITH A NEIGHBOR AND THEY ARE EXPERIENCING THE SAME ISSUE. ADV I WILL HAVE A TECH DISPAT	06/01/2016 01:15 PM	LEISURE LAKES
1190538	J 9.0 Water Quality	OPIdrost 05/23/2019: NESTER CALLED IN - WATER HAS BEEN SPATTERING/LOW-HIGH FLOW AND SMELL OF IODINE AND WATER NOT CLEAR FOR THE LAST 4 DAYS. FILLED OUT S/O TO HAVE SOMEONE CHECK. NFNAN	05/23/2019 09:36 AM	SEBRING LAKES
1190354	J 9.0 Water Quality	OPIdrost 04/22/2019: Kayla called in - are filling their pool and noticed water is yellow. When tech came out to fix this problem last time (6/18) tech said that should not be happening. Filled out	04/22/2019 08:00 AM	SEBRING LAKES
1190463	J 9.0 Water Quality	OPrstanton 01/07/2019: DONNA CALLED STATED GREEN WATER AGAIN, ADV WILL CREATE S/O, SHE STARTED YELLING SAYING THATS NOT GOING TO DO ANY GOOD, I ASKED WHAT IS IT SHE WOULD LIKE FOR ME TO DO & SHE HUNG	01/07/2019 11:42 AM	SEBRING LAKES
1190463	J 9.0 Water Quality	OPmrodgers 12/11/2018: DONNA CALLED STATED GREEN WATER S/O	12/11/2018 08:34 AM	SEBRING LAKES
1191387	J 9.0 Water Quality	OPImjohnson 09/20/2018: BARBARA CALLED. WATER SMELLS LIKE SEWAGE. CREATED S.O. FOR METER INSPECTION. ADVISED CUSTOMER THEY ARE FLUSHING DUE TO SEVERAL LIKE CALLS. NFNAN	09/20/2018 03:42 PM	SEBRING LAKES
1190496	J 9.0 Water Quality	OPvvrinkler 09/18/2018: PATRICIA CALLED IN TO REPORT BROWN WATER. CREATED S.O.	09/18/2018 02:33 PM	SEBRING LAKES
1190354	J 9.0 Water Quality	OPmrodgers 06/25/2018: WASHED WHITE COMFORTER TURNED BROWN WATER ALSO SMELLS LIKE SULFUR.	06/25/2018 10:23 AM	SEBRING LAKES

54820969	J 9.0 Water Quality	OPvwinkler 05/14/2018: CLYDE CALLED IN ABOUT REALLY STRONG CHLORINE SMELL. CREATED AND DISPATCHED S.O.	05/14/2018 10:27 AM	SEBRING LAKES
1190487	J 9.0 Water Quality	OPmrodgers 04/11/2018: MYRA CALLED SMELL COLOR ODOR OF WATER LEAD/COPPER	04/11/2018 11:42 AM	SEBRING LAKES
1190531	J 9.0 Water Quality	OPlmjohnson 01/29/2018: PAT CALLED TO HAVE A BOTTLE OF IRON OUT DROPPED OUT. EMAILED TECH	01/29/2018 09:55 AM	SEBRING LAKES
1190483	J 9.0 Water Quality	OPmwilliams 12/06/2017: MELISSA HANCOCK CALLED RE: BROWN WATER; PLS EVALUATE AND SUPPLY IRON OUT.	12/06/2017 12:39 PM	SEBRING LAKES
1190519	J 9.0 Water Quality	OPdhaynes 06/01/2017: BARBARA GREENE CALLED; COMPLAINED ABOUT ONLY THE TOILET WATER BEING BLACK; ADV HER TO BUY IRON OUT TO FIX THAT PROBLEM.	06/01/2017 02:13 PM	SEBRING LAKES
54799990	J 9.0 Water Quality	OPrking 05/25/2017: ANDREA EBERSOLE CALLED TO REPORT BLACK WATER. ADV. HER I WOULD SEND A TECH OUT TOMORROW.	05/25/2017 05:37 PM	SEBRING LAKES
54796865	J 9.0 Water Quality	OPmwilliams 05/22/2017: BARBARA BUSS CALLED TO REPORT DISCOLORED AND SMELLY WATER; CREATED SO.	05/22/2017 08:32 AM	SEBRING LAKES
1190531	J 9.0 Water Quality	OPlmjohnson 05/19/2017: PAT CALLED. SHE STILL HAS NOT RECEIVED THE IRON OUT. CALLED TECH. HE WILL SEND A TECH OVER THERE.	05/19/2017 01:14 PM	SEBRING LAKES
1191383	J 9.0 Water Quality	OPrking 05/18/2017: THELMA NORRIS CALLED BECAUSE SHE STATED THAT HER WATER IS DISCOLORED, GRAYISH AND HAS BEEN FOR A WEEK. ADV. HER TO FLUSH HER LINES BY RUNNING AN OUTDOOR FAUCET FOR ABOUT 10 MINU	05/18/2017 03:12 PM	SEBRING LAKES
1190531	J 9.0 Water Quality	OPvknight 05/17/2017: PAT CALLED BECAUSE THEY WASHED THE OUTSIDE OF THEIR HOUSE AND NOW IT'S BROWN; SHE HAD TO THROW OUT PILLOW CASES AND SOME OF HER HUSBANDS CLOTHING BECAUSE IT'S BROWN; SHE REQUESTE	05/17/2017 08:24 AM	SEBRING LAKES
1190463	J 9.0 Water Quality	OPvknight 05/15/2017: DONNA CALLED TO REPORT BROWN WATER; ADV WILL GET IN TOUCH WITH TECH AND REPORT IT.	05/15/2017 10:19 AM	SEBRING LAKES
54796865	J 9.0 Water Quality	OPmaliens 05/10/2017: BARBARA CALLED DUE TO CLOUDY WATER COMING OUT OF THE KITCHEN SINK, L AND RUSTY WATER COMING OUT OF HER SHOWER. SHE SAID IT HAS BEEN HAPPENING FOR A FEW DAYS NOW. THE RUSTY WATER	05/10/2017 11:07 AM	SEBRING LAKES
1190458	J 9.0 Water Quality	OPmwilliams 05/04/2017: MRS BILL LEE CALLED TO SEE WHY THEIR IS SIGNAGE WARNING NOT TO USE BLEACH -- EXPLAINED THAT WATER IS BEING TREATED FOR IRON. SHE WILL LIKELY CALL FOR STATUS TOMORROW.	05/04/2017 02:52 PM	SEBRING LAKES
54798044	J 9.0 Water Quality	OPdhaynes 05/01/2017: RETURNED CALL TO MORGAN; COMPLAINED WATER IN KITCHEN IS BROWN. CREATED S/O.	05/01/2017 06:13 PM	SEBRING LAKES
1189716	J 9.0 Water Quality	OPvknight 04/17/2017: ROBERT CALLED TO REPORT BROWN, CLOUDY WATER; HE SAID THE INSIDE OF HIS DISHWASHER TURNED BROWN AFTER THE LAST LOAD; ADV WILL SEND TECH OUT TODAY.; OPmwilliams 04/20/2017: TECH CA	04/28/2017 11:54 AM	SEBRING LAKES
1190466	J 9.0 Water Quality	OPvknight 04/25/2017: KATHLEEN CALLED TO REPORT THAT HER WATER IS BROWN AND HER POOL HAS TURNED GREEN; ADV WILL FOLLOW UP WITH TECH FOR ORDER DISPATCHED ON 4/19	04/25/2017 06:44 PM	SEBRING LAKES
1190482	J 9.0 Water Quality	OPsmyers 10/26/2016: RETURNED DYLAN PELLA CALL ABOUT YELLOW WATER ADV WE ARE WORKING ON THAT THE TECHS ARE AWARE; OPmwilliams 04/20/2017: CHRISTINE CALLED WITH COMPLAINTS OF BROWN WATER AGAIN. SHE MI	04/20/2017 07:40 AM	SEBRING LAKES
1190466	J 9.0 Water Quality	OPmwilliams 04/19/2017: RET'D MSG TO KATHLEEN ALVIANO RE: WATER QUALITY. LMOM ADVISING THAT TECH WILL BE OUT TODAY.	04/19/2017 07:24 AM	SEBRING LAKES
1191387	J 9.0 Water Quality	OPvknight 11/30/2016: BARBARA CALLED TO REPORT BROWN WATER AND SAID SHE WILL CALL EVERY DAY UNTIL IT'S CLEARED UP; ADV WILL SEND TECH OUT TODAY.	11/30/2016 08:10 AM	SEBRING LAKES
1190531	J 9.0 Water Quality	OPvknight 11/23/2016: ROY CALLED TO REGISTER HIS COMPLAINT FOR BEING CHARGED FULL PRICE FOR BROWN WATER THAT STAINED HIS CLOTHES, APPLIANCES, SINKS, TOILETS AND THE OUTSIDE OF HIS HOME.	11/23/2016 08:10 AM	SEBRING LAKES
1191462	J 9.0 Water Quality	OPvknight 11/22/2016: JACOB CALLED AND SPOKE TO A REP AND BEGAN CONVERSATION BY SAYING WE "AREN'T TAKING ME SERIOUSLY" AND ASKING FOR A SUPERVISOR; CALL WAS TRANSFERRED TO ME AND HE SAID THAT A TECH	11/22/2016 12:21 PM	SEBRING LAKES
1190538	J 9.0 Water Quality	OPvknight 11/22/2016: NESTER CALLED TO FOR BALANCE AND ASKED FOR IRON OUT; ADV WILL SEND TECH OUT TOMORROW.	11/22/2016 10:47 AM	SEBRING LAKES
1190519	J 9.0 Water Quality	OPvknight 11/21/2016: RETURNED CALL TO BARBARA; SHE SAID HER TOILET AND DISHWASHER ARE STAINED BROWN; LAST TIME TECH GAVE HER IRON OUT AND IT WORKED SO SHE WOULD LIKE MORE; ADV WILL HAVE TECH DROP OFF	11/21/2016 10:34 AM	SEBRING LAKES
1190496	J 9.0 Water Quality	OPlmjohnson 11/18/2016: PATRICIA CALLED. NOBODY HAS RESPONDED TO HER BROWN WATER COMPLAINT. EMAILED TECH TO GO TO HER PROPERTY.	11/18/2016 01:09 PM	SEBRING LAKES
1191387	J 9.0 Water Quality	OPlmjohnson 11/15/2016: BARBARA CALLED AGAIN TO COMPLAIN OF THE ROTTEN EGG ODOR AND BROWN WATER. ADV THERE IS A WATER TREATMENT CHANGE GOING ON NOW AND A NEW PUMP WILL BE INSTALLED SOON. SHE THANKED	11/15/2016 12:13 PM	SEBRING LAKES
1190466	J 9.0 Water Quality	OPlmjohnson 11/14/2016: KATHY CALLED WITH BROWN WATER COMPLAINT. RETURNED CALL; NO ANSWER; LMOM THAT I WOULD SCHEDULE A TECH TO COME OUT.	11/14/2016 11:44 AM	SEBRING LAKES
1190496	J 9.0 Water Quality	OPhwhaley 11/08/2016: PATRICIA CALLED, SHE HAS BROWN WATER AGAIN, SHE WANTS TO KNOW WHAT WE PLAN TO DO ABOUT THIS? I ADV I WILL SEND OUT A TECH TO CHECK OUT THE WATER, PLEASE GO AFTER 1PM SO THAT SHE CAN	11/08/2016 03:40 PM	SEBRING LAKES
1189474	J 9.0 Water Quality	OPaatchison 11/08/2016: LAURA CALLED TO STATE SHE IS HAVING STINKY BROWN WATER. ADV WILL SEND OUT A TECH TO PROPERTY. PH# 863-202-5008. SHE HAS FLUSHED HER LINES. SHE STATES ALL THE NEIGHBORS ARE ALL	11/08/2016 02:09 PM	SEBRING LAKES
1191387	J 9.0 Water Quality	OPaatchison 11/08/2016: BARBARA CALLED TO STATE HER WATER SMELLS LIKE ROTTEN EGGS AGAIN AND IT RUINING HER CLOSE. SHE ALSO STATED IT RUINED HER OSMOSIS SYSTEM SHE IS VERY UPSET ABOUT THAT. PLEASE SEND	11/08/2016 01:18 PM	SEBRING LAKES

54799642	J 9.0 Water Quality	ophwhaley 11/07/2016: MICHELE CALLED TO REPORT SMELLY BROWN WATER, SAID SHE USED BLEACH TO CLEAN TOILETS, I ADV THAT THE IRON IN THE WATER MIXED WITH BLEACH WILL MAKE IT WORSE, I ADV I WILL REQUEST A TEC	11/07/2016 01:10 PM	SEBRING LAKES
1189725	J 9.0 Water Quality	OPvknight 11/07/2016: ELAINE CALLED RE WATER QUALITY; SHE SAID THAT SHE DID NOT USE BLEACH AND HAS USED IRON OUT, BUT LAUNDRY IS STILL BROWN; ADV WILL SEND TECH TODAY; UPDATED NAME ON ACCT AS ITALO DI	11/07/2016 09:35 AM	SEBRING LAKES
1190368	J 9.0 Water Quality	OPaatchison 11/04/2016: CAROLYN CALLED STATING SHE HAS BROWN SMELLY WATER. SMELLS LIKE ROTTEN EGGS. STARTED TODAY. FILLED OUT S/O TO SEND TECH TO PROPERTY. PH# 863-214-4249.	11/04/2016 01:38 PM	SEBRING LAKES
1190527	J 9.0 Water Quality	OPmjohnson 11/03/2016: BETTY CALLED TO REPORT BROWN WATER. SHE DID A LOAD OF CLOTHES THAT TURNED BROWN. HER WATER IS CLEAR NOW.	11/03/2016 01:33 PM	SEBRING LAKES
54799437	J 9.0 Water Quality	OPaatchison 10/31/2016: KIMBERLY CALLED STATING SHE HAS BROWN WATER. SHE HAS RAN THE HOSE OUTSIDE. SHE ALSO STATES THAT SHE HAS NOTICE WATER GUSHING OUT OF A PVC PIPE SINCE FRIDAY MORNING. ADV WILL SE	10/31/2016 11:50 AM	SEBRING LAKES
54799523	J 9.0 Water Quality	ophwhaley 10/26/2016: VICTORIA CALLED ABOUT SMELLY WATER, ADV THEY HAVE BEEN DOING WORK TO IMPROVE THE WATER AND LINE FLUSHING, I ADV THAT SHE LET THE WATER RUN TO FLUSH OUT THE WATER, I ADV HER DUE DATE	10/26/2016 11:40 AM	SEBRING LAKES
1190137	J 9.0 Water Quality	OPmjohnson 10/25/2016: BARBARA CALLED AGAIN ABOUT BROWN WATER. WHEN WILL IT BE CORRECTED?	10/25/2016 12:38 PM	SEBRING LAKES
1189256	J 9.0 Water Quality	Opsmyers 10/25/2016: RETURNED CALL TO ANGIE LAROSA ABOUT WATER QUALITY BEING YELLOW AND STINKS; CREATED S/O	10/25/2016 09:01 AM	SEBRING LAKES
1189474	J 9.0 Water Quality	ophwhaley 10/24/2016: LAURA CALLED, VERY UPSET ABOUT STILL HAVING BROWN WATER, SHE STATES SHE CALLED THE EMERGENCY NUMBER ON SATURDAY AND WAS TOLD SOMEONE WOULD COME OUT, THAT NEVER HAPPENED, NOR DID ANYO	10/24/2016 04:48 PM	SEBRING LAKES
1190354	J 9.0 Water Quality	ophwhaley 10/24/2016: KAYLA CALLED TO REPORT BROWN WATER, I ADV THAT WE HAVE RCD SOME CALLS AND HAVE GOTTEN WORK TO THE TECHS WHO ARE AWARE AND SHOULD BE TAKING CARE OF ISSUE	10/24/2016 10:26 AM	SEBRING LAKES
1190137	J 9.0 Water Quality	ophwhaley 10/24/2016: BARBARA FONG CALLED TO REPORT DARK BROWN WATER, SHE SAID HER NEIGHBORS TOLD HER THEIRS IS BLACK. I ADV I WOULD PASS HER CONCERN ALONG AS IM SURE THEY ARE IN THE AREA WORKING ON TH	10/24/2016 10:01 AM	SEBRING LAKES
54796865	J 9.0 Water Quality	OPmjohnson 10/21/2016: CUSTOMER CALLED TO COMPLAIN HIS WATER WAS STILL YELLOW. HE RAN WATER FOR 15 MINUTES AND IT IS STILL YELLOW. ADV WOULD SEND SOMEONE OUT MONDAY, BUT HE INSISTED HE WANTS TO HAVE	10/21/2016 05:34 PM	SEBRING LAKES
54796865	J 9.0 Water Quality	ophwhaley 10/21/2016: RAOL CALLED TO REPORT YELLOW WATER, I ADV THAT WORK IS BEING DONE IN AREA TO IMPROVE THIS, AND IF IT DOESNT IMPROVE TO CALL US BACK	10/21/2016 02:05 PM	SEBRING LAKES
1191446	J 9.0 Water Quality	ophwhaley 10/21/2016: RET CALL TO SANDRA STONE THE WATER IS RUSTY COLORED AND STAINING THE TOILETS AND SINKS, CUST WANTED TO KNOW WHAT DO DO TO REMOVE THE STAINS BECAUSE WHAT SHE WAS USING DIDNT WORK, A	10/21/2016 12:27 PM	SEBRING LAKES
1190508	J 9.0 Water Quality	ophwhaley 09/30/2016: MELISSA CALLED TO SAY THE WATER WAS STILL SMELLY, I ADV WE HAD DISPATCHED A TECH, I EMAILED VICKI TO FOLLOW UP WITH TECH SINCE THERE HAS BEEN NO IMPROVEMENT IN WATER; OPmjohnson 1	10/13/2016 06:13 PM	SEBRING LAKES
54796915	J 9.0 Water Quality	OPmjohnson 10/13/2016: LUCKY CALLED AGAIN ABOUT HIS BROWN WATER. SAID NO TECH HAS COME OUT TO TALK TO HIM. IF SOMEONE DOESN'T COME TODAY, HE IS CALLING THE HEALTH DEPARTMENT. ADV SUPERVISOR AND SHE	10/13/2016 11:46 AM	SEBRING LAKES
1190513	J 9.0 Water Quality	OPsmyers 10/10/2016: MS JOHNSON CALLED AGAIN ABOUT FOUL WATER ADV WE DO HAVE A S/O TO LOOK AT IT	10/10/2016 12:57 PM	SEBRING LAKES
1190531	J 9.0 Water Quality	OPvknight 10/10/2016: PATTY CALLED AND IS UPSET ABOUT THE WATER QUALITY; SHE SAID THE WATER IS BROWN AND UNDRINKABLE; IF BOILED CAUSES A CRUST ON TOP; SHE HAS THROWN AWAY LAUNDRY BECAUSE IT IS BROWN A	10/10/2016 09:45 AM	SEBRING LAKES
1190459	J 9.0 Water Quality	OPsmyers 10/07/2016: DICK CAMPBELL CALLED TO SEE IF TECH WENT OUT TO CHECK FOR SMELLY WATER, ADV I WILL SEE IF THAT HAS BEEN DONE, SENT EMAIL TO SUP SINCE IT SHOWS DISPATCH NO NOTES ON WHAT HAPPENED	10/07/2016 10:06 AM	SEBRING LAKES
1190538	J 9.0 Water Quality	OPmjohnson 10/06/2016: NESTER CALLED BECAUSE HIS WATER IS STILL BROWN. ADV TO HAVE HIS DAUGHTER GO OUT AND FLUSH THE LINES. HE IS ALSO CONCERNED THAT THERE IS AN EXPOSED PIPE ON THE SIDE OF HIS DRIVE	10/06/2016 01:09 PM	SEBRING LAKES
1190035	J 9.0 Water Quality	OPaatchison 10/05/2016: CANDELARIA CALLED STATING SHE HAS BROWN WATER AND ITS STAINING EVERYTHING. CLOTHES THE SINKS AND BATHTUB. SHE WANTS TO KNOW WHAT SHE CAN USE TO CLEAN UP THE STAIN. ADV WILL SEN	10/05/2016 03:21 PM	SEBRING LAKES
54796915	J 9.0 Water Quality	OPsmyers 09/22/2016: LINDA WELLS CALLED UPSET THE TECH HAS NOT GONE OUT YET ADV WILL TAKE TO SUPERVISOR ABOUT THIS AND ADD TO CALL BEFORE COMING	09/22/2016 08:34 AM	SEBRING LAKES
1189725	J 9.0 Water Quality	ophwhaley 09/20/2016: ITALO PANOZZO CALLED SHE IS VERY UPSET AND HAS BEEN WAITING FOR A TECH TO COME OUT TO SEE HER RUINED LAUNDRY AND RUINED WHITE SINK, SHE SAYS SHE IS CALLING THE EPA, AND FLORIDA HEA	09/20/2016 01:12 PM	SEBRING LAKES
54796915	J 9.0 Water Quality	OPaatchison 09/19/2016: LINDA WELLS CALLED STATING SHE HAS HAD BROWN WATER FOR ABOUT 3 WEEKS NOW, ASKED IF SHE HAD CALLED THIS IN? SHE ADV SHE HAD NOT CALLED US BECAUSE SHE THOUGHT IT WOULD GET BETTER	09/19/2016 02:35 PM	SEBRING LAKES
54797801	J 9.0 Water Quality	OPvknight 09/19/2016: returned call to William; he reports brown water that stained his clothes and inside of washer and would like to talk to someone about it. Adv will have tech go out today and ask	09/19/2016 09:39 AM	SEBRING LAKES

1189725	J 9.0 Water Quality	OPaatchison 09/15/2016: ITALO PANOZZO CALLED STATING SHE IS STILL HAVING BROWN WATER AND HAS NOT SEEN A TECH AT THE PROPERTY. ADV THAT THE TECHS ARE IN THE AREA AND WILL STOP BY AS SOON AS THEY POSSIB	09/15/2016 01:58 PM	SEBRING LAKES
1191462	J 9.0 Water Quality	OPrking 09/13/2016: JACOB MCCLELLAND CALLED REGARDING HIS WATER BILL & THE WATER QUALITY, HE WANTED IT NOTED IN HIS ACCOUNT, "YALL'S WATER SUCKS AND IT'S EXPENSIVE." STARTED TO ADV. HIM HE COULD FLUS	09/13/2016 04:27 PM	SEBRING LAKES
1190459	J 9.0 Water Quality	ophwhaley 09/13/2016: RET CALL TO SHARON CAMPBELL,C/O SMELLY WATER FOR ABOUT A WEEK AND HAS GOTTEN WORSE,SO TO SEND OUT TECH TO CHECK PH#863-655-2627	09/13/2016 11:10 AM	SEBRING LAKES
1190035	J 9.0 Water Quality	OPhwhaley 09/12/2016: CANDELARIA GALVAN CALLED HER QUESTION "WHY ARE YOU CHARGING US ALMOST \$200 FOR WATER THAT IS BROWN AND STINKY"? I ADV THAT THEY COULD FLUSH LINES,SHE PROCEEDED TO KEEP COMPLAININ	09/12/2016 03:13 PM	SEBRING LAKES
1190508	J 9.0 Water Quality	OPvandelanotte 09/12/2016: RETURNED CALL TO MELISSA REGO 863-873-3267 RE: BROWN WATER; MELISSA STATED SHE CALLED THE EMERGENCY LINE ON SATURDAY RECEIVED NO HELP; ADV WILL HAVE TECH COME OUT; MELISSA	09/12/2016 10:00 AM	SEBRING LAKES
1189725	J 9.0 Water Quality	OPsmyers 09/12/2016: ITALO PANOZZO CALLED STATING WATER WAS RUSTY LOOKING AND RUINED HIS CLOTHES IN WASHER WANTS TECH TO COME OUT AND INSPECT WATER EXPLAIN TO FLUSH OUT LINES, STILL WANTS TECH; ADV I	09/12/2016 09:58 AM	SEBRING LAKES
1189719	J 9.0 Water Quality	OPjvandelanotte 08/22/2016: MISSY FOTHERINGHAM CALLED RE: SMELLY WATER; ADV WILL LET SUPERVISOR KNOW TO CONTACT TECH; VERBALLY TOLD VICKI ABOUT ISSUE	08/22/2016 07:38 AM	SEBRING LAKES
1190487	J 9.0 Water Quality	OPaatchison 08/17/2016: MYRA CALLED AGAIN ABOUT THE BROWN SMELLY WATER. ADV THE TECH HAS BEEN NOTIFIED AND WILL BE AT THE PROPERTY AS SOON AS POSSIBLE. PH# 863-212-2735.	08/17/2016 11:57 AM	SEBRING LAKES
1190487	J 9.0 Water Quality	ophwhaley 08/15/2016: MR GARZA CALLED,A TECH WAS OUT LAST WEEK TO ADDRESS THE SMELLY BLACK WATER,THE WATER HAS GOTTEN WORSE,ADV I WILL SEND A TECH OUT AGAIN FOR HIM TO FLUSH,PER THE SO NOTES	08/15/2016 03:57 PM	SEBRING LAKES
1190487	J 9.0 Water Quality	OPjvandelanotte 08/11/2016: MYRA GARZA CALLED RE: FOUL ODOR AND BLACK WATER; ADV WILL MAKE SUPERVISOR AWARE AND WILL FOLLOW UP; COMPUTERS WERE DOWN; CREATED SERVICE ORDER FOR VICKI.	08/11/2016 11:16 AM	SEBRING LAKES
1190513	J 9.0 Water Quality	OPjvandelanotte 05/20/2016: RETURNED CALL TO JULIE JOHNSON 863-253-7086 RE: SMELLY WATER; ADV THAT CHLORINE BURN STARTED ON 5/16/16; ALSO STATED THE SUBSTATION IS NOT BEING MOWED AND LOOKS MESSY; JULI	05/20/2016 10:18 AM	SEBRING LAKES
1190354	J 9.0 Water Quality	OPhwhaley 05/19/2016: KAYLA CALLED TO SAY THE WATER STILL SMELLED,ADV OF THE MAINTANCE STILL GOING ON	05/19/2016 02:29 PM	SEBRING LAKES
1190480	J 9.0 Water Quality	OPvknight 05/03/2016: TONYA CALLED TO ASK HOW READS ARE TAKEN, HER METER IS COVERED WITH GRASS AND WANTED TO KNOW WHY IT FLUCTUATES; REVIEWED READS AND ADV ALWAYS IN SAME RANGE AND READ BY ERT; SHE SA	05/03/2016 10:39 AM	SEBRING LAKES
1190461	J 9.0 Water Quality	OPimjohnson 04/13/2016: NORMA CALLED. SHE HAS HAD BLACK, SMELLY WATER FOR THE PAST 3 DAYS. ADVISED I WOULD SEND A TECH OUT TODAY OR TOMORROW. CREATED S.O.	04/13/2016 01:54 PM	SEBRING LAKES
1190354	J 9.0 Water Quality	OPrking 04/01/2016: KAYLA CALLED REGARDING THE WATER, SHE SAYS IT STILLS HAS AN ODOR. ADV. HER TO FLUSH HER LINES, AND SHE SAYS THEY HAVE. PER PREV. S/O: TECH NOTED LINES WERE FLUSHED UNTIL GOOD CHLOR	04/01/2016 06:19 PM	SEBRING LAKES
54798033	J 9.0 Water Quality	OPhwhaley 04/01/2016: MRS. ATARAC CALLED,THEY JUST CLOSED ON THIS HOUSE,THE WATER HAS A FOUL SULFUR ORDER,THEY RAN WATER OUTSIDE FOR OVER 15 MINUTES AND NO IMPROVEMENT,PLEASE SEND A TECH TO LOOK,CREAT	04/01/2016 11:58 AM	SEBRING LAKES
1190459	J 9.0 Water Quality	OPbcallender 03/29/2016: SMELLY WATER; SHARON CAMPBELL CALLED TO COMPLAIN ABOUT ONGOING SMELLY WATER; THEY HAVE FLUSHED THE HOUSE LINES; PLEASE SCHEDULE A TECH TO CHECK THE PROPERTY; PH#863-655-2627.	03/31/2016 11:31 AM	SEBRING LAKES
1191387	J 9.0 Water Quality	OPjvandelanotte 03/22/2016: BARBARA MUTCHLER CALLED RE: SMELLY WATER; ADV VICKI EMAILED TECH AND I WILL FOLLOW UP ON 3/25/16 WITH HER TO GIVE HER UPDATE: VER PH #.	03/22/2016 10:14 AM	SEBRING LAKES
1191387	J 9.0 Water Quality	OPbcallender 03/15/2016: BARBARA CALLED TO COMPLAIN ABOUT SMELLY WATER; ADV WE WERE AWARE OF THIS AND WORKING TO DETERMINE A RESOLUTION.	03/15/2016 01:17 PM	SEBRING LAKES
1190508	J 9.0 Water Quality	OPrking 03/03/2016: MELISSA CALLED ABOUT SMELLY WATER, THERE IS A S/O DISPATCHED IN THE SYSTEM, NO NOTE FROM TECH. ADV. HER WE WOULD NEED TIME TO INVESTIGATE MATTER. SHE WAS SATISFIED WITH THAT. 863-8	03/04/2016 09:46 AM	SEBRING LAKES
1190508	J 9.0 Water Quality	OPimjohnson 02/03/2016: MELISSA CALLED/WATER STILL SMELLS/ADV TO RUN WATER FOR 5 MINS FROM OUTSIDE SPIGOT AND THAT SHOULD CLEAR THE LINES (PER EMAIL)	02/03/2016 06:22 PM	SEBRING LAKES
1190508	J 9.0 Water Quality	OPvknight 02/02/2016: MELISSA CALLED TO REPORT STRONG SMELL IN HER WATER; ADV WILL FOLLOW UP WITH TECH AND CALL HER AT 863-873-3267	02/02/2016 09:12 AM	SEBRING LAKES
1190416	K 10.0 Sewer Back Up	ophwhaley 01/31/2017: JEAN/TENANT CALLED THERE IS A SEWER BACK UP AT THE PROPERTY AND IN THE MANHOLE. THE PLUMBER ALSO CALLED TO REPORT THE PROBLEM THE TECHS HAVE BEEN NOTIFIED	01/31/2017 12:17 PM	LEISURE LAKES
54798213	K 10.1 Sewer Smell	OPmallens 05/08/2017: CUSTOMER CALLED WITH SMELLY WATER. DID NOT LEAVE PHONE TO CB, TRIED PHONE NUMBER ON FILE BUT IT IS NOT WORKING. DID NOT LEAVE MSG.	05/08/2017 11:12 AM	LAKE JOSEPHINE
1190470	K 10.1 Sewer Smell	OPmrodgers 11/14/2018: DEBORAH CALLED WATER SMELLS LIKE SEWER	11/14/2018 01:31 PM	SEBRING LAKES
1190470	K 10.1 Sewer Smell	OPmallens 05/12/2017: DEBORAH CALLED ABOUT THE SEWER SMELL THAT SHE IS EXPERIENCING AS WELL AS ALL HER NEIGHBORS. EMAILED VICKY.	05/12/2017 10:45 AM	SEBRING LAKES

54801479	A 0.1 Supervisor Review	OPIdrost 01/06/2020: MAX CALLED IN - SAW THAT THE REPAIR OF METER STILL HASN'T TAKEN PLACE. KNOWS THAT ISSUE IS NOT ON HIS SIDE OF METER BUT WANTED TO INFORM US. EVELYN CREATED A S/O TO RETURN AND COM	01/06/2020 12:13 PM	LAKE JOSEPHINE
1190457	A 0.1 Supervisor Review	OPIdrost 03/31/2020: HCWW - DICK CALLED BACK IN. DID IN-HOME LEAK TEST, NO LEAK, CAME BACK 0429 - SAME AS TECH GOT 3 DAYS AGO. ADV IF I SUBMIT S/O TO RE-READ FOR HIGH USAGE ON LAST BILL (\$141+) WILL P	03/31/2020 09:39 AM	SEBRING LAKES
54797038	F 5.0 No Water - Sewer / Service Interruption	OPIdrost 02/11/2020: CATHERINE CALLED IN - NO WATER. ACCT IN GOOD STANDING. INFORMS HER NEIGHBORS DON'T, EITHER. WILL CONTACT MMONN TO FIND OUT IF WORK IS BEING DONE IN AREA. NFAN	02/11/2020 01:39 PM	LAKE JOSEPHINE
54799203	F 5.1 Pressure Issue	OPJohnson 03/25/2020: GENNY CI. STILL HAS LOW PRESSURE. FOLLOWED UP WITH TECH. HE STATED WILL STOP BY TOMORROW TO PULL METER AND INSPECT FOR BLOCKAGE. CUST IS AT THE END OF A LINE AND WITH MORE PEOP	03/25/2020 04:56 PM	LAKE JOSEPHINE
1190507	F 5.1 Pressure Issue	OPmrodgers 03/25/2020: JESSICA CALLED LMOM RE LOW PRESSURE RETURNED CALL NO ANSWER LMOM ADDED PH# TO ACT	03/25/2020 03:45 PM	LAKE JOSEPHINE
54799203	F 5.1 Pressure Issue	OPJohnson 03/24/2020: GENNY CI TO UPDATE LAST NAME AND REPORT PRESSURE ISSUES SINCE LAST WEEK. I ADV WOULD SUBMIT SO FOR METER/PRESSURE INSPECT. NFAN	03/24/2020 05:51 PM	LAKE JOSEPHINE
54797970	F 5.1 Pressure Issue	OPmrodgers 03/09/2020: BETTY CALLED LOW PRESSURE/ADV WORK IN AREA	03/09/2020 09:23 AM	LAKE JOSEPHINE
54800418	F 5.1 Pressure Issue	OPIdrost 03/09/2020: VALERIE CALLED IN ABOUT LOW PRESSURE. ADV OF WORK BEING DONE IN THE ARE THIS MORNING. NFAN	03/09/2020 08:34 AM	LAKE JOSEPHINE
54799035	F 5.1 Pressure Issue	OPIdrost 03/09/2020: HEATHER CALLED IN B/C OF LOW PRESSURE. ADV WORK BEING DONE IN THE AREA THIS MORNING. NFAN	03/09/2020 08:27 AM	LAKE JOSEPHINE
54798041	H 7.2 Condition of Meter	OPmrodgers 02/18/2020: DAVID CALLED TURN OFF METER FOR REPAIR / ALSO METER INSPECTION.REPAIR / NO ONE HAS BEEN OUT TO REPAIR/REPLACE BROKEN METER	02/18/2020 11:28 AM	LAKE JOSEPHINE
54798041	H 7.2 Condition of Meter	OPIdrost 02/11/2020: DAVID CALLED IN. BACK IN DECEMBER THEY CALLED THE AFTER HRS EMERG # AND SOMEONE CAME OUT TO TURN METER BACK ON. WHILE USING KEY, PART OF METER BROKE OFF AND TECH SAID THEY'D HAVE	02/11/2020 09:14 AM	LAKE JOSEPHINE
54795625	H 7.2 Condition of Meter	OPmrodgers 01/21/2020: ELBERT CALLED METER ISSUE SPINS WITH NO USAGE 1GAL EVERY 2HRS. HAD PLUMBER INSPECT PROPERTY INSIDE AND OUT. WHEN METER VALVE OFF METER DOES NOT SPIN. CALL 30MIN AHEAD SO HE C	01/21/2020 02:41 PM	LEISURE LAKES
1190890	I 8.0 Leak at Meter	OPJohnson 03/30/2020: DANNY CI. STATED VERY WET SPOT NEAR METER. I ADV WOULD SUBMIT SO FOR INSPECTION. NFAN	03/30/2020 10:25 AM	LAKE JOSEPHINE
54800093	I 8.0 Leak at Meter	OPJaczarnik 03/11/2020: SUSAN CALLED REGARDING LEAK ON PROPERTY; SHE SAYS LEAK APPEARS WHERE HER DRIVEWAY MEETS THE STREET; ADV WOULD FILL OUT S/O FOR TECH TO COME INVESTIGATE;	03/11/2020 02:35 PM	LAKE JOSEPHINE
1189905	I 8.0 Leak at Meter	OPmrodgers 02/20/2020: LADY CALLED LMOM NO NAME/PH# JUST STATED WATER IS BUBBLING FROM THE METER S/O COMPLETE	02/20/2020 08:17 AM	LAKE JOSEPHINE
54798072	I 8.0 Leak at Meter	OPstanton 01/29/2020: JOHN METTNER CALLED AND SD THERE IS A LEAK AT METER; CREATED S/O	01/29/2020 10:51 AM	LAKE JOSEPHINE
1190811	I 8.05 Leak - Customer Side	OPJaczarnik 03/16/2020: MAUREEN CALLED REGARDING HIGH USAGE ON BILL; THEY HAD A LEAK AND ARE HAVING IT REPAIRED; ADV TO FAX PLUMBING INVOICES WHEN REPAIR IS FINISHD AND WE WILL SUBMITT TO BILLING FOR	03/16/2020 03:20 PM	LAKE JOSEPHINE
54796170	I 8.05 Leak - Customer Side	OPIdrost 02/14/2020: OWNER, MARY K DAVIS, CALLED IN. HELPING RENTER CINDY TAKE CARE OF LEAK AT PPTY. WANTED TO KNOW WHAT OPTIONS TO REDUCE BILL NOW THAT LEAK IS FIXED. REPAIRED METER ON CUST SIDE, TOI	02/14/2020 09:25 AM	LAKE JOSEPHINE
54796170	I 8.05 Leak - Customer Side	OPcbrann 01/31/2020: SPK TO CINDY HARRIS @863-243-4799;SHE WAS CALLING ABOUT THE TECH CHECKING THE METER;I ADV S/O #43816 SHOWS DISPATCHED BUT NOT COMPLETED YET;ADV TO RTRN THE CALL FROM THE MSG THAT	01/31/2020 03:37 PM	LAKE JOSEPHINE
54797033	I 8.2 Main Break	OPJohnson 03/30/2020: CHARLOTTE CI. NO WATER. I ADV MAIN BREAK IN THE AREA. TECH ARE DISTRIBUTING BWN. WATER SHOULD BE BACK ON AROUND 12PM 03/30/20. NFAN	03/30/2020 09:15 AM	LAKE JOSEPHINE
54797038	I 8.2 Main Break	OPJohnson 02/11/2020: CALLED CATHERINE IN REGARD TO NO WATER SO. I ADV TECHS WORKING ON MAIN BREAK IN THE AREA AND ARE TRYING TO GET WATER RESTORED. NFAN	02/11/2020 02:57 PM	LAKE JOSEPHINE
54822369	J 9.0 Water Quality	OPmrodgers 03/09/2020: JENNIFER CALLED STATED WATER SMELLS LIKE CHLORINE (POOL) FOR THE PAST FEW WKS S/O COMPLETE	03/09/2020 08:49 AM	LAKE JOSEPHINE
54823841	J 9.0 Water Quality	OPJaczarnik 02/12/2020: RICHARD CI REGARDING WATER QUALITY; STATES HIS WATER TASTES HEAVILY CHLORINATED; ADV WILL FILL OUT S/O FOR TECH TO COME TEST WATER QUALITY.	02/12/2020 02:17 PM	LAKE JOSEPHINE
1189792	J 9.0 Water Quality	OPcbrann 01/24/2020: SPK TO EPIFANIO GOMEZ @863-214-1560;HE WAS CALLING ABOUT GRAY SMELLY WATER;I ADV THE TECH'S ARE WORKING ON FLUSHING THE LINES,SHOULD BE RESTORED IN 24 HOURS,NFAN	01/24/2020 01:14 PM	LAKE JOSEPHINE
1190803	J 9.0 Water Quality	OPJaczarnik 01/24/2020: BARBARA CI REGARDING WATER QUALITY, ADV TECHS ARE WORKING TO TREAT THE WATER AND FLUSH THE LINES, ADV SHOULD CLEAR UP SOON; NFAN	01/24/2020 11:03 AM	LAKE JOSEPHINE
54823295	J 9.0 Water Quality	OPJaczarnik 01/24/2020: SANDRA CI REGARDING WATER QUALITY; ADV TECHS ARE WORKING TO TREAT THE WATER AND CLEAR LINES, ADV SHOULD BE CLEARED UP SOON, NO TIMETABLE; NFAN	01/24/2020 10:06 AM	LAKE JOSEPHINE
54821000	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO SEMONETTE JEAN PHILLIP @863-253-9402,SHE WAS CALLING ABOUT GRAY SMELLY WATER;I ADV THE TECH'S ARE WORKING ON GETTING THE LINES FLUSHED;S/B CLEAR IN APPROX 24 HOURS,NFAN	01/23/2020 07:11 PM	LAKE JOSEPHINE
54821859	J 9.0 Water Quality	OPJohnson 01/23/2020: KAREN CI ABOUT BROWN SMELLY WATER. I ADV TECHS WERE FILLING UP TANKS THIS AFTERNOON, TREATING THE WATER AND HEADING OUT TO FLUSH LINE. I ADV WATER QUALITY ISSUES SHOULD CLEAR UP	01/23/2020 06:03 PM	LAKE JOSEPHINE
1190917	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO JACOB ECKBLAD @863-381-1619;HE WAS CALLING ON THE GRAY STINKY WATER;I ADV THE TECH'S ARE WORKING ON FLUSHING THE LINES & SHOULD BE CLEARED UP IN 24 HOURS,NFAN	01/23/2020 05:56 PM	LAKE JOSEPHINE

1190899	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO DAVID DUNI HUE@863-655-4415; SON OF LEWIS & DARLENE DUNI HUE;HE WAS CALLING AGAIN ON THE WATER QUALITY; ADV THE TECH'S ARE WORKING ON THE GRAY SMELLY WATER & FLUSHING THE LI	01/23/2020 05:40 PM	LAKE JOSEPHINE
1190899	J 9.0 Water Quality	OPjaczarnik 01/23/2020: LEWIS CI REGARDING WATER QUALITY, ADV TECHS ARE TREATING THE WATER AND CLEARING THE LINES, ADV SHOULD CLEAR UP IN THE NEXT 24 HRS, NFNAN	01/23/2020 05:30 PM	LAKE JOSEPHINE
54821193	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO DAWN SOOY @561-843-3427,SHE WAS CALLING ABOUT THE WATER QUALITY;I ADV THERE WAS A TANK THE TECH'S WERE WORKING ON & ARE CURRENTLY FLUSHING THE LINES;WATER S/B CLEARED UP IN	01/23/2020 03:54 PM	LAKE JOSEPHINE
1189565	J 9.0 Water Quality	OPidrost 01/23/2020: RENTER BILL CALLED BACK IN. WANTED A TIMELINE ON WHEN HE SHOULD START FLUSHING LINES ON PPTY. ADV TO WAIT UNTIL FRIDAY AFTERNOON. TECH INDICATED THEY WOULD BE FLUSHING CITY LINES	01/23/2020 03:46 PM	LAKE JOSEPHINE
54800999	J 9.0 Water Quality	OPjaczarnik 01/23/2020: ADELA CI REARDING WATER QUALITY, ADV TECHS ARE TREATING THE WATER AND THEN THEY WILL CLEAR THE LINES, ADV SHOULD CLEAR UP WITHIN THE NEXT 24 HRS, NFNAN	01/23/2020 03:40 PM	LAKE JOSEPHINE
1189830	J 9.0 Water Quality	OPjaczarnik 01/23/2020: SHELLIE CI REGARDING WATER QUALITY; ADV TECHS ARE TREATING WATER AND THEN WILL FLUSH THE LINES, ADV SHOULD CLEAR UP WITHIN THE NEXT 24 HRS, NFNAN	01/23/2020 03:24 PM	LAKE JOSEPHINE
1195201	J 9.0 Water Quality	OPrstanton 01/23/2020: JEFF BRONSING CALLED ABOUT WATER QUALITY	01/23/2020 03:00 PM	LAKE JOSEPHINE
1190922	J 9.0 Water Quality	OPrstanton 01/23/2020: VERA NIGH CALLED ABOUT WATER QUALITY	01/23/2020 02:47 PM	LAKE JOSEPHINE
1189849	J 9.0 Water Quality	OPjaczarnik 01/23/2020: KATHY CI REGARDING WATER QUALITY; ADV TECHS ARE TREATING THE WATER AND SHOULD BE CLEARING THE LINES SOON, ADV WATER SHOULD E CLEARED UP WITHIN 24 HRS, NFNAN	01/23/2020 02:21 PM	LAKE JOSEPHINE
54823758	J 9.0 Water Quality	OPjaczarnik 01/23/2020: LINDA CI REGARDING WATER QUALITY; ADV TECHS ARE TREATING THE WATER AND SHOULD BE CLEARING THE LINES SOON, ADV TO GIVE A FEW DAYS AND CALL BACK IF WATER STILL SMELLS,	01/23/2020 02:13 PM	LAKE JOSEPHINE
54796170	J 9.0 Water Quality	OPjaczarnik 01/23/2020: CINDY CI REGARDING WATER QUALITY; ADV THEY HAVE BEGUN TREATING THE WATER AND WILL CLEAR THE LINES SOON; ADV SHOULD BE CLEAR WITHIN THE NEXT 24 HRS; NFNAN	01/23/2020 02:09 PM	LAKE JOSEPHINE
54797038	J 9.0 Water Quality	OPjaczarnik 01/23/2020: CATHERINE CI REGARDING SMELLY WATER, ADV DUE TO TECHS FIXING TANK, ADV SHOULD CLEAR UP WITH IN THE NEXT DAY;	01/23/2020 02:04 PM	LAKE JOSEPHINE
1189808	J 9.0 Water Quality	OPjohnson 01/23/2020: JANE LMOM REGARDING BLACK SMELLY WATER. I CALLED I ADV TECHS ARE FILLING TANKS AND TREATING WATER. I ADV TECH WILL BE OUT FLUSHING LINES AND WATER QUALITY ISSUES SHOULD CLEAR UP	01/23/2020 01:55 PM	LAKE JOSEPHINE
1190027	J 9.0 Water Quality	OPjohnson 01/23/2020: RODGER CI REGARDING BLACK SMELLY WATER. I ADV TECH ARE FILLING TANKS, TREATING WATER AND WILL BE OUT FLUSHING LINES TODAY. I ADV WATER QUALITY ISSUES SHOULD CLEAR UP WITHIN 24 H	01/23/2020 01:51 PM	LAKE JOSEPHINE
1189819	J 9.0 Water Quality	OPjohnson 01/23/2020: SUSAN LMOM REGARDING BLACK SMELLY WATER. I CALLED NO ANSWER LMOM. I ADV TECH ARE FINISHING UP WORK THEY STARTED YESTERDAY. FILLING THE TANKS AND TREATING THE WATER. I ADV THEY W	01/23/2020 01:31 PM	LAKE JOSEPHINE
1189565	J 9.0 Water Quality	OPjohnson 01/23/2020: BILL LMOM REGARDING BLACK SMELLY WATER. I CALLED. NO ANSWER. LMOM. I ADV TECH ARE FILLING TANKS AND TREATING WATER. THEY WILL BE OUT FLUSHING LINE AND HIS WATER QUALITY ISSUES S	01/23/2020 01:25 PM	LAKE JOSEPHINE
1190890	J 9.0 Water Quality	OPjohnson 01/23/2020: DANNY LMOM REGARDING BLACK/SMELLY WATER. I CALLED. I ADV TECH ARE FINISHED WORKING ON TANK AND ARE IN THE PROCESS OF FILL AND TREATING THE WATER. THEY WILL BE OUT FLUSHING LINES	01/23/2020 01:23 PM	LAKE JOSEPHINE
1189267	J 9.0 Water Quality	OPrstanton 01/23/2020: DAVID SMITH CALLED ABOUT WATER QUALITY ADV TECHS WORKING ON TANK YESTERDAY FLUSHING LINES TODAY NFNAN	01/23/2020 01:15 PM	LAKE JOSEPHINE
1190877	J 9.0 Water Quality	OPjohnson 01/23/2020: DANNY CI BECAUSE WATER IS STILL SMELLY/DISCOLORED. I ADV TECH ARE TREATING/REFILLING TANKS AND WILL BE OUT FLUSHING LINES TODAY. I ADV WATER QUALITY SHOULD IMPROVED BY TOMORROW	01/23/2020 01:13 PM	LAKE JOSEPHINE
54798051	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO NORMA WHITE @941-525-8455;SHE WAS CALLING ON THE GRAY SMELLY WATER;I ADV THEY ARE WORKING ON THE ISSUE;IT IS BEING FLUSHED OUT BUT MAY BE A FEW DAYS BEFORE IT'S BACK TO NOR	01/23/2020 12:58 PM	LAKE JOSEPHINE
54821633	J 9.0 Water Quality	OPjohnson 01/23/2020: WAYNE CI ABOUT BLACK SMELLY WATER. I ADV TECHS ARE FILLING THE TANKS AND THIS SHOULD CLEAR UP ONCE THEY FLUSH THE LINES. NO BWN HAS BEEN ISSUED. NFNAN	01/23/2020 12:48 PM	LAKE JOSEPHINE
54799035	J 9.0 Water Quality	OPrstanton 01/23/2020: HEATHER MILLS CALLED ABOUT WATER QUALITY ADV TECHS WORKING ON TANK NFNAN	01/23/2020 11:24 AM	LAKE JOSEPHINE
54801012	J 9.0 Water Quality	OPrstanton 01/23/2020: MARTHA MEYER CALLED ABOUT ODOR ADV TECHS WORKING ON TANK	01/23/2020 11:10 AM	LAKE JOSEPHINE
54799866	J 9.0 Water Quality	OPidrost 01/23/2020: MRS PORTER CALLED IN. WATER BLACK/DIRTY AND SMELLY. ADV OF WORK BEING DONE ON TANK AT PLANT. NFNAN	01/23/2020 09:54 AM	LAKE JOSEPHINE
1191467	J 9.0 Water Quality	OPrstanton 01/23/2020: RANDY ARROWSMITH CALLED ABOUT PRESSURE, SMELL, & DISCOLORATION OF WATER ADV TECHS WORKING ON TANK NFNAN	01/23/2020 09:49 AM	LAKE JOSEPHINE
1189497	J 9.0 Water Quality	OPidrost 01/23/2020: GLORIA CALLED IN B/C TOILETS HAVE DIRTY WATER AND STRONG SULFUR SMELL. ADV OF WORK BEING DONE IN AREA. DON'T HAVE AN UPDATE YET ON COMPLETION OR BWN. NFNAN	01/23/2020 09:10 AM	LAKE JOSEPHINE
54822369	J 9.0 Water Quality	OPidrost 01/23/2020: JENNIFER CALLED BACK IN. WANTED TO KNOW IF WORK WAS BEING DONE IN THE AREA B/C HER WATER IS STILL DIRTY AND SMELLY. ADV THERE IS WORK BEING DONE. WE DON'T HAVE AN UPDATE YET AS TO	01/23/2020 08:59 AM	LAKE JOSEPHINE
1190899	J 9.0 Water Quality	OPcbrann 01/22/2020: TRIED CALLING LEWIS DUNI HUE @863-655-4415 TO ADV THE S/O WOULD NOT BE DONE AS I EARLIER HAD TOLD HIM;THEY ARE WORKING ON A TANK IN THE AREA & MAY HAVE LOW PRESSURE/SMELL ISSUES/WA	01/22/2020 05:27 PM	LAKE JOSEPHINE
1190899	J 9.0 Water Quality	OPcbrann 01/22/2020: SPK TO LEWIS DUNI HUE @863-655-4415;HE WAS CALLING ON HIS WATER QUALITY;STATES WATER IS DINGHY & SMELLING AND NOT DRINKABLE;S/O CREATED,NFNAN	01/22/2020 04:44 PM	LAKE JOSEPHINE



54800999	J 9.0 Water Quality	OPjaczarnik 01/22/2020. ADELA CI REGARDING COLORED WATER, ADV TECHS ARE WORKING TO RESOLVE ISSUE, NO TIMETABLE FOR WHEN IT WILL BE FIXED, NFAN	01/22/2020 04:18 PM	LAKE JOSEPHINE
1191381	J 9.0 Water Quality	OPidrost 01/22/2020: ROLLINE CALLED IN B/C WATER IS DIRTY AND VERY SMELLY. ADV OF WORK BEING DONE ON HOLDING TANK BUT DON'T HAVE AN UPDATE YET ON COMPLETION OR BWN. NFAN	01/22/2020 02:59 PM	LAKE JOSEPHINE
1190929	J 9.0 Water Quality	OPjohnson 01/22/2020. JOHN CI REGARDING BLACKISH SMELLY WATER. I ADV TECH WORKING ON TANK AT PLANT AND THIS SHOULD BE TEMPORARY AS THEY PLAN ON FLUSHING THE LINES AFTER THE WORK IS COMPLETE NFAN	01/22/2020 01:44 PM	LAKE JOSEPHINE
1190192	J 9.0 Water Quality	OPjohnson 01/22/2020: CAROL LMOM HAVING GRAY WATER. NO NUMBER PROVIDED IN MESSAGE. CALLED NUMBER ON FILE. NO ANSWER. LMOM : ADV WORK BEING DONE AT PLANT AND ANY WATER QUALITY ISSUES SHOULD BE TEMPOR	01/22/2020 01:08 PM	LAKE JOSEPHINE
1189300	J 9.0 Water Quality	OPidrost 01/22/2020. TRACY CALLED IN ABOUT WATER QUALITY - DARK AND SMELLY. ADV OF WORK BEING DONE ON TANK TODAY. WAITING FOR UPDATE ON STATUS. NFAN	01/22/2020 12:49 PM	LAKE JOSEPHINE
1189789	J 9.0 Water Quality	OPidrost 01/22/2020: GEORGE CALLED IN B/C WATER IS BLACK AND SMELLY. ADV OF WORK BEING DONE ON TANK TODAY. NO NEW UPDATES ON COMPLETION YET OR BWN. NFAN	01/22/2020 12:18 PM	LAKE JOSEPHINE
1191021	J 9.0 Water Quality	OPidrost 01/22/2020: CATHERINE CALLED IN ABOUT DIRTY SMELLY WATER. ADV OF WORK BEING DONE ON STORAGE TANK. SHE TOOK PICTURES AND WANTED TO SEND THEM TO SOMEONE IN AUTHORITY. ADV WE DONT HAVE THE ABIL	01/22/2020 09:39 AM	LAKE JOSEPHINE
1191175	J 9.0 Water Quality	OPstanton 01/22/2020. THOMAS CALLED ABOUT WATER QUALITY ISSUES ADV TECHS WORKING ON TANK; NO BWN AS OF RIGHT NOW HOWEVER MAY CHANGE LATER AND EACH RESIDENT WILL BE NOTIFIED IF A BWN IS ISSUED	01/22/2020 09:15 AM	LAKE JOSEPHINE
1190877	J 9.0 Water Quality	OPidrost 01/22/2020: DANNY, GLORIA'S SON, CALLED IN. WATER IS DARK GREY AND SMELLS OF SULFUR. ADV THAT THEY ARE WORKING ON A TANK IN THE AREA TO CORRECT PROBLEM. ADV TO FLUSH LINES SHOULD BE CORRECTE	01/22/2020 09:06 AM	LAKE JOSEPHINE
54795310	J 9.0 Water Quality	OPjohnson 01/17/2020: SHEILA CI TO SEE IF SO FOR WATER QUALITY INSPECT HAS BEEN COMPLETED. I ADV NO NOTES IN SYSTEM YET FROM TECH. SHE STATED WATER HAS IMPROVED AND WILL CALL BACK NEXT WEEK TO CHECK	01/17/2020 12:59 PM	LAKE JOSEPHINE
54795310	J 9.0 Water Quality	OPidrost 01/13/2020: SHEILA CALLED IN. WATER SMELL IS GETTING PROGRESSIVELY WORSE. SMELLS LIKE SULFUR OVER THE PAST 2-3 WEEKS. SUBMITTED S/O FOR WED, 1/15. NFAN	01/13/2020 11:48 AM	LAKE JOSEPHINE
1189951	J 9.0 Water Quality	OPmrodgers 03/30/2020: DONALD CALLED STRONG SULFUR SMELL WITH HOT WATER ONLY FOR THE PAST WEEK. ADV S/O FOR TECH CUST REFUSED STATED HE WILL CALL BACK IF DECIDES TO	03/30/2020 10:01 AM	LEISURE LAKES
54800706	J 9.0 Water Quality	OPmrodgers 03/11/2020: GAIL CALLED STATED TOILET RUNS BECAUSE THE FILL VALVE KEEPS GETTING DEBRIS FROM WATER SYSTEM AND CLOGS. HAS HAD PLUMBERS OUT TO FIX AT LEAST 4x WITHIN THE LAST YR. S/O TO CHECK	03/11/2020 08:22 AM	LEISURE LAKES
1190463	J 9.0 Water Quality	OPidrost 04/03/2020: DONNA CALLED IN - FOR LAST 2 WEEKS, BLACK WATER. HAS BEEN HAVING TO BLEACH TOILET EVERY 2-3 DAYS. SUBMITTED S/O. NFAN	04/03/2020 08:22 AM	SEBRING LAKES



# HC WATERWORKS, INC.

May 26, 2021

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

Re: Docket No. 20190166-WU Application for increase in water rates in Highlands County by HC Waterworks, Inc. – *First Quarterly Status Report*

Dear Commission Clerk,

Pursuant to Order No. PSC-2021-0089-S-WS, issued February 22, 2021 in the above referenced docket, HC Waterworks, Inc. hereby submits its First Quarterly Status Report. The Commission approved a Settlement Agreement between HC Waterworks and the Office of Public Counsel. Pursuant to this approved settlement, HC Waterworks is to file quarterly status reports in PSC Docket No. 20190166 beginning three months after the Final Order approving rates is entered and ending one year after the Final Order is entered. The quarterly status reports shall include details regarding (a) all customer complaints received by HCW from August 1, 2020 to the end of the reporting period, and (b) all other communication between HCW and its customers (individual and system-wide customer communications) from August 1, 2020 to the end of the reporting period.

Attached hereto is the First Quarterly Status Report pursuant to the Commission's Order. The spreadsheet is available to be sent via electronic mail or on a USB through the U.S. Mail. The customers' names, addresses, and phone numbers will be filed separately under request for confidentiality.

Respectfully Submitted,



Troy Rendell  
Vice President  
Investor Owned Utilities  
*// for HC Waterworks, Inc.*

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	<p>OPldrost 08/21/2020: VALERIE CALLED IN, LM. IS UPSET ABOUT HER BILL. ADMITS SHE CALLS IN REGULARLY B/C OF HIGH BILL. DISCUSSED READS - ARE CONSISTENT MO TO MO. SAYS 3 PEOPLE IN HOME. 9TGAL IN 1 MO IS ON THE HIGH SIDE. DISCUSSED IN-HOME LEAK TEST. WILL TRY IT. WILL ALSO CONSIDER HOW SHE CAN BE MORE CONSERVATIVE W/ WATER. NFNANOpldrost 04/29/2021: DAVID CALLED IN YELLING LOUDLY, INSISTING ON SPEAKING W/ A MGR. ASKED WHY, SAYS HE WANTS SOMEONE TO CHK HIS METER. AFTER ASKING ALL NEIGHBO RS, THEY ALL PAY LESS THAN HIM. ADV HE USES WATER CONSISTENTLY FROM MO TO MO (7-9 TGAL) NO INDICATION THAT ANYTHING WRONG W/ METER. THREATENED TO TAKE "ADDITIONAL MEASURES" IF SOMEONE DOESN'T COME OUT. ADV WOULD NEED A REASON TO COME OUT BUT ACCT AND BILL REFLECT CONSISTENT USAGE, ETC. WILL NOT BE SENDING SOMEONE OUT. NFNAN</p>	OPldrost	04/29/2021 09:26 AM	54800418	
D 3.2 Bill Dispute	<p>OPmrodgers 04/01/2021: KEVIN CALLED DOES HAVE A LEAK ALSO HAVING ALL PLUMBING REPLACED IN HOME / OPcbrann 05/06/2021: SPK TO KEVIN PATTERSON @863-471-7000;HE WAS CALLING TO MAKE SURE THE WATER DOES NOT GET SHUT OFF;HE IS MAKING PYMTS OF \$100.00 &amp; WILL BE HAVING THE WHOLE HOUSE REPLUMBED ON MAY 17TH &amp; MAY 18TH;*****DO NOT DISCONNECT***</p>	OPmrodgers	04/01/2021 12:23 PM	1191182	
D 3.2 Bill Dispute	<p>OPldrost 03/29/2021: ROBIN CALLED IN SAYING HER METER IS MOVING - FORWARD AND BACKWARD - WHEN NOT USING WATER. WANTS METER INSPECTED. ASKED HER WHAT CURRENT READ IS, COULDN'T TELL ME. SAYS IT'S BROKEN. ADV WE'LL NEED RESULTS OF IN-HOME LEAK TEST B/4 WE SEND SOMEONE OUT. WAS COMBATIVE AND REFUSED. ADV WE JUST HAD SOMEONE OUT THERE ON 3/12 AND HAVE HAD TECHS RET TO PPTY APPROX 20 TIMES IN LAST FEW YRS. LAST TECH NOTE SAYS LEAK @ PPTY. SAYS SHE REFUSES TO PAY BILL AND WILL CALL "ANOTHER DEPT.". DEMANDED MY LAST NAME, DID NOT PROVIDE. NFNAN / USWealicea 04/01/2021: called Robin Fossazi and informed her, the service order to inspect for a possible leak has been canceled as the tech was at her property on 3/12 and confirmed the leak is on her side of the meter. The usage consumption for billing on 3/25 is showing the usage has gone down - the customer is going to monitor her usage daily.</p>	OPldrost	03/29/2021 11:54 AM	1191199	<p>INSPECT METER FOR USAGE ON AN ACCOUNT THAT WAS DISCONNECTED LAST MONTH FOR NON-PAYMENT PROVIDE METER READ WITH ALL DIALS INSPECT FOR PSSOBLE LEAK - 2105 Grisham st customer has a leak on his side of the meter, plumbers truck was at the property...Chris Berish / NOTES FROM TECH FOR BELOW S/O- xxxx spoke with customer and there was a leak in foundation of home. cust. paid \$10k to a plumber to re-due all plumbing in whole house. all is fixed -meter &amp; ert test -ert read= 8364 manual read= 00836471 dial spins fine when using water everything tested good no leaks...Carlos Pedro 4/2/21</p>
D 3.2 Bill Dispute	<p>OPmrodgers 03/26/2021: GILBERT CALLED RE STMT ADV S/O TO REPLACE METER ONCE ALL IS COMPLETE ALONG WITH POSSIBLE ADJ CUST WILL BE NOTIFIED. GILBERT AND WIFE CONTINUED TO INTERRUPT. ADV AS BEST AS POSSIBLE REPEATING MYSELF A FEW TIMES / OPdjohnson 03/30/2021: CHALRES CI REGRDING HIGH BILL. WANTED TO KNOW IF THEY WOULD BE DOING ANY ADJ. I ADV FROM THE NOTES WE HAVE TWO THINGS GOING ON CUT WIRE ON THE ERT AND THE REQUEST FROM THE LL/OWNER TO RELOCATE THE METER. I ADV JUST BECAUSE HE REQUEST TO HAVE THE METER MOVE DOES NOT MEAN THERE IS ANYTHING WRONG WITH THE METER. I ADV NEW READ SHOW ANOTHER 1STGAL HAVE GONE THROUGH THE METER WHICH IS LESS THAT THE PREVIOUS 21TGAL BUT THE READS ARE IN LINE. I ADV TO REACH OUT TO HIS CONTACT AT USW TO FIND OUT THE STATUS OF HAVING METER RELOCATED AND CAN BRING UP CREDIT ADJ AT THAT TIME. I ADV REVIEW THE NOTES I BELIEVE THE METER IS WORKING BUT THE ERT IS NOT WHICH MEANS THE PROBLEM MAY STILL BE ON THE PROPERTY. I ADV HOW DISCONNECTS WORK FOR NON PAYMENT. I ADV HOW PAYMENT ARRANGEMENTS WORK. HE STATED WILL REACH OUT TO USW. NFNAN</p>	OPmrodgers	03/26/2021 01:02 PM	54825811	<p>OPdjohnson 03/30/2021: LMOM FOR CHARLES REGARDING METER CHANGE OUT. I ADV ERT NO WORKING SO THEY ARE GOING TO REPLACE BOTH AT THE SAME TIME. THE METER IS STILL WORKING PROPERLY. I ADV HE IS WELCOME TO STILL REACH OUT TO USW. I ADV I JUST WANTED TO GIVE HIM THE HEADS UP IN CASE HE DIDNT WANT TO WAIT ANY LONGER TO HIRE PROFESSIONAL. I ADV ESTIMATE COMING IN THE MAIL FOR METER RELOCATION NEXT WEEK RO SO. NFNAN // HCWW - INSPECT ERT DUE TO MULTIPLE METER REREADS CHANGE ERT OUT IF NOT WORKING PROPERLY. CUST CALLED UNABLE TO FIND LEAK ON PROPERTY. PLEASE VISIBLY CHECK FOR LEAKS, PROVIDE READ AND NOTES. CALL CHARLES (863)446-1861 - xxxx meter needs to be replaced. handheld registering a cut cable in meter. METER/56575932 METER READ/1051660 ERT/57764579/ METER/ERT CHANGE OUT - XXXX OLD METER# 56575932 OLD METER READ IS 1059870 NEW METER/39960660 NEW ERT/75100452 NEW READ/00000252 8DIGIT PRO CODER COMPLETED BY PEDRO AND CARLOS // USWealicea 04/07/2021: PER T.R. APPROVED ADJUSTMENT FOR DISPUTED AMOUNT OF USAGE ON THE APRIL BILL BY OWNER (S/O SCHEDULED FOR METER CHANGE OUT)CUST BILLED 21 K - AVG OF 6K = 15K/ 2 = 8K X 11.42 = 91.36 + 45.68 ADJUSTMENT = 137.04 - 288.27BILLED = CREDIT 151.23 / OPmrodgers 05/04/2021: CHARLES CALLED RE STMT READINGS AND NEW METER INSTALL</p>
D 3.2 Bill Dispute	<p>OPldrost 01/20/2021: MRS RUSHLO CALLED IN INSISTING SOMEONE COME OUT AND CHK METER. SAYS SHE'S BEEN PAYING 2 AND 3X MORE/MO THAN IN THE PAST. SAYS SHE HAD SOMEONE COME OUT AND CHK METER AND THEY SAID IT'S WORKING FINE AND SHE HAS NO LEAKS. LOOKED AT READS - HAD HIGH READS OF 8 AND 9 - 3 OR 4 MO AGO BUT HAS GONE BACK DOWN TO 4 AND 5, SIMILAR TO THE PAST. ATTEMPTED TO ADV AND SHE CONTINUED TO YELL. SAYS SHE JUST TOOK A NEW READ OF METER AND IS AT 411 TODAY (1/20). ADV LAST READ TAKEN ON 12/23 WAS 407 - SO HAS USED 4 TGAL THIS MO. CONTINUED TO DEMAND WE SEND SOMEONE OUT. AFTER BEING PREV WARNED NOT TO YELL, ETC., COULD NOT COMPLETE CALL. NFNAN</p>	OPldrost	01/20/2021 02:02 PM	54800175	

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	OPmrodgers 01/20/2021: PAMELA CALLED HIGH USAGE NO LEAK ... S/O FOR REREAD / USWealicea 01/26/2021: CREDIT ACCOUNT 3K DUE TO METER OVER READ ON THE JANUARY BILL CORRECT METER READ IS 0104140 - ( 3 X 14.27 = \$42.81) / OPjaczarnik 01/29/2021: PAMELA CALLED REGARDING ADJ; ADV ADJ WAS MADE AND THE NEW BALANCE IS \$71.89; SHE ADV STILL SEEMS LIKE THE USAGE IS HIGH BUT SHE WILL FOLLOW UP AGAIN IF THE NEXT BILL HAS HIGH USAGE AGAIN;	OPmrodgers	01/20/2021 10:14 AM	1189894	HCWW - REREAD/INSPECT. CUST USAGE SPIKED TO 7T GAL. READ ON 12/23/20 WAS 107.000. PLEASE INSPECT METER IS WORKING PROPERLY, CHECK FOR LEAKS, DO 10GAL BUCKET TEST, PROVIDE READ AND NOTES. CALL PAMELA // (315)813-3080 xxxx/start/read/0103840/end/read/0103850/pedro/land/carlos/m (Meter passed bucket test)
D 3.2 Bill Dispute	OPmrodgers 01/05/2021: JOSE CALLED HIGH USAGE ADV LEAK TEST/CALL WITH RESULTS / OPdjohnson 02/23/2021: JOSE CI. HAD A LEAK REPAIRED AND WANTS TO SUBMIT RECEIPTS. I ADV IS DISCONNECTED AND WILL WANT TO PAY PD BAL. HE STATED JUST GOT OUT OF THE HOSPITAL. I ADV IF HE PAYS \$250 AND SEND ME THE REPAIR INVOICE I WOULD SUBMIT SO FOR RECONNECT AND SEND ACCT TO USW FOR LEAK ADJ REVIEW. I ADV WILL NEED TO MAKE A PAYMENT OF AT LEAST \$250 FOR RECONNECT EITHER WAY. NFAN / OPldrost 03/08/2021: JOSE CALLED IN - WANTED TO KNOW IF WE REC INVOICES FROM ROTO ROOTER, ETC. WE DID NOT. MAY NOT HAVE TAKEN DOWN EMAIL ADD CORRECTLY. PROVIDED EMAIL ADD AND SAID WE WOULD LOOK FOR THEM AND APPLY ASAP. NFAN // OPldrost 03/31/2021: JOSE CALLED IN. NOW THAT ALL REPAIRS MADE AND ADJ TO ACCT HAS BEEN MADE, WANTED TO KNOW BAL. DID NOT KNOW HOW MUCH ADJ WAS FOR. PROVIDED ADJ AMT AND NEW BAL OF \$24+. NFAN	OPmrodgers	01/05/2021 10:32 AM	54821912	USWealicea 03/09/2021: LEAK ADJUSTMENT FOR 4 MONTHS - LEAK ADJUSTMENT FOR SEPT. CUST. BILLED FOR 22 TGAL - AVG. = 17 TGAL/2= 9TGAL X 14.27 = \$128.43, LEAK ADJUSTMENT FOR NOV. CUST. BILLED FOR 14 TGAL - AVG. = 9 TGAL/2= 5 TGAL X 14.27 = \$71.35, LEAK ADJUSTMENT FOR DEC. CUST. BILLED FOR 32 TGAL - AVG. = 27 TGAL/2= 14 TGAL X 14.27 = \$199.78, LEAK ADJUSTMENT FOR JAN. CUST. BILLED FOR 19 TGAL - AVG. = 14 TGAL/2= 7 TGAL X 14.27 = \$99.89 TOTAL LEAK ADJUSTMENT \$499.45 / OPldrost 03/09/2021: FOLLOW UP: CALLED JOSE, LMOM, INFORMING OF LG CR ON ACCT DUE TO METER ISSUES AND LEAK ADJ. NFAN
D 3.2 Bill Dispute	OPldrost 12/21/2020: MR TAYLOR CALLED IN CONCERNED ABOUT RECENT BILL. INFORMS NO ONE HAS LIVED IN HOUSE FOR A YEAR, HAS BEEN RENTING IN W PALM WHILE THEY TEAR DOWN HOME, SAYS WATER AND SEWER INCL. ASKED HIM IF HE KNEW WHAT THE READ WAS ON METER. HE DIDN'T. ASKED HIM TO HAVE SOMEONE GET RECENT READ SO WE CAN COMPARE IN CASE THERE'S A DISCREPANCY. WAS CONFRONTATIONAL BUT AGREED TO CALL BACK W/ READ. SAYS "OTHERWISE YOU CAN TAKE ME TO COURT BECAUSE YOUR COMPANY IS CRAZY". AM SUSPECTING CONSTR CO MAY HAVE HIT METER OR LINE TO CAUSE THIS CONSUMPTION. NFAN / USWealicea 12/30/2020: TRAVIS TAYOR CALLED CONCERNED WITH THE HIGH BILL AMOUNT, STATING THE USAGE AMOUNT IS INCORRECT, I EXPLAINED A BUCKET TEST COULD NOT BE PERFORMED AS THE METER WAS SPINNING VERY FAST WHEN THE WATER WAS TURNED ON. (METER WAS TURNED BACK OFF) CUSTOMER PROVIDED HER PNONE NUMBER FOR CHRIS TO CALL HER AND COORDINATE A TIME TO MEET TO PERFORM THE BUCKET TEST AS SHE IS STATING THERE IS NO LEAK AT HER PROPERTY.	OPldrost	12/21/2020 09:48 AM	54800662	USWealicea 01/11/2021: TRAVIS TAYOR CALLED THIS MORNING WANTING TO SET UP A TIME AND DATE TO HAVE A BUCKET TEST PERFORMED AT HIS PROPERTY - CALLED C.B. AND PROVIDED HIM WITH THE CUSTOMER PHONE NUMBER TO COORDINATE. / USWealicea 02/05/2021: RONNY TAYOR CALLED INFORMING HIS HOME HAS NEW WATER LINES INSTALLED AFTER LEAK IN BOTH BATHROOMS AND IN WALLS - WILL CALL WHEN PLUMBER HAS COMPLETED REPAIRS TO HOME FOR POSSIBLE LEAK ADJUSTMENT. WOULD LIKE A BUCKET TEST - INFORMED ALL REPAIRS MUST BE DONE IN ORDER FOR PREFORM A BUCKET TEST - CUSTOMER INSISTING THE METER IS BAD AND WILL CONTACT HIS LAWYER. // PLEASE PERFORM A 10 GALLON BUCKET TEST DUE TO THE HIGH USAGE - SPOKE WITH OWNER TYLOR TRAVIS, OWNER STATED THERE SHOULD NOT BE CONSUMPTION. WATER WAS SHUTT OF DUE TO LEAK BEHIND BEDROOM WALL, CUST. STATED HE MOVED OUT TWO MONTHS AGO- Chris turned the meter on to perform the bucket test meter was spinning fast called ower left a message to return his call as there could still be a leak in home. / PLEASE MEET OWNER TRAVIS TAYOR AT PROPERTY TO PERFORM A 10 GALLON BUCKET TEST-xxxx 1411 Wilson Dr met with the grandson of owner Travis Tylor I told him I need to do a bucket test Travis informed me there two broken pips in the house wanted me to go in, told him I can not do that cant can not do a bucket test with an active leak he informed me he is on his way to Home Depot to get parts to fix the leak than call me...Chris Berish // PLEASE MEET JOE AT PROPERTY TO PERFORM A 10 GALLON BUCKET TEST - xxxx/on/1/11/21/met/with/joe/the/grandson/of/home/owner/at/1411/wilson/to/do/bucket/test/he/inform/me/that/there/was/two/broken/pipes/in/home/he/said/he/was/going/to/home/depot/to/get/materials/to/fix/lines/in/home/he/called/me/said/repairs/were/done/on/1/12/21/went/back/to/do/bucket/test/met/joe/there/meter/still/spinning/when/i/turned/meter/on/told/joe/could/not/do/buckrt/test/until/leak/is/fixed/read/0641300
D 3.2 Bill Dispute	OPmrodgers 11/20/2020: BARB CALLED LMOM RE HIGH USAGE RETURNED CALL NO ANSWER LMOM / OPjaczarnik 11/20/2020: BARBARA CALLED REGARDING BILL; ADV 3 TGAL IS PRETTY LOW FOR TWO PEOPLE FOR A MONTH SO THE METER IS MOST LIKELY READING CORRECTLY; ADV SHE CAN ALWAYS TRY AND IN HOME LEAK TEST IF SHE SUSPECTS HIGH USAGE; NFAN /	OPmrodgers	11/20/2020 12:25 PM	1190568	
D 3.2 Bill Dispute	OPdjohnson 09/29/2020: RAMONA CI. NEW BILL FOR 12TGAL. 3 MONTHS ZERO USAGE. ERT WAS REPLACED. SUBMITTED TO USW TO ADJ 12TGAL BILL INTO LOWEST TIER. NFAN / OPdjohnson 09/29/2020: I CALLED RAMONA. NO ANSWER. LMOM. I ADV ADJ OF \$22.80 HAS BEEN APPLIED TO THE ACCT. PROVIDED NEW BAL. I ADV CALL BACK IF SHE HAS ANY FURTHER QUESTIONS. NFAN	OPdjohnson	09/29/2020 02:18 PM	1189789	USWealicea 09/29/2020: ADJUSTMENT FOR 8 TGAL AT THE LOWER TIER AS ERT WAS NOT REGISTERING USAGE FOR PAST 6 MONTHS- 8 TGAL X 11.42 = 91.36. (CUST. WAS CHARGED 114.16 - 91.36 = \$22.80).

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	OPmrodgers 08/03/2020: CARLOTA CALLED WANTED A NOTE ON THE ACT THAT A TECH REPLACED VALVE ON 7/27 // OPmrodgers 09/24/2020: CARLOTA CALLED STATES SHE DOES NOT OWE FOR A LEAK THAT IS NOT HER ISSUE AS A TENANT. ADV TO CONTACT THE HOMEOWNER LEAK WAS NOT ORIGINALLY ON USW SIDE. ADV COULD SUBMIT REPAIR RECEIPT AS WELL. // OPcbrann 09/24/2020: SPK TO OWNER MARISOL GONZALEZ VARGAS @619-550-9913;SHE WAS CALLING ON BEHALF OF TENANT CARLOTA SOLTERO;S/O ON 8-4-20 CUSTOMER REPAIRED THE LEAK ON THEIR SIDE;TECH NOTES NO LEAK ON EITHER SIDE;THEY ARE DISPUTING THE VIOLATION CHARGE & ALSO ADV THEY LEFT 2 MSG'S ON 8-31-20 & DIDN'T REC ANY RTRN CALLS;THEY ARE EMAILING IN PHOTOS BEFORE & AFTER;MARISOL ALSO STATES CARLOTA CAN NOT PAY THE PAST DUE OF \$221.62;I ADV TO PAY 1/2 OR \$110.81;DO NOT DISCONNECT UNTIL THIS ISSUE IS RESOLVED; / OPmrodgers 09/24/2020: CARLOTA CALLED STATES SHE DOES NOT OWE FOR A LEAK THAT IS NOT HER ISSUE AS A TENANT. ADV TO CONTACT THE HOMEOWNER LEAK WAS NOT ORIGINALLY ON USW SIDE. ADV COULD SUBMIT REPAIR RECEIPT AS WELL.	OPcbrann	09/24/2020 01:52 PM	54823562	Sunday afternoon answering service call out for leak at this property on customers side. Meter was shut off Read. 0440360 ERT. 74213446...Angel Rivera - (CUSTOMER COMPLAINT IN ATTACHMENT) // HCWW - NON PAY RECONNECT. CUST REPORTS HAVE FIXED LEAK. SAYS METER IS STILL LEAK ON USW SIDE. PLEASE RECONNECT SERVICE, INSPECT SOURCE OF LEAK, PROVIDE READ AND NOTES.- 2346 preston ave water is on meter read is 0441640 when customer repaired the leak on his side of the meter he loosened the nut on usw side of meter - replaced the gasket no leak on either side of meter...Angel Rivera // // HCWW - NON PAY RECONNECT. CUST REPORTS HAVE FIXED LEAK. SAYS METER IS STILL LEAK ON USW SIDE. PLEASE RECONNECT SERVICE, INSPECT SOURCE OF LEAK, PROVIDE READ AND NOTES.- 2346 preston ave water is on meter read is 0441640 when customer repaired the leak on his side of the meter he loosened the nut on usw side of meter - replaced the gasket no leak on either side of meter...Angel Rivera
D 3.2 Bill Dispute	OPmrodgers 09/24/2020: GEORGE CALLED HIGH USAGE ADV LEAK TEST/S.O COMPLETE	OPmrodgers	09/24/2020 08:05 AM	1189769	CWW - METER INSPECT. CUST REPORTS HIGHER THAN NORMAL USAGE BILLED 10T GAL. AVG USAGE 4T GAL. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST, PROVIDE READ AND NOTES. xxx read 0644020 checked with hand held meter and ert are registering meter is located br across driveway of 1268 lake josephine ct chris b
D 3.2 Bill Dispute	OPldrost 03/26/2021: RON CALLED IN AFTER NOTICING BILL FROM USAGE BTWN 11/24/20 AND 12/23/20 WAS VERY HIGH. USUALLY ONLY USED 0-1 TGAL/MO. IS AWAY FOR 6 MO OUT OF YR. WANTS TO KNOW WHY HE WAS BILLED FOR SO MUCH USAGE. ARR AT PPTY 12/4/20. ADV UNKNOWN. USAGE SINCE HAS GONE BACK DOWN AND S/O TO CHK METER HAVE COME BACK AS METER WORKING PPLY. CONF HE WAS CHKING HIS METER (PROVIDED METER#) AND COMPARED READS. HIS READ AND TECH READ ARE BOTH "59". ADV TECHS ARE NOT PLUMBERS AND NOT ALLOWED ON PPTY. WOULD NOT KNOW SOURCE OF ISSUE. NFAN	OPldrost	03/26/2021 09:16 AM	54795489	
D 3.2 Bill Dispute	OPldrost 03/22/2021: BETTY CALLED IN - SAYS SHE HAD NEIGHBORS SHUT METER OFF MONTHS AGO BECAUSE SHE'S UP NORTH FOR THE SUMMER MONTHS. ADV 1 TGAL IS STILL GOING THRU METER. ADV TO CHK TO MAKE SURE WATER IS OFF AT METER, NOT HOUSE, AND IF THERE IS A LEAK ON CUSTOMER SIDE OF METER. TRIED TO ADVISE ON HOW NEIGHBOR CAN CHK METER# AND THEN RETURN LATER TO CHK METER# AGAIN BUT SHE SAYS SHE'LL TALK TO NEIGHBOR BUT IS DISPUTING IT. NFAN	OPldrost	03/22/2021 02:59 PM	54799815	
D 3.2 Bill Dispute	OPmrodgers 02/24/2021: KAREN CALLED HIGH USAGE ADV LEAK TEST/CUST WILL CALL WHEN COMPLETE // OPjaczarnik 03/26/2021: KAREN CALLED REGARDING HIGH BILL; SHE ADV THEY DID HAVE A RUNNING TOILET THAT THEY JUST FIXED; ADV MOST RECENT READ ON 3/25/21 INDICATES THE USAGE HAS GONE BACK DOWN; ADV IF SHE CAN SEND THE REPAIR RECEIPTS FOR THE TOILET, THEN THEY ACC CAN BE REVIEWED FOR A COURTESY ADJ; ADV TO MAIL RECEIPTS TO THE ADDRESS ON HER BILL STUB;	OPmrodgers	02/24/2021 02:33 PM	54800421	
D 3.2 Bill Dispute	OPcbrann 02/22/2021: SPK TO WANDA DICKSON @863-633-8036;SHE WAS CALLING ON A HIGH BILL;ADV CURRENT BILL IS @4 TGALS;USUAL USEAGE 1-2 TGALS;ADV TO DO THE LEAK TEST;NFAN // Pldrost 02/23/2021: WANDA CALLED BACK. IS UPSET HOW MUCH IS BEING CHARGED. CHKD READ, AND 4TGAL/MO HAS BEEN USED BY HER IN THE PAST, MULT TIMES. SAYS SHE DOESN'T HAVE A LEAK. ADV SHE'S PROBABLY CORRECT. PROVIDED FL PUB SVC COMM 800# IF SHE WANTS TO DISCUSS RATES FURTHER. NFAN	OPldrost	02/23/2021 11:09 AM	54822042	PREFORM A 10 GALLON BUCKET TEST TO VERIFY METER IS REGISTERING PROPERLY - xxx/start/read/0127540/end/read/0127540/chris/b /// Meter change out Old read/ 127540 S/n/69737109 Ert/71038068 New read/00000252/8 dligt pro coder S/n/39960665 Ert/75089377...Chris Berish

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D 3.2 Bill Dispute	<p>USWealicea 12/23/2020: KAY APPELLEGATE CALLED STATING SOMETHING MUST BE WRONG WITH HER METER BECAUSE HER NEIGHBORS ARE PAYING LESS THEN SHE IS FOR WATER AND WASTEWATER AS SHE IS THE ONLY PERSON LIVING IN THE HOME- I EXPLAINED A BUCKET TEST WAS PERFORMED, AND THE RESULTS SHOW THE METER IS WORKING PROPERLY, SHE SAID THERE MUST BE SOMETHING WRONG WITH THE METER AND WOULD LIKE A NEW METER - I INFORMED THE COST OF A NEW METER IS \$250.00, SHE ASKED ME TO SEND HER AN INVOICE FOR THE NEW METER. TROY WILL SEND CUSTOMER A LETTER WITH THE COST OF THE NEW METER. // OPcbrann 01/08/2021: SPK TO KAY APPELLEGATE @863-464-1208;SHE WAS CALLING ABOUT A CHECK FOR \$210.00 SENT FOR A NEW METER;ADV CHK HAS NOT BEEN APPLIED;SHE ADV SHE WILL CALL TROY // SWealicea 01/21/2021: LEFT KAY APPELLEGATE A VOICE MESSAGE INFORMING HER HER NEW METER WAS INSTALLED YESTERDAY - PROVIDED CUSTOMER WITH MY CONTACT INFORMATION FOR A CALLBACK.;NFANOPdjohnson 02/22/2021: KAY CI TO DISPUTE HER CHARGES. STATED HAD A NEW METER PUT IN. I ADV THE NEW BILL ONLY HAS NEW METER DATE FROM 1/21/21-1/22/21 SO WE WILL SEE NEXT MONTH WHERE HER USAGE IS AT BECAUSE THE WHOLE POINT OF PUTTING IN A NEW METER WAS TO SHOW THAT SHE IS USING THE WATER. I ADV KEEP AN EYE ON THE NEXT BILL WHICH WILL HAVE HER NEW USAGE ON NEW METER. SHE STATED NO WAY TECHS ARE READING THAT METER IN THE GROUND. I ADV THEY PICK UP READ ELECTRONICALLY. SHE STATED THAT IT SEEMS OUT CONVERSATION IS NOT GOING ANYWHERE AND SHE TOLD ME TO HAVE A GOOD DAY AND DISCONNECTED THE CALL. // OPldrost 05/20/2021: KAY CALLED IN TO INFORM MOVE OUT EFF 6/3/21. SUBMITTED S/O. REFUSED TO PROVIDE FWDING ADD. SAYS WILL HAVE MAIL FWDDED. NFAN</p>	OPdjohnson	02/22/2021 10:17 AM	54823678	<p>HCWW - METER INSPECT. CUST THINKS SOMETHING WRONG WITH METER WAS ADV TO GET BUCKET TEST. CUST 12MONTH AVG 4TGAL. WAS BILLED FOR 5TGAL TWO MONTHS IN A ROW. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST, PROVIDE READ AND NOTES. PLEASE CALL KAY (863)464-1208.</p> <p>XXXX/START/READ/0048650/END/READ/0048660/CARLOS.M/AND/PEDRO/L // METER AND ERT CHANGE OUT AS CUSTOMER PAID FOR NEW METER AND ERT C.B. CALL EVELYN WITH NEW METER INFO-xxxx/old/read/0055050/s/n/35833960/ert/7256288/new/read/00000252/8/digit/pro/coder/s/n/39960685/ert/75089443/chris/b/angel/r</p>
D 3.2 Bill Dispute	<p>OPmrodgers 01/20/2021: DONNA CALLED STATED HIGH USAGE ADV LEAK TEST AND CALL WITH RESULTS // OPldrost 01/20/2021: DONNA CALLED BACK IN - THOUGHT SHE HAD DONE THE LEAK TEST CORRECTLY BUT ACTUALLY TURNED THE HOUSE VALVE OFF. IN SPITE OF THIS, METER KEPT SPINNING. ADV SHE MAY HAVE AN ISSUE BTWN METER AND HOUSE. WAS UNSURE WHAT TO DO NEXT, ADV TO SPEAK TO NEIGHBORS AND ASSOC TO INVESTIGATE FURTHER. MAY CALL BACK TO SET UP PMT ARR OR LEAK ADJ. NFAN // OPmrodgers 01/28/2021: DONNA CALLED STATED LEAK IN DITCH WAS REPAIRED PROVIDED EMAIL TO SUBMIT INFO FOR ADJ REVIEW</p>	OPmrodgers	01/28/2021 11:23 AM	1190014	
D 3.2 Bill Dispute	<p>OPmrodgers 01/02/2020: THOMAS CALLED HIGH USAGE NO VISIBLE LEAKS. UNABLE TO DO LEAK TEST METER BURIED. S/O METER INSPECTION REREAD. CALL PH#863.633.8968 30MIN AHEAD // Pdjohanson 01/02/2020: CALLED THOMAS TO REVIEW RECENT READ FROM 12/26 WHICH PUTS HIS NEWEST CONSUMPTION FOR 11/27-12/16 @ 1TGAL. I ADV WOULD STILL DISPATCH SO TO HAVE METER LOCATED/INSPECTED AND FOR TECHS TO PROVIDE PHYSICAL READ. NFAN // OPldrost 01/21/2021: THOMAS CALLED IN DEMANDING A METER INSPECT AND BUCKET TEST. SAYS HIS BILL KEEPS GOING UP. DIDNT REMEMBER THAT WE DID THIS A YEAR AGO AND THERE WERE NO ISSUES. SINCE THEN, USAGE IS CONSISTENTLY 2 OR 3 TGAL/MO. ADV LAST TIME IT WAS @ 3TGAL WAS AUG 2020 BILL. ACCUSED USW OF "YOU PEOPLE ARE SCREWING ME OVER AGAIN" AND HUNG UP. NFAN // OPldrost 03/23/2021: THOMAS CALLED IN AGAIN WANTING A BUCKET TEST DONE. REMINDED HIM HIS CONSUMPTION HAS BEEN CONSISTENT AND WE DID A BUCKET TEST BACK IN JAN. NO CHANGE. EVERYTHING IS IN ORDER. WILL NOT BE SENDING ANYONE OUT. BELIEVES HE'S BEING OVERCHARGED COMPARED W/ CITY AND SURROUNDING AREA. NFAN // OPdjohanson 04/12/2021: NOTE ON STUB. CUST WROTE "WHY IS MY BILL THE SAME EVERY MONTH TO THE PENNY. PERSON ON THE PHNE WILL NOT LET ME TALK TO A SUPERVISOR" I CALLED (863)633-8968, NO ANSWER. LMOM. I ADV TO CALL BACK AND WE CAN TALK ABOUT HOW THE BILLING WORKS. NFAN</p>	OPldrost	01/21/2021 01:18 PM	1191100	<p>HCWW - METER INSPECT. CUST REPORTS METER IS BURIED AND WOULD LIKE A PHYSICAL READ. PLEASE LOCATE METER, INSPECT METER IS WORKING PROPERLY, PROVIDE NOTES AND READ. CUST REQ CALL 30MIN BEFORE ARRIVAL. THOMAS #8636338968-xxxx172 parkview cir Read/0123220 called no answer.. Chris Berish</p>
D 3.2 Bill Dispute	<p>OPldrost 01/18/2021: JAMES CALLED IN B/C HAS HIGH BILL AFTER MANY MONTHS OF VERY LOW BILL. ADV NO USAGE FOR LAST 9 MO AND NOW THERE'S USAGE. JAMES RET FROM UP NORTH ON 10/15/20. NO USAGE REG FOR THAT MO THEN ALL OF A SUDDEN - 5TGAL. SUSPECTS IT WAS ESTIMATED. HAS SPOKEN W/ CBERISH WHO SAYS THERE'S A WORK ORDER IN FOR METER REPLACE - TOLD JAMES SAND IN BOX AND CRACK IN METER FACE. ADV NO S/O IN HIS ACCT. WILL LOOK INTO IT FURTHER, CONF W/ CBERISH AND SUBMIT S/O IF NEEDED. NFAN // OPldrost 01/18/2021: EALICEA HAS ADJ ACCT TO LOWEST TIER (3MO USAGE) AND REMOVED LATE FEE. S/O SCHED TO REPLACE METER 1/19. CALLED JAMES, LMOM, W/ THIS INFO. NFAN</p>	OPldrost	01/18/2021 08:34 AM	54795764	<p>TIER ADJ PER USW. USAGE FOR THREE MONTHS ON ONE BILL. ADJ TO REFLECT ALL 5TGAL USAGE AT LOWEST TIER. 1 @ 14.21-11.42 = 2.85. // HCWW - METER CHANGE OUT. METER FACE CRACKED AND HARD TO READ. PLEASE REPLACE METER. PROVIDE READS AND NOTES.</p> <p>xxxx/old/read/0159210/s/n/56575289/ert/57764495/new/read/00000252/8/digit/pro/coder/s/n/10574094/ert/75101512/located/lf/carlos/m/and/pedro/l</p>

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D 3.2 Bill Dispute	OPdjohnson 01/04/2021: GENE CI REGARDING FINAL BILL THROUGH 11/23/20. I ADV THAT IS THE DAY HE CALLED. I ADV I SEE SOMEONE CALLED ON 10/19/20 BUT WHEN WE RETURNED THE CALL NO ONE ANSWERED AND WE HAD TO LEAVE A MESSAGE. I ADV WHEN THE MOVE OUT SERVICE ORDER CLOSED SHOULD HAVE PRORATED FINAL BILL. I ADV NO NEW BILL WILL GENERATE AND I WILL FOLLOW UP WHEN ADJ HAVE BEEN MADE. NFAN // OPdjohnson 01/05/2021: CALLED DAVI AND ADV BAL HAS BEEN ADJ BACK TO 10/19/20. PROVIDED BAL AND PAYMENT OPTIONS. NFAN	OPdjohnson	01/04/2021 02:28 PM	1189908	
D 3.2 Bill Dispute	OPldrost 12/18/2020: PATTYE CALLED IN UPSET AT HER HIGH BILL. ADV THAT METER DIDN'T REGISTER PPLY AND THE PREV 3 MO SHE WASN'T BILLED FOR ANY USAGE, ONLY BASE FEES. EXPLAINED 1.5 (HER AV USAGE) X 4 = 6 TGAL. ATTEMPTED TO OFFER TO MAKE SURE ALL TGALS ARE CHGD @ LOWEST RATE. SHE REFUSED TO DISCUSS, SAID SHE WAS CALLING HER LAWYER. NFAN // OPcbrann 12/21/2020: SPK TO PATTYE RONEY @863-452-1600;SHE WAS CALLING ABOUT HER CURRENT BILL & ADV NO WAY SHE HAS USED 6 TGALS;ADV TO DO THE LEAK TEST TO RULE OUT ANY PROBLEM;SHE WANTS THE TECH TO COME OUT & READ THE METER WITH HER;THREATENING TO HAVE HER LAWYER GET INVOLVED;S/O CREATED; // OPjaczarnik 12/23/2020: PATTYE CALLED REGARDING BILL; ADV S/O CONFIRMED THAT THE READING ON THE METER IS CORRECT; ADV SHE WAS NOT CHARGED ANY USAGE FOR THE PAST THREE MONTHS DUE TO ERT NOT READING; ADV SHE HAD TO BE CHARGED THE USAGE FOR THOSE MONTHS WHERE IT WAS REGISTERING; CUSTOMER THREATENED TO GET LAWYER INVOLVED, WAS UPSET, AND DISCONNECTED THE CALL; // 01/12/2021: PATTYE CALLED MOVE OUT EFF 1.29.21	OPcbrann	12/21/2020 11:31 AM	54822498	HCWW - METER INSPECT. CUST DOES NOT UNDERSTAND HER ERT WAS NOT WORKING FOR 3 MONTHS AND WAS REPLACED. SHE GOT A BILL FOR 4MONTHS AT 6TGAL. CUST AVG 1-2TGAL. CUST REQUEST TECH TO INSPECT METER. PLEASE DO 10GAL BUCKET TEST FOR CUST. CUST REQ CALL WHEN EN ROUTE. PATTYE(863)452-1600. xxxx/start/read/0125960/end/read/0125970/located/rf/pedro/l/and/carlos /m
D 3.2 Bill Dispute	OPmrodgers 02/22/2021: LAURA CALLED VERY RUDE RE STMT ADV PREVIOUS NOTE AVERAGE BILLING AND CURRENT STMT HAS USAGE UNDERBILLED AS WELL AS CURRENT USAGE. ADB PYMT ARR OF 1/2 NO 1/2 IN 30DAYS. CUST WAS UPSET AND DISCONNECTED CALL // USWealicea 02/22/2021: CUSTOMER WAS BILLED 14 TGAL- CHARGED ALL TGALS AT THE LOWER TIER DUE TO TECH UNABLE TO LOCATE METER WHEN ERT WAS NOT REGISTERING PROPERLY - CUST. CHARGED 14 TGAL = \$188.38 - 14 TGAL AT LOWER TIER \$159.88 = CREDIT \$28.50	OPmrodgers	02/22/2021 08:10 AM	1189474	
D 3.2 Bill Dispute	OPjaczarnik 10/19/2020: MARCUS CALELD REGARDING HIGH USAGE; USAGE SPIKED TO 10 TGAL; ADV TO TRY IN HOME LEAK TEST; ADV WOULD SUBMITT S/O TO INSPECT METER; // OPmrodgers 10/22/2020: MARCUS CALLED LMOM RETURNED CALL NO ANSWER LMOM // OPmrodgers 11/19/2020: MARCUS CALLED HIGH USAGE. CUST STATED PLUMBER FIXED ON 10/20 ADV STMT INCLUDES LEAK F OR EMAIL RECEIPT FOR POSSIBLE CURT ADJ // OPdjohnson 12/04/2020: CALLED MARCUS. NO ANSWER. I ADV LEAK ADJ HAS BEEN APPLIED. I PROVIDED NEW BAL FOR BILL THAT WAS DUE 12/03/20. NFAN	OPmrodgers	11/19/2020 08:31 AM	1190032	HCWW - METER INSPECT. CUST CONCERNED ABOUT HIGH USAGE. COULD NOT DETERMINE IF HE HAS LEAK. CUST AVG @ 1TGAL. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST, PROVIDE READ AND NOTES. xxxx read 0218440 upon arrival plumber was there fixing leak on customer side meter is located rf chris b // USWealicea 12/04/2020: LEAK ADJUSTMENT FOR SEPT.-CUST. BILLED FOR 4 TGAL - AVG. PER MONTH = 3 TGAL / 2 = 2 X 14.27 = \$28.54. LEAK ADJUSTMENT FOR OCT. - CUST. BILLED FOR 10 TGAL - AVG. PER MONTH = 9 / 2 = 5 X 14.27 = \$71.35. LEAK ADJUSTMENT FOR NOV. - CUST. BILLED FIR 57 TAGL - AVE. PER MONTH = 56 / 2 = 28 X 14.27 = \$399.56.
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 02/16/2021: MAUREEN CALLED REGARDING NO WATER; REACHED OUT TO TECH TO CONFIRM THERE WAS PLANNED WORK TODAY TO FIX THE MAINS; ADV THEY ARE WORKING ON FINISHING UP SOON AND THEN THE WATER SHOULD BE BACK ON;	OPjaczarnik	02/16/2021 10:47 AM	1190159	
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 11/13/2020: ELLEN CALLED REGARDING NO WATER; ADV MAIN BREAK THAT IS CURRENTLY BEING TENDED TO; ADV NO TIMETABLE FOR WHEN RPAIR WILL BE FINISHED; ADV BWN WILL BE IN EFFECT;	OPjaczarnik	11/13/2020 12:25 PM	54821208	
F 5.0 No Water - Sewer / Service Interruption	OPcbrann 11/11/2020: SPK TO A WOMAN @754-246-8821,SHE WAS CALLING FOR JOSE RIVERA;SHE ADV NO WATER;CHECKING & WILL RTRN CALL; // OPdjohnson 11/11/2020: CUST CI AND REPORTED NO WATER. NO DISCONNECT SO. CALLED TECH AN CORNFIRMED WOULD INSPECT 11/11/20. SUBMITTED SO. NFAN	OPdjohnson	11/11/2020 01:36 PM	54821912	
F 5.0 No Water - Sewer / Service Interruption	OPldrost 09/24/2020: LUNDA CALLED IN - NO WATER. ADV OF POWER OUTAGE BEING WORKED ON. NFAN	OPldrost	09/24/2020 08:11 AM	54821833	
F 5.0 No Water - Sewer / Service Interruption	OPldrost 09/24/2020: LORETTA CALLED IN - NO WATER. ADV OF POWER OUTAGE BEING WORKED ON. NFAN	OPldrost	09/24/2020 08:10 AM	54795853	
F 5.0 No Water - Sewer / Service Interruption	OPldrost 08/04/2020: MAUREEN CALLED IN, LM. NO WATER. CALLED BACK, LMOM, ADV OF MAIN BREAK AND BWN. WATER SHOULD BE BACK ON BY 5PM. NFAN	OPldrost	08/04/2020 02:55 PM	1190159	
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 08/04/2020: JEFF CALLED REGARDING NO WATER; ADV TECHS ARE CURRENTLY WORKING ON MAIN BREAK THAT HAPPENED; ADV THAT BWN WAS SENT OUT; NFAN	OPjaczarnik	08/04/2020 02:04 PM	1195201	

**Evelyn Alicea**

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**From:** Darren Johnson [darren.johnson@opus21ms.com] on behalf of Darren Johnson  
**Sent:** Wednesday, January 13, 2021 4:56 PM  
**To:** 'Evelyn Alicea'  
**Subject:** HCWW# 54795637, SHERRY STONE

GOOD AFTERNOON EVELYN,

THIS CUST WAS ON A 12 MONTH PAYMENT ARRANGEMENT. LAST PAYMENT WAS MADE 11/08/20.

CURRENT BAL IS \$1353.24 WHICH IS MORE THAT THE ORIGINAL PAYMENT ARRANGEMENT OF 1003.06.

THE PREVIOUS PAYMENT ARRANGEMENT FROM 08/05/19 WAS BROKEN.

WAS APPROVED FOR A NEW 12 MONTH PAYMENT ARRANGEMT.

THEY AVOIDED DISCONNECT THIS TIME AROUND BECAUSE OF THE ACTIVE PAYMENT ARRANGEMENT.

A DARREN HARRIS CALLED ON 12/17/20:

"DARREN HARRIS, HUSBAND OF SHERRY, CALLED IN VERY UPSET. WATER QUALITY IS VERY POOR. SUBMITTED S/O. ALSO INFORMS THEY'RE CONCERNED ABOUT TECHS TAMPERING W/ WATER QUALITY TO CAUSE THIS ISSUE, SAYS THEY DISPLAY WHITE SUPREMACIST TENDENCIES, "ESPECIALLY THE ONE WHO GOES AROUND WEARING A COWBOY HAT". WILL SPEAK W/ MMONN ABOUT ISSUE/NEXT STEPS. NFAN"

LOOKS LIKE BUCKET TEST WAS GOOD, WATER QUALITY WAS GOOD.

NOT SURE WHAT WE SHOULD DO WITH THIS ACCOUNT.

PLEASE REVIEW AND ADV.

Darren Johnson  
(651) 905-0400  
[darren.johnson@opus21ms.com](mailto:darren.johnson@opus21ms.com)  
[A close up of a device Description generated with high confidence]

*Shutoff valves is not working  
PWS - would need to shut the whole street*



Label	Comment	User	Date	Account	Service Order / Resolution
F 5.0 No Water - Sewer / Service Interruption	OPcbrann 11/30/2020: RTRN VM TO RANDY BENNETT @260-350-1135;HE WAS CALLING AS HE HAS NO WATER;HE DID ADV HE SPOKE W/SOMEONE & THEY WEREN'T SURE WHY HE HAS NO WATER BUT WILL BE BACK IN THE MORNING;NFAN	OPcbrann	11/30/2020 05:43 PM	54795503	
F 5.0 No Water - Sewer / Service Interruption	OPcbrann 01/22/2021: SPK TO YOLANDA ANDREWS @863-260-2268;SHE WAS CALLING W/NO WATER;ADV THERE WAS A CUSTOMER ON RIVERWAY DR WHO WAS TAKING OUT A TREE ROOT & HIT A WATER LINE;THE TECH IS ON HIS WAY OUT THERE	OPcbrann	01/22/2021 06:56 PM	1190285	
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 11/13/2020: WILLIAM CALLED REGARDING NO WATER; ADV MAIN BREAK THAT IS CURRENTLY BEING REPAIRED; ADV NO TIMETABLE TO WHEN IT WILL BE FIXED AND BWN WILL BE ISSUED; NFAN	OPjaczarnik	11/13/2020 01:00 PM	54797801	
Interruption	OPldrost 09/24/2020: MARY JO CALLED IN ABOUT NO WATER. ADV OF POWER ISSUE. NFAN	OPldrost	09/24/2020 08:21 AM	54823640	
F 5.1 Pressure Issue	OPcbrann 04/15/2021: SPK TO RUSTY SHERMAN @863-655-0105;SHE WAS CALLING TO SAY THERE IS A PIPE STICKING OUT OF THE GROUND & THE WATER IS SPEWING OUT;CHECKING W/THE AFTER HOUR TECH THEY ADV IT IS AN AUTOMATIC FLUSH VALVE & WAS PLANNED & NOTHING TO WORRY ABOUT;NFAN // OPmrodgers 04/16/2021: RUSTY CALLED RE LOW PRESSURE S/O COMPLETE	OPmrodgers	04/16/2021 08:16 AM	1190921	Bucket test- beginning read =0176020 end read= 0176030 bucket test passed - ert test ert read 17600 meter read 0176010 dials do spin handheld passed- all info on meter correct, meter & ert passed inspection and bucket test...Carlos & CJ
F 5.1 Pressure Issue	OPmrodgers 03/24/2021: RUSTY CALLED STATED PRESSURE FLUCTUATES S/O COMPLETE	OPmrodgers	03/24/2021 08:05 AM	1190921	HCWW - PRESSURE ISSUE. CUST REPORTS FLUCTUATING PRESSURE FOR ABOUT A MONTH. PLEASE INSPECT PRESSURE ISSUE, PROVIDE READ AND NOTES. XXXX METER AND ERT IS WORKING PROPERLY. WATER PRESSURE WAS FLUCTUATING DUE TO AN ISSUE WITH HYDRO TANK AT OUR WATER PLANT. PROBLEM AT WATER PLANT WAS ADDRESSED THAT SAME DAY.ERT READ/17505 METER READ/0175060
F 5.1 Pressure Issue	OPmrodgers 03/10/2021: CUST CALLED STATED METER SPINNING LOW PRESSURE ADV TO LOOK FOR LEAK AT PROPERTY. // OPmrodgers 03/17/2021: THOMAS CALLED METER IS RUNNING NO PRESSURE IN HOME WILL CONTACT PLUMBER FOR LEAK // OPjaczarnik 04/14/2021: THOMAS CALLED REGARDING LEAK HE HAD REPAIRED; PROVIDED FAX NUMBER AND EMAIL ADDRESS TO SEND REPAIR RECEIPTS; ADV ONCE THE RECEIPTS ARE RCVD, THE ACC WILL BE REVIEWED BY CORP FOR A COURTESY ADJ;	OPmrodgers	03/10/2021 08:40 AM	1189720	TECH SPOKE WITH OWNER REGARDING THE LEAK ON THEIR SIDE OF THE METER) -xxxx I found the new meter spinning fast. spoke with the owner about a possible leak, turned the shut-off valve on the customer side of the meter, the meter then stopped spinning. turns out the owner has a possible leak in his home. The owner is aware of the leak and is going to call a plumber...Carlos Morales // USWeallicea 04/29/2021: LEAK ADJUSTMENT FOR THE APRIL BILL - CUSTOMER BILLED FOR 56 TGAL - AVERAGE PER MONTH = 53 TGAL / 2 = 27 TGALS X 14.27 = \$385.29 // OPdjohnson 04/29/2021: CALLED THOMAS (863)381-5308. NO ANSWER. LMOM. I ADV LEAK ADJ APPLIED TO ACCOUNT. PROVIDED REMAINING BAL. I ADV WE CAN SET UP A PAYMENT ARRANGEMENT TO HELP SPREAD REMAINING BAL OVER SEVERAL MONTHS. I ADV TO CALL BACK IF HE WOULD LIKE TO SET UP A PAYMENT ARRANGEMENT. NFAN // OPdjohnson 05/03/2021: LMOM FOR TOM TO CALL BACK AND ACCEPT PAYMENT ARRANGEMENT TERMS. I ADV APPROVED FOR 8 MONTHS BUT NEED HIM TO CALL BACK. I ADV CALL BACK AND ASK FOR DARREN. NFAN
F 5.1 Pressure Issue	OPldrost 11/25/2020: DAVE CALLED IN. HAS HAD LOW WATER PRESSURE FOR THE LAST 24 HRS., ESP IRR. ADV I WOULD SUBMIT S/O BUT IS 4PM, AFTERNOON BEFORE THANKSGIVING HOLIDAY, ALL TECHS GONE FOR THE DAY. SUGGESTED IF IT GETS WORSE TO CALL AFTER HRS EMERGENCY LINE. PHONE DISCONNECTED. NFAN	OPldrost	11/25/2020 03:01 PM	1190803	HCWW - PRESSURE ISSUES. CUST EXPERIENCING PRESSURE ISSUES FOR THE LAST 24 HOURS. PLEASE INSPECT PRESSURE ISSUE, PROVIDE READ AND NOTES. xxx/read/00002087/8/digit/pro/cader/when meter/got/changed/out/shut/off/valve/did/not/get/turned/on/all/the/way /chris/b
F 5.1 Pressure Issue	OPjaczarnik 11/19/2020: PATRICK LMOM REGRADING LOW PRESSURE; ATTEMPTED TO CALL BACK @ 786-953-0935, NO ANSWER, LMOM; ADV WOULD SUBMIT S/O TO INSPECT PRESSURE, BUT HE SHOULD CALL BACK TO PROVIDE MORE INFORMATION ABOUT WHEN IT STARTED;	OPjaczarnik	11/19/2020 10:24 AM	1190763	HCWW - PRESSURE ISSUE. CUST HAVING PRESSURE ISSUES SINCE BWN RESCINDED. POSSIBLE CUST VALVE NOT TURNED ON ALL THE WAY. PLEASE INSPECT PRESSURE ISSUE PROVIDE READ AND NOTES. xxx/read/0470350 dug up meter disconnected is from his side turned water on had good pressure advised customer problem on his side meter is located far lf chris b
F 5.1 Pressure Issue	OPcbrann 09/25/2020: SPK TO PATTY SOUTHWELL @954-558-3847;SHE WAS CALLING ABOUT LOSS OF PRESSURE YESTERDAY & TODAY CLOUDY WATER;I ADV THERE WAS AN ISSUE YESTERDAY & A BWN IS ON;ADV WEBSITE TO LOOK AT FOR MORE INFO;NFAN	OPcbrann	09/25/2020 12:24 PM	54825184	



Label	Comment	User	Date	Account	Service Order / Resolution
F 5.1 Pressure Issue	OPjaczarnik 08/06/2020: WALTER CALLED REGARDING LOW PRESSURE; HE ADV THAT HE KNEW THERE WAS A MIAN BREAK EARLIER IN THE WEEK, BUT HE IS STILL EXPERIENCING LOW PRESSURE; ADV WOULD SUBMIT FOR INSPECT; ADV COULD BE ISSUE WITH WATER HEATER AS WELL; // OPmrodgers 08/07/2020: WALTER CALLED STATED WATER PRESSURE IS BACK TO NORMAL. WILL HAVE SOMEONE LOOK INTO NO HOT WATER. EMAILED MM TO CANCEL S/O // OPdjohnson 10/05/2020: WALTER CI. HAD A LEAK IN AUG AND FIXED IT WITH HIS NEPHEW. NEW READING SHOW USAGE WENT BACK TO NORMAL. I ADV SEND EMAIL EXPLAINING WHAT HAPPENED AND WHAT HE DID TO FIX PROBLEM, I ADV ATTACH ANY RECEIPT SO THAT I CAN SUBMIT TO CORPORATE. HE STATED WILL EMAIL AND MAKE A PAYMENT. NFAN	OPmrodgers	08/07/2020 08:15 AM	1189948	USWealcea 10/05/2020: COURTESY LEAK ADJUSTMENT- Customer billed for 50K - 3K average = 47/2 = 24 x 14.27 + \$342.48. // OPdjohnson 10/05/2020: CALL WALTER. I ADV ADJ HAS BEEN MADE. PROVIDED NEW BAL. STATED WILL PAY \$300 TOWARDS BAL AND CALL BACK IF WOULD LIKE PAYMENT ARRANGEMENT FOR THE REST. NFAN
F 5.1 Pressure Issue	OPidrost 08/12/2020: MARIA CALLED IN RE: PRESSURE ISSUE S/O. DIDN'T RECALL SEEING ANYONE SHOW UP YESTERDAY AND HAD TAKEN OFF WORK TO BE AVAILABLE FOR WHEN TECH ARR. CALLED CBERISH, WILL BE THERE BY 9:30 AM TODAY. BELIEVES IT'S A CLOGGED FILTER THAT SHE HAS. NFAN	OPidrost	08/12/2020 08:12 AM	1190409	HCWW - LOW PRESSURE. CUST REPORTS LOW PRESSURE FOR ABOUT A WEEK. PREVIOUS NOTES SUGGEST CUST HAS INLINE FILTER. PLEASE INSPECT PRESSURE ISSUE, PROVIDE READ AND NOTES-xxxx Read/0504110
F 5.1 Pressure Issue	OPidrost 08/11/2020: MARIA CALLED IN TO FIND OUT WHEN TECH ARR. ADV UNABLE TO PINPOINT. CONF HAS BEEN DISPATCHED FOR TODAY. INFORMS SHE IS HARD OF HEARING AND DIDN'T WANT TO MISS THEM. ADV UNABLE TO COMMUNICATE THAT AT THIS PT SINCE IT'S ALREADY BEEN ASSIGNED. APOLOGIZED. NFAN	OPidrost	08/11/2020 10:18 AM	1190409	Customer had clogged filter all good now Handy man changed filter...Chris Berish
F 5.1 Pressure Issue	OPjaczarnik 08/10/2020: MARIA CALLED TO VERIFY S/O WAS SUBMITTED FOR LOW PRESSURE; ADV YES AND TECH WILL BE OUT ON 8/11/20 TO INSPECT; NFAN	OPjaczarnik	08/10/2020 02:29 PM	1190409	
F 5.1 Pressure Issue	OPmrodgers 08/10/2020: MARIA CALLED LOW PRESSURE IN BATHROOM/KITCHEN S.O COMPLETE	OPmrodgers	08/10/2020 08:40 AM	1190409	
F 5.1 Pressure Issue	OPmrodgers 01/28/2021: MELINDA CALLED AIR IN LINES/LOW PRESSURE S.O COMPLETE	OPmrodgers	01/28/2021 01:05 PM	54820969	** NOTES FROM TECH FOR BELOW S/O** I responded to this address in January. The customer was not home but we did do a pressure check on a outside spigot and found they had 55 psi at the house. I left a door hanger informing them to call me. I never heard anything back. Dustin Williams
F 5.1 Pressure Issue	OPdjohnson 01/26/2021: MISSY CI. STATED WATER IS WHITE, I ADV AIR IN THE LINE. SHE STATED PRESSURE HAS BEEN UP AND DOWN SINCE REPAIR COMPLETE. I ADV I WILL SUBMIT A SO TO INSPECT PRESSURE ISSUE. I ADV THE WILL MOST LIKELY FLUSH LINES IN HER AREA. ENTERED SO.	OPdjohnson	01/26/2021 01:44 PM	1189719	HCWW - METER INSPECT. CUST REPORTS LOTS OF AIR IN THE LINES AFTER REPAIR. SHE STATED THE PRESSURE HAS BEEN UP AND DOWN SINCE WATER CAME BACK ON. PLEASE INSPECT PRESSURE ISSUE, FLUSH LINES IF NEEDED, PROVIDE READ AND NOTES-xxxx -13450 Lynnwood. Responded on the 27th. Blew off back spigot. Found no air. Customer not home. Opened blowoff in front of home for 5 minutes. Returned on the 2nd. Spoke to someone living there who said there were no more issues. meter read is 01125667...Dustin Williams
F 5.1 Pressure Issue	OPmrodgers 01/26/2021: DAVID CALLED STATES AIR POCKETS IN WATER AFTER LINE REPAIR. DID RUN WATER FOR 10-15MIN NEIGHBORS EXPERIENCING THE SAME ISSUE. S/O COMPLETE	OPmrodgers	01/26/2021 07:28 AM	54800509	HCWW - METER INSPECT. CUST REPORTS LOTS OF AIR IN THE LINES AFTER REPAIR. CUST STATED NO CHANGE AFTER HE FLUSHED FOR 10 MIN AND NEIGHBOR HAVING SAME ISSUE. PLEASE INSPECT, FLUSH LINES IF NEEDED, PROVIDE READ AND NOTES. XXXX AIR IN LINES DUE TO A WATER BREAK... METER IS TURNED OFF METER/56575849 ERT/57764623 READ/0404070
F 5.1 Pressure Issue	OPjaczarnik 01/04/2021: FLOUSINA CALLED REGARDING WATER QUALITY OVER THE WEEKEND; ADV THERE WAS A MAIN BREAK ON 12/31 AND CASUED LOW PRESSURE; ADV THERE IS A BWN IN EFFECT; ADV TO CALL BACK IF PRESSURE OR QUALITY ISSUES ARISE AGAIN;	OPjaczarnik	01/04/2021 10:50 AM	1191435	
F 5.1 Pressure Issue	OPcbrann 11/13/2020: SPK TO BARBARA FONG @863-655-0806;SHE WAS CALLING ABOUT LOW PRESSURE;ADV THERE WAS A 6" WATER LINE BREAK & THE TECH'S ARE WORKING ON IT;SHOULD BE RESTORED AROUND 6:00;NFAN	OPcbrann	11/13/2020 03:39 PM	1190137	
F 5.1 Pressure Issue	OPmrodgers 10/22/2020: MICHAEL CALLED STATED NO WATER IN KITCHEN SINK/TOILET PLUGGED WITH GRANUALS HE SAVED IN A BAGGIE. ALSO HIGH USAGE WITH NO WATER TO HOME.. PLEASE CHECK MAIN LINE/FLUSH AND METER REREAD	OPmrodgers	10/22/2020 03:32 PM	1190513	OPdjohnson 10/22/2020: TECH CHRIS CI. STATED INSPECTED LOW PRESSURE NO WATER ISSUE. STATED RETRIEVED BAG OF SEDIMENT AND CUST HAS WATER TONIGHT BUT IS UNSURE OF WHERE SEDIMENT IS COMING FROM. STATED WILL GO BACK TOMORROW TO DIG UP METER AND FIND OUT WHATS GOING ON. NFAN // HCWW - NO WATER. CUST REPORTS NO WATER IN HOME. VALVES IN HOME PLUGGED. STATED SAVED A BAG OF SEDIMENT FOR US THAT WERE CAUGHT IN SINK SCREEN. PLEASE INSPECT CUST PRESSURE ISSUE, PROVIDE READ AND NOTES. xxxxx read/0782320 checked with hand held meter and ert are registering good pressure out side of home but customer said sediment in home flushed 4 blow offs in his area customer has water just not in some of the home one bathroom dishwasher said shut off valves are plugged up with sediment meter is located lf chris b

Label	Comment	User	Date	Account	Service Order / Resolution
I 8.2 Main Break	OPcbrann 12/30/2020: SPK TO RICH TROBAUGH;HE ADV THERE WAS A MAIN BREAK;HE ADV SOMEONE CALLED TO SAY THEY WOULD BE COMING OUT TO CHECK IT OUT;NFAN	OPcbrann	12/30/2020 05:16 PM	54823182	Initial call was for water main break inside the meter Box in two locations one on our side main line the other on the customer's side of meter. I told customer that we would adjust bill due to their break being cause by the main line pressure cracked customers line. Both these meters were changed out Because they teed off of the main line and got clogged up with sand. The meter at 503 Atkins Rd was due to be replaced - old meter# 56575424 old ert# 57764574 old read 1190500 - new meter# 10574029 new ert# 75101475 new procoder read 0000.0252...Angel Rivera // USWealcea 02/08/2021: CUSTOMER BILLED 22 TGAL - AVGE OF 8 TGAL = 14 TGAL { 14 TGAL X \$14.27 RATE = \$199.78 CREDIT) TECH NOTE: Adjust bill due to their break being caused by the mainline pressure cracked customers line.
I 8.2 Main Break	OPdjohnson 11/13/2020: BEVERLY CI REGARDING LOSS OF WATER. I ADV MAIN BREAK TECH WORKING N COMPLETING BY 6PM. I ADV BWN WILL BE ISSUED. NFAN	OPdjohnson	11/13/2020 12:15 PM	1189892	
I 8.2 Main Break	OPdjohnson 11/13/2020: BILLIE CI REGARDING NO WATER. I ADV MAIN BREAK BEING FIXED. I ADV TECHS SHOULD HAVE WATER BACK ON BY 6PM. I ADV BWN TAGS WILL BE ISSUED. NFAN	OPdjohnson	11/13/2020 11:51 AM	54823970	
I 8.2 Main Break	OPcbrann 08/04/2020: REC'D VM FROM ALICIA GUNN @863-451-6356 THAT SHE HAS NO WATER;THERE WAS A MAIN BREAK THAT SHOULD HAVE BEEN COMPLETED BY 5PM TODAY;NOT ABLE TO LEAVE A MSG AS MAIL BOX FULL;NFAN	OPcbrann	08/04/2020 05:12 PM	54796418	
I 8.2 Main Break	OPcbrann 08/04/2020: SPK TO CURTIS LEMLEY @563-508-6040;HE WAS CALLING ABOUT NO WATER;I ADV THERE WAS A MAIN BREAK & THE SERVICES S/B RESTORED AROUND 5PM & A BWN WAS ISSUED;NFAN	OPcbrann	08/04/2020 01:56 PM	54824558	
I 8.2 Main Break	OPdjohnson 08/04/2020: JOSEPH CI REGARDING NO WATER I ADV MAIN BREAK SHOULD BE RESTORED @ 5PM. I ADV BWN WERE ISSUED. NFAN	OPdjohnson	08/04/2020 12:51 PM	54798222	
I 8.2 Main Break	OPdjohnson 01/22/2021: CUST CI NO WATER. I ADV MAIN BREAK. NO ETA. PROVIDED AFTER HOURS NUMBER. NFAN	OPdjohnson	01/22/2021 06:46 PM	54822032	
J 9.0 Water Quality	OPmrodgers 04/13/2021: JOHN CALLED RUSTY WATER/S.O COMPLETE	OPmrodgers	04/13/2021 09:48 AM	54826642	HCWW - WATER QUALITY. CUST REPORTS RUST COLORED WATER FOR ABOUT TWO WEEKS. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES-xxxx Read- 0334800 Responded to address. Flushed home. Water and not been used in months. Water is now clear with a residual. Dustin williams
J 9.0 Water Quality	OPdjohnson 02/01/2021: TAMRA CI AND STATED CHLORING LEVELS ARE UNACCEPTABLE BASED ON THE SMELL I ADV I WOULD HAVE SOMEONE OUT THERE TOMORROW TO CHECK IT OUT. SUBMITTED SO TO INSPECT WATER QUALITY. NF	OPdjohnson	02/01/2021 05:40 PM	1191017	HCWW - CUST STATED TOO MUCH CHLORINE BASED ON THE SMELL. PLEASE INSPECT CUST CHLORINE ISSUE, PROVIDE READ AND NOTES-xxxx Their residual was 1.8. Not high at all. I flush their spigot for a few minutes to help. Again, I did not get a read...Dustin Williams
J 9.0 Water Quality	OPldrost 12/17/2020: DARREN HARRIS, HUSBAND OF SHERRY, CALLED IN VERY UPSET. WATER QUALITY IS VERY POOR. SUBMITTED S/O. ALSO INFORMS THEY'RE CONCERNED ABOUT TECHS TAMPERING W/ WATER QUALITY TO CAUSE THIS ISSUE, SAYS THEY DISPLAY WHITE SUPREMACIST TENDENCIES, "ESPECIALLY THE ONE WHO GOES AROUND WEARING A COWBOY HAT". WILL SPEAK W/ MMONN ABOUT ISSUE/NEXT STEPS. NFAN	OPldrost	12/17/2020 01:50 PM	54795637	HCWW - CUST COMPLAINING ABOUT WATER QUALITY & CONCERNED WITH HIGH USAGE. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST. PLEASE PROVIDE NOTES AND DATA. xxxx/start/read/01325317/end/read/01325420/located/bc/pedro/l/and/carlos/m
J 9.0 Water Quality	OPldrost 09/28/2020: BETTY CALLED IN OVER WKND, LM. WATER IS STILL MURKY, W/ SEDIMENT. ATTEMPTED TO CALL BACK TO SEE IF IT CLEARED, UNABLE TO CONNECT - "NOT A WORKING NUMBER". NFAN	OPldrost	09/28/2020 08:16 AM	54797970	
J 9.0 Water Quality	Pjaczarnik 09/25/2020: CHRISTINE CALLED REGARDING WATER QUALITY; SHE ADV THE WATER IS CLOUDY AND HAS A SMELL; ADV LINE MOST LIKELY NEED TO BE FLUSHED; REACHED OUT TO THE TECH TO CONFIRM THEY WERE GOING OUT TODAY TO FLUSH LINES;	OPjaczarnik	09/25/2020 10:53 AM	1191053	
J 9.0 Water Quality	OPjaczarnik 08/20/2020: JENNIFER CALLED; SHE REPOST THE WATER HAS A STRONG ODOR; SUBMITTED S/O TO HAVE WATER QUALITY INSPECTED; // OPjaczarnik 09/18/2020: JENNIFER CALLED REGARDING LEAK REPAIR THAT WAS DONE; ADV CAN EMAIL OR SEND IN RECEIPTS FROM REPAIR FOR POSSIBLE ADJUSTMENT; PROVIDED WHERE TO EMAIL; NFAN	OPjaczarnik	08/20/2020 10:01 AM	54822369	HCWW - WATER QUALITY. CUST REPORTS WATER HAS STRONG ODOR. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. xxxx Responded @2:30 pm. 8/20/20 Spoke to customer Flushed street and home Found a leak on her service line and Informed customer Meter read #0343340

Label	Comment	User	Date	Account	Service Order / Resolution
J 9.0 Water Quality	OPmrodgers 05/11/2021: NINA CALLED WATER RUSTY AGAIN - RUINED CLOTHES / S.O COMPLETE	OPmrodgers	05/11/2021 07:50 AM	1190810	HCWW - CUST REPORTING RUSTY COLORED WATER AGAIN THIS YEAR. LAST SUMMER CUST HAD CALL AND WE FLUSHED THE HYDRANT AND HOME. PLEASE INSPECT RUSTY WATER, PROVIDE READ AND NOTES. JOHN & NINA (863)699-5834. Rust water in one bathroom, color was coming from rustier hardware in the toilet.
J 9.0 Water Quality	OPjaczarnik 12/22/2020: DON CALLED TO COMPLAIN ABOUT THE WATER USAGE AND QUALITY; ADV THAT AVERAGE USAGE FOR A PERSON IS 2 TGAL, SO 4 TGAL FOR 2 PEOPLE IS IN LINE; HE ADV THAT WATER CONTINUES TO HAVE A SULFUR SMELL; ADV WOULD SUBMIT A S/O FOR THE WATER QUALITY TO BE TESTED;	OPjaczarnik	12/22/2020 09:59 AM	54795413	HCWW - WATER QUALITY. CUST REPORTS SULFUR SMELL AND BLACK MARKS IN THE TOILET. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. CUST WOULD LIKE A CALL WHEN EN ROUTE. DON (937)689-2152. xxxx/responded to/address/was/good/residual/customer/has/filtration/to/remove/chlorine/inline/spoke/with/customer/about/issues/that/result/from/those/filters/asked/to/call/back/with/anymore/issues/he/was/happy/ dustin/and/cj
J 9.0 Water Quality	OPdjohnson 10/20/2020: WANDA CI. STATED WATER QUALITY IS BAD. BROWN WATER N TOILETS. STATED SHE WALKED BY PLANT AND IT SMELLS LIKE SULFUR. STATED THE PRICE IS TOO HIGH. SAYS SHE DOESNT DRINK THE WATER AND HAS TO BUY WATER. SAYS SHE GOT A LETTER ABOUT CARCINOGENS IN WATER? I ADV I WOULD EMAIL HER WATER QUALITY COMPLAINT AND HAVE TEC COME INSPECT HER WATER. NFAN	OPdjohnson	10/20/2020 12:48 PM	54822042	CWW - WATER QUALITY. CUST STATED WATER IN THE TOILETS IS BROWN. STATED SHE DOESN'T DRINK THE WATER BECAUSE ITS SO BAD. SCARED ABOUT LETTER STATING CARCINOGENS IN WATER. STATED WALKED BY PLANT AND SMELLS LIKE SULFUR. PLEASE INSPECT CUST WATER, PROVIDE READ AND NOTES. PLEASE ADV CUST WANDA (863)633-8036 xxxx read/0011380 flushed home for 10 mins water was clear a healthy residual customer was happy meter is located rf dustin w and cj b
J 9.0 Water Quality	OPdjohnson 09/28/2020: MARIA CI STATES WATER TURNING CLOTHES BROWN/DIRTY COLOR, TOILETS & SINKS HAVE DIRTY STAINS, HAPPENS ON AND OFF SINCE MOVE IN 06 OF 2019. I ADV WOULD PUT IN SO TO HAVE WATER QUALITY INSPECTED EMAIL SAME DAY TO USW. NFAN	OPdjohnson	09/28/2020 03:21 PM	54822556	HCWW - WATER QUALITY. CUST STATES WATER TURNING CLOTHES BROWN/DIRTY COLOR, TOILETS & SINKS HAVE DIRTY STAINS, HAPPENS ON AND OFF SINCE MOVE IN 06 OF 2019. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES.- Responded. Found black water present in cold and hot water lines. Flushed home. Customer informed me she uses as little water as possible. Supplied iron out for stained clothes. Before read - 366583 After flush - 374053 Evelyn, can we please pardon between reads on this home as well?! Thank you! // USWeallicea 09/30/2020: CREDIT ACCOUNT 1 TGAL DUE TO FLUSHING LINES- Before read - 366583 After flush - 374053 (1 TGAL X 11.42 = \$11.42) // USWeallicea 09/30/2020: CREDIT ACCOUNT 1 TGAL ON THE WASTE WATER DUE TO FLUSHING LINES- Before read - 366583 After flush - 374053 (1 TGAL X 7.94 = \$7.94)
J 9.0 Water Quality	OPdjohnson 09/14/2020: TRACEY CI. STATED BROWN WATER HAS STAINED HOT TUB. SAYS HAS BEEN BROWN FOR THREE DAYS. I ADV I WOULD SUBMIT SO TO HAVE WATER QUALITY INSPECTED. NFAN	OPdjohnson	09/14/2020 01:35 PM	54825325	xxxx 34 venetian pk wy water quality read 0528050 completed by dustin williams and cj berish responded to address customer just came in town found brown water when they first opened lines no colored water present upon arrival customer satisfied with service.
J 9.0 Water Quality	OPcbrann 09/04/2020: SPK TO JUDY ROGERS @863-243-9592;SHE ADV HER WATER IS NOT CLEAR & IT LOOKS LIKE THERE IS SAND IN IT;S/O CREATED;NFAN	OPcbrann	09/04/2020 05:23 PM	1191464	HCWW - WATER QUALITY. CUST REPORTS CLOUDY WATER WITH WHAT APPEARS TO BE SAND IN IT. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES. xxxx Responded no one home ran water hose for about 10 minutes to flush out line no sand or visible discoloration present will be back tomorrow to speak with customer. COMPLETED BY DUSTIN WILLIAMS
J 9.0 Water Quality	OPdjohnson 09/03/2020: JAMES CI AND STATED BROWN WATER/AIR COMING OUT OF FAUCET. I ADV WOULD SUBMIT SO AND SEND TO TECH/USW RIGHT AWAY. LMOM FOR TECH REGARDING WATER QUALITY EMAILED SO. NFAN	OPdjohnson	09/03/2020 06:46 PM	1190102	HCWW - WATER QUALITY. CUST REPORTS MUDDY WATER AND AIR COMING OUT OF FAUCET. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. xxxx CHECKED WATER QUALITY AT KITCHEN SINK AND HOSE BIB. NO COLOR OR AIR. CUSTOMER REPORTED DISCOLOR AND AIR SHOWING UP PERIODICALLY. WATER QUALITY WAS GOOD WHEN I CONDUCTED CHECKS completed by DUSTIN WILLIAMS

Label	Comment	User	Date	Account	Service Order / Resolution
J 9.0 Water Quality	OPdjohnson 08/17/2020: DEBRA CI TO REPORT YELLOW WATER FOR LAST TWO WEEKS. I ADV I WOULD SUBMIT SO TO HAVE LINES FLUSHED. NFAN	OPdjohnson	08/17/2020 02:15 PM	54824571	HCWW - GENERAL/WATER QUALITY. CUST CI AND STATED WATER HAS BEEN DISGUSTING YELLOW FOR PAST TWO WEEKS. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES-xxxx Responded @2:50pm on 8/18/20 I flushed the whole street,(empty lots) I also found an old flush valve at end of the street. Customer was not home, I left a door tag with my number and an explanation of what I did to improve water quality. I will follow-up with customer. Meter read # 00109730...Andrew Borremans
J 9.0 Water Quality	OPmrodgers 05/18/2021: DONNA CALLED STATES WATER IS A LIGHT GREEN FOR LAST CPL DAYS... S/O COMPLETE	OPmrodgers	05/18/2021 08:44 AM	1190463	HCWW - WATER QUALITY. CUST REPORTS GREEN WATER LAST TWO DAYS. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES. DONNA (863)655-5140 xxxx Responded to 5502 Pince. Found slightly discolored water at home. Flushed lines. Spoke with customer about potential sources. Will continue to follow up with them.
J 9.0 Water Quality	OPjaczarnik 01/25/2021: KIMBERLY CALLED REGARDING THE WATER QUALITY; SHE ADV THAT THIS ISSUE CONTINUES TO HAPPEN AND THEY CONSISTENTLY HAVE BWN'S; ADV THE WATER SAMPLES FROM THE PLANT NEED TO CLEAR BEFORE A BWN CAN BE RESCINDED; ADV UNSURE WHY THEIR DEVELOPMENT CONTINUES TO HAVE ISSUES WITH THE QUALITY;	OPjaczarnik	01/25/2021 04:32 PM	1189286	
J 9.0 Water Quality	OPldrost 09/24/2020: MARY JO CALLED IN ABOUT NO WATER ISSUE AND ALSO INFORMS THAT WATER HAS HAD A VERY STRONG SULFUR SMELL FOR AT LEAST A WEEK. SUBMITTED S/O. NFAN	OPldrost	09/24/2020 08:25 AM	54823640	HCWW - INSPECT/WATER QUALITY. CUST REPORTS SULFUR SMELL FOR ABOUT A WEEK. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES- xxxx I responded to this the week of. Flush valve across the street died. Replaced. Immediately improved water quality...Dustin William
J 9.0 Water Quality	OPldrost 09/18/2020: NADINE INFORMS THAT FOR LAST 2 WEEKS STRONG SULFUR SMELL, ETC. SUBMITTED S/O. NFAN	OPldrost	09/18/2020 11:37 AM	54825344	HCWW - WATER QUALITY. CUST REPORTS SULFUR SMELL PAST TWO WEEKS. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. xxxx We responded to the address and found black water present. Residual was good at the mainline. Customer expressed she used very little water causing water age and precipitation of sulfide. Explained her issue. Flushed home. Reestablished residual. And per Sharon, took before and after reads to pardon water used to flush home. Revisited the following two days to find her issue had not returned. Thank you Before read 244920 After read 245130 // USWealicea 09/25/2020: ONE THOUSAND GALLON CREDIT APPROVED BY SHARON- HOME FLUSHED TO GET A CLEAR RESIDUAL OF THE WATER
J 9.0 Water Quality	OPldrost 08/03/2020: KAYLA CALLED IN. WATER HAS SMELLED LIKE SULPHUR FOR THE LAST WEEK AND IS GETTING WORSE. SUBMITTED S/O. NFAN	OPldrost	08/03/2020 09:10 AM	1190354	HCWW - GENERAL WATER QUALITY. CUST REPORTS SULFUR SMELL OVER A WEEK AND GETTING WORSE. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES- xxxx S/o 47766. /13500 temple Flushed street and home, until clear. Meter read # 1065630...Andrew Borrmans

**Evelyn Alicea**

---

**From:** Darren Johnson [darren.johnson@opus21ms.com] on behalf of Darren Johnson  
**Sent:** Wednesday, January 13, 2021 4:56 PM  
**To:** 'Evelyn Alicea'  
**Subject:** HCWW# 54795637, SHERRY STONE

GOOD AFTERNOON EVELYN,

THIS CUST WAS ON A 12 MONTH PAYMENT ARRANGEMENT. LAST PAYMENT WAS MADE 11/08/20.

CURRENT BAL IS \$1353.24 WHICH IS MORE THAT THE ORIGINAL PAYMENT ARRANGEMENT OF 1003.06.

THE PREVIOUS PAYMENT ARRANGEMENT FROM 08/05/19 WAS BROKEN.

WAS APPROVED FOR A NEW 12 MONTH PAYMENT ARRANGEMT.

THEY AVOIDED DISCONNECT THIS TIME AROUND BECAUSE OF THE ACTIVE PAYMENT ARRANGEMENT.

A DARREN HARRIS CALLED ON 12/17/20:

"DARREN HARRIS, HUSBAND OF SHERRY, CALLED IN VERY UPSET. WATER QUALITY IS VERY POOR. SUBMITTED S/O. ALSO INFORMS THEY'RE CONCERNED ABOUT TECHS TAMPERING W/ WATER QUALITY TO CAUSE THIS ISSUE, SAYS THEY DISPLAY WHITE SUPREMACIST TENDENCIES, "ESPECIALLY THE ONE WHO GOES AROUND WEARING A COWBOY HAT". WILL SPEAK W/ MMONN ABOUT ISSUE/NEXT STEPS. NFAN"

LOOKS LIKE BUCKET TEST WAS GOOD, WATER QUALITY WAS GOOD.

NOT SURE WHAT WE SHOULD DO WITH THIS ACCOUNT.

PLEASE REVIEW AND ADV.

Darren Johnson  
(651) 905-0400  
[darren.johnson@opus21ms.com](mailto:darren.johnson@opus21ms.com)  
[A close up of a device Description generated with high confidence]

*Shutoff valves is not working  
pls - would need to shut the whole street*

**From:** Angel Rivera [arivera@uswatercorp.net] on behalf of Angel Rivera  
**Sent:** Monday, August 3, 2020 9:33 AM  
**To:** Evelyn Us Water  
**Subject:** Re: Highlands CWW Disconnect Resident Issue

2346 Preston

Sunday afternoon answering service call out for leak at this property on customers side. Meter was shut off

Read. 0440360  
ERT. 74213446

Meter is located at the front left side of property

On Mon, Aug 3, 2020, 9:27 AM Angel Rivera <arivera@uswatercorp.net> wrote:

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

**From:** Angel Rivera <arivera@uswatercorp.net>  
**Date:** Mon, Aug 3, 2020, 9:25 AM  
**Subject:** Fwd: Highlands CWW Disconnect Resident Issue  
**To:** Evelyn Us Water <ealicea@uswatercorp.net>

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

**From:** Dennis Coates <dcoates@uswatercorp.net>  
**Date:** Sun, Aug 2, 2020, 9:30 PM  
**Subject:** Highlands CWW Disconnect Resident Issue  
**To:** Lina Quintero <lquintero@uswatercorp.net>  
**Cc:** Angel Rivera <arivera@uswatercorp.net>

Hi Lina,

FYI

I am contacting you regarding the attached work order and subsequent events for 2346 Preston Ave, Highlands County. This was originally a non-pay disconnect order from Tuesday, July 14th.

USW tech Chris Berish went out to perform the shutoff on Monday, July 27th. He informed the resident at that address of his intention to initiate the disconnect work order. During his initial assessment of the shut off he noticed that there appeared to be a leak at the shut off valve. He "crimped" off the poly-ine and fixed the leak on the HCWW side of the meter. Before departing and cutting off the supply valve, the resident engaged Chris Berish



and informed him that they (customer) had phoned into the customer service department and received an additional 30-day extension. At that time Chris B. after the repair left the meter on/active and left. He later reached out to the call in service center to verify the payment extension and was advised that never happened. Up until today, no USW staff had returned to continue the disconnect order, it remained active.

Today, Sunday, August 2nd, we received a call regarding a leak at the meter for this location. Angel Rivera arrived and found the leak to be on the homeowners side. Upon informing the customer the need for them to call a plumber, he was told our USW tech must have caused the problem the week prior during the disconnect visit. Angel R. reached out to Chris B. for details of the service call summary and was advised what has been outlined above. Based upon the location of the leak and the confirmation of the prior week's visit, Angel again advised the resident to call a plumber to make the repair as it was on the customer's side of responsibility.

The resident had the owner of the property reach out to Angel Rivera. Angel then apprised the owner of the facts above related to the original water disconnect order. The owner stated he would get someone (plumber) out to fix the leak and would submit the bill for reimbursement to the utility.

Based upon the scenario of the events as outlined and the fact it had been a week since the USW tech was last on site, the decision was made to continue with assertion that the leak issue was the responsibility of the homeowner. Due to the aforementioned leak the water was shut off this evening.

Sorry if confusing, please reach out to Angel or myself if you have any questions.

Thanks, Dennis

Dennis L. Coates  
Regional Operations Manager  
U.S. Water Services Corporation  
(Mobile) 239-222-1685  
[www.uswatercorp.com](http://www.uswatercorp.com)  
(E-Mail) [dcoates@uswatercorp.net](mailto:dcoates@uswatercorp.net)

# HC WATERWORKS, INC.

March 2, 2021

Wanda Dixons  
158 Woodside Drive  
Sebring, FL 33852

RE: PSC Case # 1363989W - Account # 54822042

Dear Ms. Dixon,

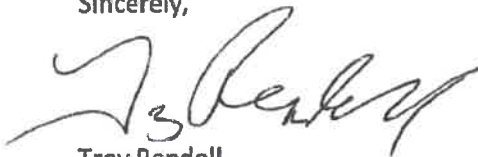
I'm writing you in response to your dispute filed in PSC Case#: 1363989W with the Florida Public Service Commission. I have attempted to call you and have left messages. I have reviewed your account and billing history and do not find anything out of the ordinary. The usage you are disputing is 4,000 gallons for the month of January 2021. Upon review of your usage history, there have been three (3) months over the past two years where you have used 4,000 gallons. There were also ten (10) months where you used 3,000 gallons.

We sent a maintenance technician out to investigate your water meter on February 23, 2021. He determined that your water meter was either not registering or under registering the actual usage. The meter reading on 2/23 was 127, which indicated that 2,000 gallons had been registered since your last meter reading of 125 obtained on January 22, 2021. When he did a ten gallon bucket test, the numbers did not move. The dial moved but not the usage numbers. This indicates a stuck or non-registering meter. Thus, on February 26, 2021, your water meter was replaced. The ending reading on the meter was 127, thus the meter did not register any additional gallons in those two days.

I've attached a Billing History Report that shows your water consumption from February 2019 through February 2021.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell  
Vice President  
Investor Owned Utilities  
/// For HC Waterworks, Inc.



**Billing History Report**

Name WANDA DICKSON  
 Account# 54822042  
 Service Type Water at Service Location 158 WOODSIDE DR  
 From: 02/01/2019  
 To: 02/25/2021

Bill Date	Bill Days	Consumption	Total Charges
02/12/2019	29	3.0000	44.38
03/12/2019	28	2.0000	37.26
04/12/2019	31	3.0000	45.36
05/13/2019	30	3.0000	45.36
06/13/2019	33	3.0000	45.36
07/12/2019	28	3.0000	45.36
08/12/2019	31	2.0000	37.26
09/12/2019	27	2.0000	37.13
10/11/2019	30	3.0000	45.20
11/12/2019	32	3.0000	45.20
12/12/2019	29	2.0000	37.13
01/13/2020	29	3.0000	45.20
02/12/2020	32	2.0000	41.54
03/12/2020	30	3.0000	50.57
04/14/2020	31	2.0000	41.54
05/14/2020	31	3.0000	50.57
06/12/2020	30	4.0000	61.87
07/14/2020	18	1.0000	25.28
07/14/2020	11	0.0000	9.45
08/14/2020	32	2.0000	49.05
09/15/2020	30	1.0000	37.63
10/13/2020	29	2.0000	49.05
11/13/2020	31	4.0000	71.89
11/23/2020	0	-1.0000	-11.42
12/15/2020	29	1.0000	37.63
01/15/2021	29	1.0000	37.63
02/16/2021	30	4.0000	71.89
<b>Totals</b>	<b>750</b>	<b>61.0000</b>	<b>1,134.37</b>
<b>Averages</b>		<b>2.3462</b>	<b>43.63</b>

# HC WATERWORKS, INC.

September 24, 2020

Rey Castillo  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-850

RE: Case #: 1348816W – Katherine Earnhart

Dear Mr. Castillo,

**Request:** Ms. Earnhart was concerned over the recent boil water notice and water quality.

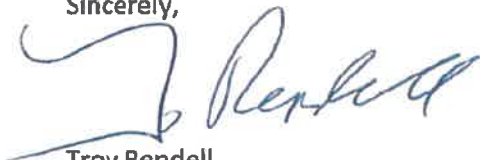
**Response:** Ms. Sharon Purviance (Utility Manager) contacted Ms. Katherine Earnhart concerning the water outage which occurred today, September 24, 2020. Ms. Earnhart was notified that the outage was caused by an electrical issue from the power provider. Ms. Purviance explained that HC Waterworks utilized a system-wide public notification using Dial My Calls. This system sends out a notice to customers' phones. The system provides reports as to each phone call as to whether it was answered by a live person, answering machine, or not answered.

Ms. Earnhart was informed that her call was "live answered" around 10:40 a.m. Upon further inquiry, Ms. Earnhart confirmed that she did receive the call. When asked about her water quality, she indicated that it was "a little murky" when the water came back on. She said it was ok now.

Ms. Purviance explained that when there is a drop in pressure, it sometimes stirs up sediment in the distribution lines. She informed the customer that we were out there flushing to clear any sediment that may have been disturbed due to the drop in pressure.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell  
Vice President  
Investor Owned Utilities  
/// For HC Waterworks, Inc.

Phone	↑ First Name	Last Name	Miscellaneous	E-mail	Length	Tries	Status	End Result	Call T
(937) 217-4770		GROONS			00:25	2	Live Answer	✓	10:43 /
(941) 928-8336		ERNHART			00:25	2	Live Answer	✓	10:43 /
(989) 871-4822		MORAN			00:26	1	Live Answer	✓	10:39 /
(317) 224-7099		MCCLUNG			00:39	2	Voice Mail	✓	10:43 /
(413) 329-0995		MACINNES			00:25	1	Live Answer	✓	10:39 /
(518) 321-7529		MCENANEY			00:09	2	Voice Mail	✓	10:43 /
(561) 389-0721		MCCUE			00:40	1	Voice Mail	✓	10:39 /
(601) 402-1557		BENBLEYKER			00:26	1	Live Answer	✓	10:39 /
(740) 983-3124		DRESBACH			00:08	1	Voice Mail	✓	10:39 /
(754) 366-5533		MCCULLEN			00:47	2	Voice Mail	✓	10:43 /
(765) 480-2359		LANNING			00:26	2	Live Answer	✓	10:43 /
(765) 720-9002		CLIFFORD-RM-11-7-13			00:25	1	Live Answer	✓	10:39 /
(765) 721-1619		HENDERSON			00:25	2	Live Answer	✓	10:43 /

**Case#: 1348816W; Name: KATHERINE EARNHART; Business: HC Waterworks, Inc.**

<b>Florida Public Service Commission - Consumer Request</b>		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
<b>Consumer Information</b> Name: KATHERINE EARNHART Svc. Address: 1912 SENTINEL POINT RD. Highlands County, (941)-928-8336 SEBRING, FL 33875 Caller: KATHERINE EARNHART Mailling Addr: 1912 SENTINEL POINT RD. SEBRING, FL 33875 Account #: 1191021 E-Track #:	<b>Utility Information</b> Company Code: WS968 Company Name: HC Waterworks, Inc. Attn: Response Needed From Company? Y Date Due: 10/15/2020 <hr/> Reply Received: Reply Received Timely? Informal conference: Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1348816W	<b>PSC Information</b> Assigned to: REY CASTILLO Entered by: JJIMENEZ Date: 09/24/2020 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: Date Closed: Close Type: Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: Customer states that their water quality is poor and was never informed that there was a boil water notice. Customer states that she found out about the boil notice when she called company about the water being shut off. Customer states she was informed of the shut off.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
  - a) the cause of the problem
  - b) actions taken to resolve the customer's complaint
  - c) the company's proposed resolution to the complaint
  - d) answers to any questions raised by staff in the complaint
  - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - [pscreply@psc.state.fl.us](mailto:pscreply@psc.state.fl.us)

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by JJimenez

# HC WATERWORKS, INC.

August 26, 2020

Rey Castillo  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-850

RE: Case #: 1342771W – Barbara Fong

Dear Mr. Catillo,

**Request:** Ms. Fong was concerning with her rising water bills.

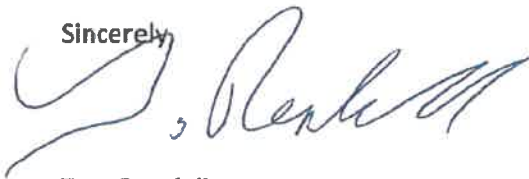
**Response:** Ms. Fong had previously contacted customer service on both March 20<sup>th</sup> and August 24<sup>th</sup>. The CSR explained that her bill had increased those times for both the interim rate increase and the final rate increase. Recently, the Florida Public Service Commission approved a water rate increase by Order No. PSC-2020-0168-PAA-WS, issued May 22, 2020.

On August 26<sup>th</sup>, the Billing Coordinator contacted Ms. Fong. It was again explained that the increase in her water bill was caused by the approved rate increase. Ms. Fong understood but was dissatisfied with the FPSC approved increase. It was explained that the increase was to recover capital improvements made to improve the water quality.

Again, Ms. Fong understood. She indicated that she was going to contact the FPSC to express her dissatisfaction on the approved rate increase.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



Troy Rendell  
Vice President  
Investor Owned Utilities  
/// For HC Waterworks, Inc.

# HC WATERWORKS, INC.

August 27, 2021

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

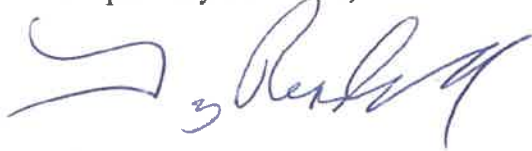
Re: Docket No. 20190166-WU Application for increase in water rates in Highlands County by HC Waterworks, Inc. – *Second Quarterly Status Report*

Dear Commission Clerk,

Pursuant to Order No. PSC-2021-0089-S-WS, issued February 22, 2021 in the above referenced docket, HC Waterworks, Inc. hereby submits its First Quarterly Status Report. The Commission approved a Settlement Agreement between HC Waterworks and the Office of Public Counsel. Pursuant to this approved settlement, HC Waterworks is to file quarterly status reports in PSC Docket No. 20190166 beginning three months after the Final Order approving rates is entered and ending one year after the Final Order is entered. The quarterly status reports shall include details regarding (a) all customer complaints received by HCW from August 1, 2020 to the end of the reporting period, and (b) all other communication between HCW and its customers (individual and system-wide customer communications) from August 1, 2020 to the end of the reporting period.

Attached hereto is the Second Quarterly Status Report pursuant to the Commission's Order. The spreadsheet is available to be sent via electronic mail or on a USB through the U.S. Mail. The customers' names, addresses, and phone numbers will be filed separately under request for confidentiality.

Respectfully Submitted,



Troy Rendell  
Vice President  
Investor Owned Utilities  
*// for HC Waterworks, Inc.*

Account	Label	Comment	Service Order / Resolution
54827571	F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 07/26/2021: DAVID CALLED REGARDING WHY THE WATER ISS STILL OFF; ADV MOVE IN S/O WAS ALREADY COMPLETED; ADV NO OTHER S/ TO DISCONNECT; ADV MAY WANT TO CHECK HIS CUSTOMER VALVE TO VERIFY IF THAT IS WHAT IS STOPPING THE WATER;	
54795853	F 5.0 No Water - Sewer / Service Interruption	OPmrodgers 06/02/2021: LORETTA CALLED NO WATER SPOKE TO CB STATES TURNED WATER OFF DUE TO MAIN BREAK	Main Break
1189258	F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 05/24/2021: ROSALINA CALLED REGARDING NO WATER; ADV THERE IS A MAIN BREAK IN THE AREA; ADV THE TECHS ARE AWARE AND ARE ADDRESSING THE ISSUES AS FAST AS THEY CAN; ADV NO TIMETABLE FOR COMPLETION; ADV BWN WILL BE PUT INTO EFFECT;	Main Break
54798213	F 5.1 Pressure Issue	OPjaczarnik 08/02/2021: PAM CALLED DUE TO LOW PRESSURE; REACHED OUT TO TECH WHO COULD NOT VERIFY IF THERE WAS ANYTHING HAPPENING OUT IN THE AREA; TECH ADV HE WOULD STOP BY THE PLANT; NOTIFIED THE CUSTOMER; ADV IF LITTLE TO NO PRESSURE CONTINUES FOR THE NEXT HOUR OR TWO, THEN SHE CAN CALL BACK TO HAVE A S/O SUBMITTED;	N/A
54822234	F 5.1 Pressure Issue	OPjaczarnik 07/14/2021: JAMES CALLED REGARDING LITTLE TO NO PRESSURE; ADV WOULD SUBMIT S/O TO HAVE A TECH COME OUT AND CHECK TODAY;	read/0291040/meter/was/off/for/non/pay/meter/is/back/on/chris/b
54821907	F 5.1 Pressure Issue	OPjaczarnik 07/14/2021: BILLY CALLED REGARDING LOW PRESSURE SINCE YESTERDAY; ADV WOULD SUBMIT S/O TO HAVE TECH COME OUT TO TEST THE PRESSURE;	read/0618250/customer/not/home/went/by/several/times/meter/not/spinning/no/leaks/chris/b
54795384	F 5.1 Pressure Issue	OPmrodgers 06/24/2021: PATRICIA CALLED NO WATER PRESSURE S/O COMPLETE	06/24/2021: PATRICIA CALLED BACK IN TO CANCEL S/O - FOUND THAT HANDYMAN HAD TURNED VALVE OFF. IS CORRECTED. NFAN
1191094	F 5.1 Pressure Issue - Leak on Customer Side	OPdjohnson 05/20/2021: FREDY CI. STILL EXPERIENCING PRESSURE ISSUES. I ADV I WOLD SUBMIT SO TO INSPECT. NFAN OPcbrann 06/16/2021: SPK TO FREDY JUSTUS @863-446-3707;SHE WAS CALLING ABOUT A PAST LEAK & A HIGH BILL & NEEDS A PYMT ARRANGEMENT;NEED TO CHECK & CALL HER BACK;; OPdjohnson 06/16/2021: LMOM FOR FREDY	read/0346500/customer/has/leak/on/her/side/told/customer OPldrost 06/18/2021: FREDY CALLED BACK IN. PD \$750 OF TOTAL. SET UP PMT FOR 2 MO STARTING 7/18/21 FOR \$258.59 EA. ****DO NOT DISCONNECT****
54823970	H 7.0 Meter Reading Issue	OPldrost 06/18/2021: FOLLOW UP: SANDRA CALLED BACK IN TO GET RESULTS OF S/O. ADV WATER IS OFF AT PPTY (CUST SIDE), READ IS IN LINE W/ ONE ON BILLING. EVEN THO THEY WEREN'T THERE, THERE IS USAGE. USW	00031689/8/digit/pro/coder/meter/is/off/located/b/fr/chris/b
54796696	H 7.0 Meter Reading Issue	OPldrost 05/26/2021: GALE CALLED IN. ARE BACK UP NORTH FOR SUMMER AND WON'T BE BACK UNTIL AROUND JAN 2022. SEES THAT THEIR BILL KEEPS GOING UP. ADV IN-HOME LEAK TEST. SINCE NOT THEIR AND NEIGHBORS ARE VERY ELDERLY, DON'T FEEL THEY CAN DO THAT AT THIS TIME. REQ SEASONAL DISCONNECT UNTIL THEY CAN RET AND FIGURE IT OUT. ADV OF ABILITY TO DO LEAK ADJ IF THEY DISCOVER THEY MAY NEED TO DO REPAIRS. WILL NOT SEND ANYONE TO INSPECT METER UNTIL LEAK TEST COMPLETE. SUBMITTED S/O. NFAN OPjaczarnik 06/24/2021: GALE CALLED REGARDING BILL AGAIN; ADV THE USAGE HAS BEEN SPIKING SINCE THE BILL THAT GENERATED IN FEB; ADV THERE WAS A SEASONAL DISCONNECT COMPLETED ON 6/8/21, SO HER NEXT BILL SHOULD ONLY BE FOR BASE CHARGES; ADV SHE MAY WANT TO DO A LEAK TEST WHEN THEY GO BACK TO THE PROPERTY AND HAVE THE WATER RECONNECTED AGAIN; ADV TO CALL BACK IF SHE HAS ADDITIONAL QUESTIONS;	METER AND ERT ARE WORKING PROPERLY. ALL DIALS SPIN. VALVE IS OFF AT METER. METER READ/0279500
54823841	H 7.0 Meter Reading Issue	OPldrost 05/18/2021: LESLIE CALLED IN B/C OF SECOND MONTH W/ NO USAGE CHARGES. HAS BEEN ON PREMISES FOR MOST OF LAST 2 MO AND SHOULD HAVE USAGE. CONF S/O WAS CREATED AND COMPLETED ON 4/29 FOR METER INSPECTION BY USW - TECH CONFIRMS METER NEEDS REPLACEMENT. NO REPLACEMENT SCHED YET. LESLIE WOULD LIKE TO AVOID GETTING A HIGH BILL. WILL NEED TO CALL LESLIE BACK W/ UPDATE. OPmrodgers 06/15/2021: LESLIE CALLED STATED STMT STILL HAS NO USAGE METER HAS NOT BEEN REPLACED... S/O COMPLETE FOR REPLACEMENT. PLEASE CALL CUST WHEN COMPLETE	HCWW - METER/ERT CHANGE OUT. CUST STATED SHE IS CONCERNED WITH MANY MONTHS ZERO USAE. TECH NOTES ON 4/29 STATE METER NEEDS TO BE REPLACED. SERVICE ORDER ALSO SAYS CUT ON WELL. PLEASE INSPECT, CHANGE OUT METER/ERT, PROVIDE READS AND NOTES. xxxxx/old/read/0143170/s/n/56575361/ert/57764740/new/read/00000252/8/digit/pro/code r/s/n/11265282/ert/75089155/located/l/fi/chris/b



Account	Label	Comment	Service Order / Resolution
54799626	H 7.2 Condition of Meter	OPmrodgers 08/02/2021: JACKIE CALLED NEIGHBOR KEEPS RUNNING OVER METER WITH GOLF CART. S/O RAISE BOX REPLACE LID. OPldrost 08/11/2021: JACKIE CALLED IN FOR STATUS ON METER BOX REPLACE. CALLED CBERISH - HAS MEASURED BOX SO HE KNOWS WHICH KIND TO INSTALL. WILL COMPLETE BY END OF WEEK. ADV JACKIE. NFAN	HCWW - MET INSPECT. CUST REPORTS NEIGHBOR KEEPS RUNNING OVER METER BOX WITH GOLD CART. BROKEN LID NEEDS REPLACEMENT. PLEASE INSPECT CONDITION OF METER/BOX, PROVIDE READ AND NOTES. xxxx/read/0372260/replaced meter/box/and/lid/customer/ifs/happy
1189768	I 8.0 Leak at Meter	OPldrost 08/23/2021: MR PITTS CALLED IN - WALKING IN NEIGHBORHOOD, DISCOVERED LARGE LEAK (WATER BUBBLING UP FROM GROUND) AROUND HIS OR NEIGHBOR'S METER BOX AREA. CALLED IN TO REPORT. WILL NEED TO KNOW IF CUSTOMER NEEDS TO TAKE CARE OF OR NOT. SAYS NEIGHBORS ARE OUT OF TOWN BUT WOULD NEED TO KNOW IF IT'S THEIRS. SUBMITTED S/O. NFAN	LEAK WAS ON CUSTOMERS SIDE. METER VALVE SHUT OFF SO THAT PLUMBER CAN CONDUCT REPAIRS. METER READ/0436380
1190423	I 8.05 Leak - Customer Side	OPdjohnson 08/12/2021: EDWARD CI ABOUT BILL ANDWHAT HE SHOULD PAY. I ADV NEW BILL ABOUT TO COME OUT THAT HAS THE REALLY HIGH USAGE. I ADV TO SEND IN WHAT HE CAN TO BRING DOWN THE BAL. I ADV HOW COURTESY LEAK ADJ WORK. I ADV TO SAVE ANY INVOICES AND CAN EMAIL. HE STATED DOES NOT EMAIL. I ADV CAN HAVE PLUMERS EMAIL ON HIS BEHALF. I ADV WILL NOTATE THE ACCT AS LEAK BEING WORKING ON AND NOT TO DISCONNECT UNTILWE CAN SUBMIT FOR POSSIBLE LEAK AND GET ON PAYMENT ARRANGEMENT. I ADV TO CALL BACK WHEN WORK IS FINISHED. NFA	OPdjohnson 08/12/2021: DO NOT DISCONNECT FOR NON PAYMENT. LEAK AT PROPERTY BEING FIXED AND CUST WILL SUBMIT RECEIPT WHEN WORK IS COMPLETE.
54796600	I 8.05 Leak - Customer Side	OPdjohnson 08/11/2021: LMOM FOR LOUIS AT (863)304-8045. I ADV TECHS WERE OUT AND LET HIM KNOW ABOUT A LEAK. I ADV I CAN SEE SAGE HAS GONE DOWN. I ADV POSSIBILITY OF A COURTESY LEAK ADJ IF HE WOULD LIKE TO SUBMIT RECEIPTS FROM THE REPAIR. PROVIDED EMAIL AND MY NAME FOR CALL BACK IF ANY QUESTIONS. I ADV I WOULD LEAVE AN ADDITIONAL MESSAGE ON THE OTHER NUMBER ON FILE (941)468-4826 BUT MSG STATED CALL DID NOT GO THROUGH. TRIED TWO TIME.	OPjaczarnik 07/16/2021: LOUIS CALLED REGARDING HIGH BILL; USAGE SPIKED TO 41 TGA; ADV WOULD SUBMIT A SERVICE ORDER TO VERIFY THE THE READING AND INSPECT THE METER; ADV WOULD ALSO SUBMIT THE ACC TO THE CORP OFFICE TO SEE IF THEY CAN APPROVE AN EXTENDED PYMT ARRNGMT; HIS RETURN NUMBER IS 863-304-8045;USWealicea 07/12/2021: LEFT A VOICE MESSAGE FOR LOUIS CRISSMAN REGARDING THE HIGH USAGE ON THE CURRENT BILL - PROVIDED CUSTOMER WITH C/S NUMBER FOR ANY QUESTIONS OR CONCERNS.
1190884	I 8.05 Leak - Customer Side	OPmrodgers 08/09/2021: COLON CALLED LEAK AT PROPERTY S/O TURN OFF FOR REPAIR	CUST STATED PLUMBER COULD NOT FIND A LEAK. PLEASE INSPECT METER IS WORKING PROPERLY, CHECK FOR LEAK, DO 10GAL BUCKET TEST, PROVIDE READ AND NOTES. PLEASE CALL LOUIS(863)304-8045 xxxx/read/0392630/customer/has/leak/on/their/side/spoke to customer/about/it/carlos/m/and/pedro/i

Account	Label	Comment	Service Order / Resolution
1150423	18.05 Leak - Customer Side	<p>OPdjohnson 07/30/2021: EDWARD CI ABOUT NO WATER AND HIGH BILL. I ADV 21 IS HIGH USAGE FOR HIM BUT THEY TURNED IT OFF FOR THE NEXT MONTHS BILL WHICH WILL BE FOR 95TGAL THROUGH 7/27. I ADV TECHS WENT BACK TO INSPECT HIGH USAGE TODAY AND METER WAS SPINNING FAST. I ADV ANOTHER 9TGAL HAS GON THROUGH METER SINCE THE READ ON 7/27. I CONFIRMED WITH TECH THAT WHEN CUST CALLS PLUMBER THEY WILL HAVE THE TOOLS TO DO THE JOB. I ADV WATER HAD TO BE TURNED OFF DUR TO THE AMOUNT OF WATER LOSS FROM HIS PROPERTY. I ADV TO CALL IF PLUMBER SHOWS UP AND UNABLE TO TURN OFF METER. NFAN OPdjohnson 08/12/2021: EDWARD CI ABOUT BILL ANDWHAT HE SHOULD PAY. I ADV NEW BILL ABOUT TO COME OUT THAT HAS THE REALLY HIGH USAGE. I ADV TO SEND IN WHAT HE CAN TO BRING DOWN THE BAL I ADV HOW COURTESY LEAK ADJ WORK. I ADV TO SAVE ANY INVOICES AND CAN EMAIL. HE STATED DOES NOT EMAIL. I ADV CAN HAVE PLUMERS EMAIL ON HIS BEHALF. I ADV WILL NOTATE THE ACCT AS LEAK BEING WORKING ON AND NOT TO DISCONNECT UNTILWE CAN SUBMIT FOR POSSIBLE LEAK AND GET ON PAYMENT ARANGEMENT. I ADV TO CALL BACK WHEN WORK IS FINISHED. NFAN</p>	<p>meter is spinning fast meter read is 01265754, called customer, no answer, left door tag and turned water off...CB OPdjohnson 08/12/2021: DO NOT DISCONNECT FOR NON PAYMENT. LEAK AT PROPERTY BEING FIXED AND CUST WILL SUBMIT RECEIPT WHEN WORK IS COMPLETE.</p>
54826358	18.05 Leak - Customer Side	<p>OPmrodgers 06/25/2021: SHEELAH CALLED HIGH USAGE DUE TO LEAK CUST REPAIRING ON 6/28 WILL SUBMIT RECEIPTS WHEN COMPLETE. MAY/JUNE STMT DATES INCLUDE LEAK POSSILY JULY AS WELL. OPjaczarnik 07/02/2021: SHEELAH CALLED; SHE ADV THE LEAK WAS REPAIRED AND SHE WOULD LIKE TO SEND THE RECEIPTS FOR A COURTESY ADJ; SHE ADV SHE WILL CALL BACK TO ACQUIRE THE EMAIL ADDRESS; ADV THE CUSTOMER IS STILL RESPONSIBLE FOR A PORTION OF THE BILLS THAT WERE AFFECTED BY THE LEAK; ADV SHE CAN TRY TO DISPUTE WITH THE CORP OFFICE IF SHE DOESN'T BELIEVE SHE IS RESPONSIBLE FOR ANY OF THAT BILL; OPmrodgers 07/06/2021: SHEELAH CALLED EMAIL TO SEND RECEIPT FOR POSSIBLE LEAK ADJ</p>	<p>USWealices 07/13/2021: LEAK ADJUSTMENT FOR 7/15 BILL - CUST. BILLED FOR 59 TGAL - AVG. PER MONTH = 58 TGAL /2 = 29 TGALS X 14.27 = \$413.83 -LEAK ADJUSTMENT FOR 6/15 BILL - CUST. BILLED FOR 53 TGAL - AVG. PER MONTH = 52 TGAL /2 = 26 TGALS X 14.27 = \$371.02 - LEAK ADJUSTMENT FOR 5/14 BILL - CUST. BILLED FOR 24 TGAL - AVG PER MONTH = 23 TGAL /2 = 12 TGALS X 14.27 = \$328.21 ADJUST. FOR 4/16 BILL - CUST. BILLED FOR 10 TGAL - AVG = 9 TGAL/ 2 = 5 X 14.27 = \$71.35 TOTAL LEAK ADJ. \$1,184.41 FOR APRIL, MAY, JUNE AND JULY.</p>
1189904	18.05 Leak - Customer Side	<p>OPjaczarnik 06/30/2021: CHERYL EVANS (DAUGHTER) CALLED REGARDING LEAK; ADV THE TECH WENT OUT ON 6/29 AND CONFIRMED IT IS A LEAK ON THE CUSTOMER SIDE; ADV SHE MAY NEED TO HIRE SOMEONE TO COME LOCATE AND REPAIR THE LEAK; ADV IF A LEAK IS REPAIRED, THEN SHE CAN SUBMIT THE REPAIR RECEIPTS FOR A COURTESY ADJ; HER RETURN NUMBER IS 863-441-0291; OPcbrann 06/30/2021: SPK TO CHERYL EVANS @863-441-0291;SHE IS CONNIE MCAFEE'S DAUGHTER;SHE ADV MOTHER IS IN ICU;SHE WAS CALLING ABOUT THE DOOR TAG REC'D:ADV S/O ON 6-28-21 FOR RE-READ HIGH USAGE;TECH NOTED CUSTOMER HAS A LEAK ON THEIR SIDE;ADV CHERYL THAT SHE SHOULD CONTACT A PROFESSIONAL;ALSO ADV TO SAVE RECEIPTS FOR POSSIBLE LEAK ADJUSTMEMNT; OPcbrann 06/30/2021: SPK TO CHERYL EVANS @863-441-0291;SHE WAS CALLING ABOUT A DOOR TAG LEFT;SHE ADV MOTHER CONNIE MCAFEE IS IN ICU;SHE ALSO ADV CONNIE'S PHONE #863-414-4368 IS CORRECT;I ADV S/O ON 6-28-21 FOR RE-READ ON HIGH USAGE,THE TECH NOTED THE LEAK IS ON THE CUSTOMER SIDE;I ADV SHE WILL NEED TO CALL IN A PROFESSIONAL &amp; TO SAVE THE RECEIPTS FOR POSSIBLE LEAK ADJUSTMENT; OPcbrann 06/30/2021: SPK TO CHERYL EVANS @863-441-0291;SHE WAS CALLING ABOUT A DOOR TAG LEFT;SHE ADV MOTHER CONNIE MCAFEE IS IN ICU;SHE ALSO ADV CONNIE'S PHONE #863-414-4368 IS CORRECT;I ADV S/O ON 6-28-21 FOR RE-READ ON HIGH USAGE,THE TECH NOTED THE LEAK IS ON THE CUSTOMER SIDE;I ADV SHE WILL NEED TO CALL IN A PROFESSIONAL &amp; TO SAVE THE RECEIPTS FOR POSSIBLE LEAK ADJUSTMENT;</p>	<p>xxx met with Cheryl this morning put meter back meter was still spinning heard water running under the house showed the leak to Mrs. Evans the leak that was in the yard (slab under the shed was fixed by brother in-law) brother in law fixed &amp; rerouted the water line under the shed. Mrs. Evans will contact Evelyn when the leak under the house is repaired...Chris Beris</p>

Account	Label	Comment	Service Order / Resolution
1191182	I 8.05 Leak - Customer Side	<p>OPcbrann 05/06/2021: SPK TO KEVIN PATTERSON @863-471-7000;HE WAS CALLING TO MAKE SURE THE WATER DOES NOT GET SHUT OFF;HE IS MAKING PYMTS OF \$100.00 &amp; WILL BE HAVING THE WHOLE HOUSE REPLUMBED ON MAY 17 OPdjohnson OPdjohnson 06/08/2021: ***DO NOT DISCONNECT. KEVIN CI. HAS HAD LEAK FIXED. SENT OVER RECIEPT. I ADV WILL SUBMIT TO USW FOR REVIEW AND FOLLOW UP WHEN A DETERMINATION HAS BEEN MADE. I ADV WILL HAVE THEM LOOK AT LAST THREE BILLS AND THE USAGE FOR THE NEXT BILL WHICH HASNT GENERATED YET. Nfan***</p>	<p>USWealicea 06/17/2021: LEAK ADJUSTMENT FOR 3/16 BILL - CUSTOMER BILLED FOR 73 TGAL - AVG PER MONTH = 768TGAL /2 = 34 TGALS X 14.24 = \$485.18 -LEAK ADJ FOR 4/16 BILL - CUST. BILLED FOR 23 TGAL - AVG PER MONTH = 18 TGAL /2 = 9 TGALS X 14.27 = \$128.43 - LEAK ADJ FOR 5/14 BILL - CUST. BILLED FOR 52 TGAL - AVG PER MONTH = 47 TGAL /2 = 24 TGALS X 14.27 = \$342.48 - LEAK ADJ FOR 6/15 BILL - CUST. BILLED FOR 35 TGAL - AVG PER MONTH = 30TGAL /2 = 15 TGALS X 14.27 = \$214.05 TOTAL LEAK ADJ \$1170.14 FOR MARCH, APRIL, MAY &amp; JUNE OPcbrann 06/17/2021: SPK TO KEVIN PATTERSON @863-471-7000;HE WAS CALLING ABOUT MSG LEFT ON LEAK ADJ;ADV LEAK ADJ WAS \$1170.14 &amp; NEW BALANCE DUE IS \$1030.45 DUE ON 7-5-21;HE ADV HE WILL BE PAYING THAT BY THE DUE DATE;NFAN</p>
54826593	I 8.05 Leak - Customer Side	<p>OPdjohnson 05/25/2021: LMOM FOR JESSE. I ADV LEAK ADJ REQ,SUBMITTED TO USW BUT HE IS NEW TO PROPERTY AND NOT ENOUGH INFO TO MAKE AN ADJ. I ADV WILL USW REVISIT AUG 1ST. I ADV EXEMPT FROM DISCONNECT THROUGH END OF JULY. I ADV TECHS GETTING REGULAR BILLING READ THIS WEEK AND WILL SHOW USAGE THAT WAS A PART OF THE LEAK THAT WILL BE N THE NEXT BILL. I ADV AFTER THE JUNE &amp; JULY READS WE SHOULD GET AN IDEA OF WHAT HIS AVG USAGE IS AND USW WILL LOOK AT MAKING AN ADJ BASED ON THAT. I ADV TO CALL BACK IF HE HAS ANY QUESTIONS. CAN ASK FOR DARREN. OPdjohnson 06/10/2021: LL/OWNER - CHRIS 305-798-4676. CI REGARDIN LEAK AT HER TENANT PROPERTY. I ADV NEXT BILL HAS EVEN MORE USAGE. I ADV WILL NEED A COUPLE MONTH OF LOW USAGE TO GET AN IDEA OF THE CUST AVG IN ORDER TO MAKE A PROPER ADJ. SHE ASKED ABOUT THE CREDIT. I ADV GOES BACK TO THE ACCT. I ADV WILL HAVE TO WORK SOMETHING OUT WITH TENANT JESSE REGARDING ANY MONIES PAID TO HIM FOR THE WATER BILL. I ADV I WILL CALL AFTER ACCT REVIEW FOR LEAK ADJ. LMOM OPldrost 08/12/2021: LL CHRISTINE CALLED IN TO CHK ON USAGE/BAL TO MAKE SURE IT'S RETURNED TO PRE-LEAK LEVELS. CONF. NOW THAT IT IS PAST AUG 1, SHE'D LIKE US TO GO FORWARD WITH PURSUING A LEAK ADJ FOR THIS ACCOUNT. WILL EMAIL DJOHNSON TO REQ, NFAN</p>	<p>USWealicea 08/20/2021: LEAK ADJUSTMENT ON THE MAY BILL FOR 6 TGAL - CUSTOMER BILLED FOR 13 TGAL -AVERAGE PER 12 MONTHS = 12 TGAL -/ 2 = 6 TGAL @ 14.27 = 85.62 USWealicea 08/20/2021: LEAK ADJUSTMENT ON THE JUNE BILL FOR 17 TGAL - CUSTOMER BILLED FOR 34 TGAL -AVERAGE PER 12 MONTHS = 33 TGAL -/ 2 = 17 TGAL @ 14.27 = \$242.59 OPdjohnson 08/23/2021: LMOM FOR JESSE. I ADV TWO ADJ HAVE BEEN MADE TO THE ACCT. I ADV CUR CREDIT BAL. I ADV ADJ TOOK CARE OF BILL DUE 9/2/21. I ADV TO CALL BACK IF ANY QUESTIONS. NFAN</p>
54799143	I 8.05 Leak - Customer Side	<p>OPjaczarnik 05/21/2021: HOLLY CALLED REGARDING LEAK SHE HAD REPAIRED IN THE POOL; ADV USUALLY THEY ONLY DO POOL ADJUSTMENTS IF SHE IS CHARGED USAGE IN THE SEWER; PROVIDED EMAIL AND ADV CAN SEND IN THE REPAIR INVOICE FOR A POSSIBLE COURTESY ADJ; OPdjohnson 05/25/2021: LMOM FOR CHARLES &amp; HOLLY. I ADV COURTESY LEAK ADJ REQUEST WAS SUBMITTED TO USW. I ADV UNFORTUNATELY POOLS ARE CONSIDERED A LUXURY ITEM AND THE ONLY TYPES OF ADJ FOR FILLING A POOL ARE WASTEWATER ADJ. I ADV THEY DO NOT GET BILLED FOR SEWER AND THEREFORE WILL NOT RECEIVE AND ADJ. I ADV CAN CALL BACK IF THEY HAVE ANY QUESTIONS AND ASK FOR DARREN. NFAN</p>	

Account	Label	Comment	Service Order / Resolution
54795853	I 8.05 Leak - Customer Side	OPldrost 05/05/2021: LORETTA CALLED IN. TODAY, 5/5/21, PIPES UNDER HOUSE BROKE. IS CONCERNED ABOUT WHAT TO DO ABOUT HER UPCOMING BILL. ADV OF LEAK ADJ PROCESS. WILL WAIT UNTIL "BIG" BILL COMES OUT THAT INCL 5/5/21, CALL IN, WE'LL GIVE HER EMAIL ADD TO SEND PLUMBER INVOICE FOR LEAK ADJ. NFAN OPmrodgers 06/02/2021: LORETTA CALLED NO WATER SPOKE TO CB STATES TURNED WATER OFF DUE TO MAIN BREAK OPldrost 06/21/2021: LORETTA CALLED IN, LM. MAIN ON PPTY BROKE AND HAS BEEN REPAIRED. CALLED LORETTA BACK, HAS SPOKEN W EALICEA ON HOW TO SEND IN INVOICES, ETC. NFAN	USWealicea 06/25/2021: LEAK ADJUSTMENT- CUSTOMER BILLED FOR 10 TGAL - AVERAGE PER MONTH = 8 TGAL / 2 = 4 TGALS X 14.27 (RATE) = \$57.08 (USE HIGHER TIER)
1195185	J 9.0 Water Quality	Opjaczarnik 07/23/2021: SHIRLEY CALLED REGARDING AN ODOR WITH THE WATER THE LAST FEW DAYS; REACHED OUT TO TECH, NO WORK GOING ON; ADV WOULD SUBMIT A S/O FOR THE TECH TO COME OUT TODAY (7/23) TO CHECK; OPmrodgers 07/27/2021: SHIRLEY CALLED SMELLY WATER/ADV S.O COMPLETE ON 7/23 CUST STATED SHE SPOKE WITH TECH	xxxx/read/0417530/flushed/home/and/turned/on/flush/valve/at/end/of/street/customer/was/happy/anthony/r
54823152	J 9.0 Water Quality	USWealicea 07/26/2021: email from customer: I moved in Thursday, July 22, 2021 and my water smells like rotten eggs so bad that when I shower I am gagging. I am very concerned for my health and have avoided any use of the tap water. It is really strong.- responded: called customer 8:30 am customer stated water was much better this morning as she heard there was a main break and the lines were flushed.	
54825651	J 9.0 Water Quality	OPldrost 05/21/2021: JOAN CALLED IN - DISCUSSED METER REPLACE AND REASONS FOR IT. WASN'T CHGD FOR USAGE FOR AT LEAST 5 MO. ADV CURRENT BILL IS PROBABLY CORRECT USAGE. OFFERED IN-HOME LEAK TEST INSTRUCT, WILL HAVE SON DO IT. MEANWHILE, WILL WAIT AND SEE WHAT NEXT BILL WILL BE. INFORMS WATER HAS BEEN YELLOW TINGED AND SMELLS LIKE SEWER SINCE SHE MOVED IN. SUBMITTED S/O FOR INSPECTION. MAY NEED LINES FLUSHED. NFAN OPldrost 05/26/2021: JOAN CALLED BACK IN ABOUT RECENT BILL. DISCUSSED HOW METER WAS INSPECTED AND ERT WAS REPL. COMPARED LAST ERT READ W/ ACTUAL # ON METER WHEN REPLACED AND IS AMT USED OVER MORE THAN ONE MO. ADV TO WAIT UNTIL NEXT BILL COMES OUT TO SEE IF IT GOES BACK DOWN. WOULD LIKE HER BILL ADJ TO LOWEST TIER LEVEL SINCE IT IS ONLY HER AT PPTY AND DID NOT USE 6TGAL IN 1 MO. WILL NEED TO CALL JOAN BACK W/ UPDATE.	tech notes: Responded to 17 Venetian. Customer not home but ran a residual and flushed downstream and found no discolored water. Will follow up Monday again to talk with residents.-xxxWe returned Monday morning and spoke with customers. No water quality issues over the weekend. They were happy...Dustin Williams OPldrost 05/26/2021: USW ADJ ACCT TO REFLECT LOWEST TIER LEVEL FOR ALL USAGE ON LAST BILL. CALLED JOAN, LMOM, INFORMING OF \$5.70 CR ON ACCT. NFAN
1190463	J 9.0 Water Quality	OPmrodgers 05/18/2021: DONNA CALLED STATES WATER IS A LIGHT GREEN FOR LAST CPL DAYS... S/O COMPLETE	Responded to 5502 Pince. Found slightly discolored water at home. Flushed lines. Spoke with customer about potential sources. Will continue to follow up with them.
1190810	J 9.0 Water Quality	OPmrodgers 05/11/2021: NINA CALLED WATER RUSTY AGAIN - RUINED CLOTHES / S.O COMPLETE	Rust water in one bathroom, color was coming from rusted hardware in the toilet.
54825344	J 9.1 Boil Water Inquiry	Pldrost 07/15/2021: NADINE CALLED IN TO SEE IF BWN HAD BEEN RESCINDED. ADV UNAWARE OF RESCIND. SAYS SHE GOT NOTICE ON TUES. TODAY IS THURS. ADV CAN TAKE 3 DAYS TO GET 1ST SAMPLE BACK - IS PROBABLY STILL IN EFF. GIVE IT A CPL MORE DAYS. NFAN	
1189869	J 9.1 Boil Water Inquiry	OPcbrann 07/14/2021: SPK TO MARIE KEANEY @863-991-5545;SHE WAS CALLING TO SEE IF THE BWN IS STILL IN EFFECT;ADV WE HAVE NOT HEARD THAT IS HAS BEEN RESCINDED YET;NFAN	
54823841	J 9.1 Boil Water Inquiry	OPdjohnson 07/14/2021: LESLIE CI REGARDING BWN YESTERDAY. I ADV NO NOTICE THAT BWN HAS BEEN RESCINDED. I ADV AT LEAST TWO DAYS OF CLEAR SAMPLES. NFAN	
1190814	J 9.1 Boil Water Inquiry	Opjaczarnik 07/13/2021: JOHN CALLED REGARDING BWN THAT HE RCV'D; REACHED OUT TO THE TECH, NO ANSWER; ADV JOHN UNSURE WHAT CAUSED THE BWN TO GO OUT, BUT THAT HE SHOULD FOLLOW IT TO BE SAFE;; Opjaczarni	

7-24-21

Shirley Bott acct 1195185  
38 Pinecrest St Covered  
Lake Placid Fl 33852 Bridge  
863 6591869

My water STINKS. Called 7-23-21  
Was promptly visited by  
Chris. He explained that  
due to the # of snow birds  
in Covered Bridge who are  
gone and not using water,  
flushing needs to be done  
to get rid of the STINK.  
Since this happens every  
summer, why is the flush-  
ing not done before we  
start complaining? You  
would have much happier  
customers and I would  
not gag everytime I

Brush my teeth.  
Seems to be an easy  
solution to a yearly  
problem.

If you need a reminder  
when snowbirds are  
gone and summer is  
here, I can put it on  
my calendar to call you.

PS - my water is still  
STINKY. How long do  
I have to wait after  
flushing done?

Shirley Bott

## Troy Rendell

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**From:** Sharon Purviance <spurviance@uswatercorp.net> on behalf of Sharon Purviance  
**Sent:** Tuesday, August 10, 2021 11:46 AM  
**To:** Troy Rendell  
**Subject:** Shirley Bott Water Quality Complaint

Spoke with Mrs Bott again today, (38 Pinecrest Street) she stated she is thrilled with the quick response to her request. Stated that they were home the 1st time that Chris Sr and Jr went to check her water, they flushed her line and increased flushing on her street, Chris Jr returned the next day to ensure the water was ok and they have had no issues since. She and I talked about the change in treatment and that we had reduced flushing because of it but will in the future increase it slightly when the snowbirds leave. She stated she drinks the water right out of the faucet without filtering it and aside from a couple of days it's been just fine. She also stated she is thrilled that we take our responsibility so seriously and responded as quickly as we did.

Sharon

# HC WATERWORKS, INC.

November 19, 2021

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

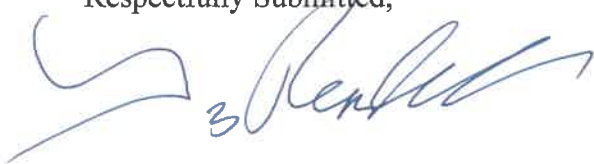
Re: Docket No. 20190166-WU Application for increase in water rates in Highlands County by HC Waterworks, Inc. – *Third Quarterly Status Report*

Dear Commission Clerk,

Pursuant to Order No. PSC-2021-0089-S-WS, issued February 22, 2021 in the above referenced docket, HC Waterworks, Inc. hereby submits its First Quarterly Status Report. The Commission approved a Settlement Agreement between HC Waterworks and the Office of Public Counsel. Pursuant to this approved settlement, HC Waterworks is to file quarterly status reports in PSC Docket No. 20190166 beginning three months after the Final Order approving rates is entered and ending one year after the Final Order is entered. The quarterly status reports shall include details regarding (a) all customer complaints received by HCW from August 1, 2020 to the end of the reporting period, and (b) all other communication between HCW and its customers (individual and system-wide customer communications) from August 1, 2020 to the end of the reporting period.

Attached hereto is the Third Quarterly Status Report pursuant to the Commission's Order. The spreadsheet is available to be sent via electronic mail or on a USB through the U.S. Mail. The customers' names, addresses, and phone numbers will be filed separately under request for confidentiality.

Respectfully Submitted,



Troy Rendell  
Vice President  
Investor Owned Utilities  
*// for HC Waterworks, Inc.*



Account	Label	Comment	Date	Service Order / Resolution
1190137	D 3.2 Bill Dispute	OpIdrost 08/19/2021: BARBARA CALLED IN AGAIN TO DISPUTE USAGE. ADV HAVE SPOKEN W/ SUPERVISOR WHO ADV WE WILL NOT BE COMING OUT TO INSPECT METER. READ IS CORRECT. EXPL THAT WE CAN COMPARE METER NUMBERS AS WELL AS WAITING UNTIL NEXT MO TO SEE IF IT GOES DOWN/UP. WENT TO READ METER - CAME BACK AND SAYS READ IS AT 231710. ADV SHE HAS USED 2 TGAL SINCE LAST READ ON 7/27. DIRECTED HER TO INFO ON BILL W/ METER READ. STILL INSISTED SHE DOESN'T BELIEVE IT B/C ONLY ONE PERSON AT PPTY. ADV SHE CAN MONITOR FOR HERSELF ON A DAILY/WEEKLY BASIS TO SEE HOW MUCH SHE IS USING. NFAN Opjaczarnik 09/28/2021: STEVE GOYETTE CALLED AGAIN FOR FOLLOW UP; ADV S/O TO INSPECT METER DISPATCHED FOR TODAY; ADV MONTHLY READ WAS ENTERED YESTERDAY AND INDICATES THE USAGE INCREASED TO 106; STEVE ADV HE TOOK A PICTURE OF THE METER ON 9/27 AND GOT A READ OF 106.4077; ADV WOULD FOLLOW UP WITH TECH/BILLING TO VERIFY WHAT THE EXTRA NUMBERS ARE; pjaczarnik 09/28/2021: FOLLOWED UP WITH STEVE; ADV IF IT IS AN 8 DIAL METER, THEN THEY WILL TAKE OFF THE LAST 4 DIGITS TO CHARGE FOR TGAL; ADV TECH WILL STILL BE OUT FOR METER INSPECT; Pldrost 09/30/2021: STEVE CALLED IN TO CONF HE'S AWARE OF LEAK ON HIS SIDE AND HAS REPAIRED IT HIMSELF. WANTED TO KNOW IF THERE WAS ANY TYPE OF STANDARD LEAK ADJ POSSIBLE. ADV WOULD REACH OUT TO MMONN AND USW TO SEE IF IT'S POSSIBLE AND CALL HIM BACK. OpIdrost 09/30/2021: FOLLOW UP: WILL NEED TO SUBMIT RECEIPTS FOR PARTS PURCHASED. CALLED STEVE TO INFORM. PROVIDED EMAIL ADD TO SEND REQUEST TO. NFAN	08/19/2021 09:51 AM	N/A NO ACTION REQUIRED USAGE IS CONSISTENT WITH PAST
1190137	D 3.2 Bill Dispute	OpIdrost 08/18/2021: BARBARA CALLED IN TO ARGUE THAT THERE IS NO WAY POSSIBLE THAT SHE USED AN EXTRA TGAL OF WATER BETWEEN JUNE AND JULY, SAYS THERE ARE LESS PEOPLE LIVING AT HER HOUSE. ADV VARIES BTWN 4 AND 5 TGAL EACH MO, VERY CONSISTENT. REFUSED TO CONSIDER READING HER METER HERSELF TO MONITOR, COMPARE W/ OUR READS OR ANY OTHER OPTION. ADV METER IS WORKING PPLY AND SHE MOST LIKELY DOESN'T HAVE A LEAK B/C OF CONSISTENT USAGE. NFAN	08/18/2021 03:04 PM	
54799095	D 3.2 Bill Dispute	Pldrost 09/27/2021: STEVE GOYETTE CALLED IN. CURRENT BILL IS VERY HIGH. WENT TO PPTY AND CHKD METER FOR LEAKS - WHEN WATER ISN'T RUNNING, METER IS NOT MOVING. ADV METER AND ERT CHANGED OUT NOV 2020 AND SHOULD BE WORKING PPLY. WILL SEND SOMEONE TO RE-READ MANUALLY (READ FOR BILLING IS HAPPENING ABOUT NOW) TO CONF. STEVE DID NOT REC METER # AT TIME OF HIS CHECKING. ADV IF IT WAS LOWER, WE WOULD ADJ; IF HIGHER, METER IS PROBABLY WORKING CORRECTLY AND WILL NEED TO CHK W/ RENTERS AS TO HOW THEY'VE BEEN USING WATER. SUBMITTED S/O W/ NOTE RE: BILLING READ COMING UP. NFAN Opjaczarnik 09/28/2021: STEVE GOYETTE CALLED AGAIN FOR FOLLOW UP; ADV S/O TO INSPECT METER DISPATCHED FOR TODAY; ADV MONTHLY READ WAS ENTERED YESTERDAY AND INDICATES THE USAGE INCREASED TO 106; STEVE ADV HE TOOK A PICTURE OF THE METER ON 9/27 AND GOT A READ OF 106.4077; ADV WOULD FOLLOW UP WITH TECH/BILLING TO VERIFY WHAT THE EXTRA NUMBERS ARE; Opjaczarnik 09/28/2021: FOLLOWED UP WITH STEVE; ADV IF IT IS AN 8 DIAL METER, THEN THEY WILL TAKE OFF THE LAST 4 DIGITS TO CHARGE FOR TGAL; ADV TECH WILL STILL BE OUT FOR METER INSPECT; OpIdrost 09/30/2021: STEVE CALLED IN TO CONF HE'S AWARE OF LEAK ON HIS SIDE AND HAS REPAIRED IT HIMSELF. WANTED TO KNOW IF THERE WAS ANY TYPE OF STANDARD LEAK ADJ POSSIBLE. ADV WOULD REACH OUT TO MMONN AND USW TO SEE IF IT'S POSSIBLE AND CALL HIM BACK. OpIdrost 09/30/2021: FOLLOW UP: WILL NEED TO SUBMIT RECEIPTS FOR PARTS PURCHASED. CALLED STEVE TO INFORM. PROVIDED EMAIL ADD TO SEND REQUEST TO. NFAN	09/27/2021 08:25 AM	HCWW - HIGH USAGE/REREAD. CUST REPORTS HIGH USAGE ON RECENT BILL. READ ON 08/26/21 RECORDED AS 92,000. PLEASE CHECK FOR LEAKS, VERIFY CUR READ AND PROVIDE NOTES-xxxx 932 lake Josephine dr read is 0106.5531 meter tested fine, meter feeds two apartments (Apt A Apt B)customers valve to duplex is leaking...Carlos Morales USWeallicea 10/07/2021: LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 21 TGAL - AVERAGE PTR MONTH = 12 TGAL / 2 = 6 TGALS X 14.46 = \$86.76. USWeallicea 10/07/2021: LEAK ADJUSTMENT ON THE OCTOBER BILL- CUSTOMER BILLED FOR 14 TGAL - AVERAGE PER MONTH = 5 TGAL / 2 = 3 TGALS X 14.46 = \$43.38. OpDjohnson 10/07/2021: CALLED AND SPOKE WITH STEVE. I ADV ADJ AMOUNT FOR CURRENT BILL. I ADV BILL THAT COMES OUT IN OCT WILL HAVE ALREADY BEEN ADJ. I ADV SINCE ADJ APPLIED TO ACCT APPLIED TO OLDEST BAL. I ADV REMAINING BAL FOR BILL DUE 10/4 AND THAT THE NEXT BILL WILL SEEM HIGH BUT ALREADY RECEIVED ADJ TOWARDS THAT BILL. EXPI. ADJ PROCESS. NFAN
54825314	D 3.2 Bill Dispute	OPmrodgers 09/10/2021: BRICE CALLED IRRATE STATES WE ARE RIPPING HIM OFF / METER DOESNT READ / ADV TECH NOTES AGAIN A NEW METER AND METER IS WORKING New attachment SECTION 812 FLORIDA STATUTES - TAMPERING. DOC LETTER GOING OUT TO CUSTOEMR - HCWW - 2147 OAK BEACH BLVD-Section 812 Florida Statutes - Tampering.docx Opjaczarnik 09/28/2021: SHANNON CARSON (FIANCE) CALLED REGARDING LARGE BALANCE; SHE WANTED TO KNOW IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED; ADV IF THEY CAN MAKE A PYMT OF \$260 TOWARDS THE OVERALL BALANCE, THEN WE CAN SET THE REMAINING BALANCE OUT ANOTHER 30 DAYS; SHE ADV SHE IS GOING TO TRY AND MAKE A PYMT IN THE NEXT DAY OR TWO; ADV WHEN SHE CALLS ACK, CAN ASK FOR JUSTIS FOR HELP CREATING THE PYMT ARRNGMT; HER RETURN NUMBER IS 863.451.2937; Opjaczarnik 09/29/2021: BRICE CALLED TO ADV HE SPOKE WITH THE CORP OFFICE; HE ADV THAT THE CORP OFFICE INDICATES THAT WE'RE NOT APPROVED TO PROVIDE ANY 50/50 PYMT ARRNGMT; ADV WOULD FOLLOW UP WITH THE CORP OFFICE TO VERIFY WHY; OpDjohnson 09/29/2021: SPOKE WITH BRICE ON 9/28 REGARDING ACCT. CUST WAS STILL DISPUTING BILL AFTER MULTIPLE METER REPLACEMENTS.(SEE ATTACHED INTERNAL EMAIL) EMAIL WAS SENT TO USW CORP BUT NOTE WAS MISSED. CONVERSATION OUTLINED IN EMAIL. PLEASE REFER CUST TO USW CORP OFFICE REGARDING ACCT.	09/10/2021 11:16 AM	CUSTOMER TAMPERED WITH METER WHICH IS UNLAWFUL PURSUANT TO SECTION 812.14, FLORIDA STATUTES. PICTURES ATTACHED TO ACCOUNT. CUSTOMER WAS INFORMED. ALSO WAS BACKBILLED FOR 4 MONTHS USAGE DUE TO TAMPERING. METER WAS REPLACED AND CUSTOMER SET UP ON PAYMENT PLAN USWeallicea 09/29/2021: INFORMED MR. SWANK WE SCHEDULED HIS ACCOUNT FOR A 5 MONTH PAYMENT ARRANGEMENT INCLUDING THE CURRENT BILL. PAYMENT ARRANGEMENT STARTS 10/4. MR. SWANK AGREED.
54826595	D 3.2 Bill Dispute	OpDjohnson 09/07/2021: PAULINE CI ABOUT HER BILLS GOING UP AND DOWN. I ADV I SEE SHE WAS BILL FOR ZERO USAGE THE PREVIOUS MONTH AND NEW BILL IS 10TGAL. I ADV THY DID GO BACK OUT TO DO A REREAD AND FOUND THE READ SHOULD HAVE BEEN 87,000. SHE IS STATED DIDNT MOVE IN UNTIL MARCH. I ADV SHE CALL ND STARTED HER ACCT IN FEB. I ADV HER FIRST BILL PROABLY FROM WATERING SOD. SHE WANTED TO SPEAK TO A MANGER ABOUT THE TECHS NOT GETTING THE READS RIGHT. I ADV WILL EMAIL HER COMPLAINT TO EVELYN AT USW. OWNER REQUESTING A 10 GALLON BUCKET TEST DUE TO FLUCTUATING USAGE -xxxx start read 01071066, finished read 01071166. meter passed ten gallons bucket test. meter and ert are working fine. no issues with water meter. Carlos Morales	09/07/2021 05:42 PM	USWeallicea 09/24/2021: CHARGED ALL USAGE ON THE AUGUST BILL ON THE LOWER TIER DUE TO DRIVER MISSING THE METER READ - CUSTOMER CHARGED 10K WAS CHARGED 4@11.42 = 45.68 & 6@14.27 = 85.62 FOR 131.30 ADJUSTMENT FOR 10K AT LOWER TIER 114.20 (131.30 - 114.20 = \$17.10 CREDIT Pdjohnson 09/24/2021: LMOM FOR PAULINE. I ADV SINCE NO USGAE BILLED ON JULY BILL. AUG BILL CONTAINED USAGE FROM TWO MONTHS. 6 TGAL ON AUG BILL WERE ADJ TO LOWER TIER. I ADV ADJ AMOUNT AND CUR BAL ON ACCT. I ADV CALL BACK IF ANY QUESTIONS. NFAN
54824372	F 5.0 No Water - Sewer / Service Interruption	OpIdrost 10/04/2021: SHELIA CALLED IN - NO WATER AT PPTY. CALLED CBERISH, WAS NOT AWARE IF ANY WORK BEING DONE AT PPTY. WILL CALL GUYS AND HAVE THEM CHK IT OUT. INFORMED SHELIA. NFAN	10/04/2021 01:12 PM	METER CHANGE OUT PROJECT-xxxx 173 Sharon Ave old meter# 56575372 old ert# 57765218 old meter read , new meter# 10573971 new ert# 81203461 new read 00000257. procdor...Carlos Morales
1190599	F 5.1 Pressure Issue	OpEbrann 08/25/2021: SPK TO ELSIE BOLACK @813-464-0952;SHE WAS CALLING ABOUT LOW PRESSURE;ADV THE TECHS ARE AWARE OF IT & ARE CHECKING ON IT;NO ETA;NFAN	08/25/2021 04:32 PM	
54797846	F 5.1 Pressure Issue	Pldrost 09/15/2021: CLAIRE CALLED IN - VERY LOW PRESSURE AND THE METER IS MAKING A NOISE LIKE IT IS CONSTANTLY RUNNING, RED LIGHTS ARE ON. CHKD OLD SVC ORDERS AND ASKED IF SHE CHKD FILTER. INFORMS SHE'S SINCE REMOVED THE FILTER COMPLETELY. ISSUE HAS BEEN ONGOING FOR 2 WEEKS. SUBMITTED S/O. NFAN Opjaczarnik 09/16/2021: CLAIRE CALLED REGARDING SERVICE ORDER; SHE ADV THE TECH NOTIFIED HER THAT SHE MAY HAVE A LEAK ON THE PROPERTY; TECH ALSO INDICATED THAT SHE MAY NEED TO CHK HER FILTER; SHE THOUGHT THE FILTER WAS REMOVED WHEN USW TOOK OVER; SHE ADV SHE IS HAVING APLUMBER COME OUT TO CHK IF THERE ARE ANY LEAKS; ADV THE PLUMBER SHOULD BE ABLE TO CHK IF SHE STILL HAS A FILTER AS WELL; ADV TO CALL BACK IF SHE HAS ADDITIONAL QUESTIONS, OR IF THE NEXT BILL HAS A SPIKE IN USAGE/COST; HER RETURN NUMBER IS 732.403.6241; pjaczarnik 10/25/2021: CLAIRE CALLED REGARDING THE LARGE BILL; SHE ADV A LEAK WAS REPAIRED; PROVIDED EMAIL AND ADV TO SEND A COPY OF TH REPAIR RECEIPTS; ADV TO INCLUDE THE ACC NUMBER WHEN SHE SENDS THE EMAIL; ADV IF AN ADJ IS MADE, THEN WE WILL REACH BACK OUT TO HER TO NOTIFY WHAT THE UPDATE BALANCE IS; HER RETURN NUMBER IS 732.403.6241;	09/15/2021 08:54 AM	LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 16 TGAL - AVERAGE PER MONTH = 12 TGAL / 2 = 6 TGALS 3 X 10.13 = 30.39 3 X 10.10 = 30.30 TOTAL CREDIT \$60.69. LEAK ADJUSTMENT ON THE AUGUST BILL- CUSTOMER BILLED FOR 11 TGAL - AVERAGE PER MONTH = 7 TGAL / 2 = 4 TGALS 4 X 10.13 = \$40.52
54798094	F 5.1 Pressure Issue	OpDjohnson 08/25/2021: ROBERT CI REGARDING LOW PRESSURE. I ADV WF HAVE LETS THE TECHS KNOW AND THEY ARE ON THE WAY TO INSPECT. PROVIDED CUR BAL. NFAN	08/25/2021 03:58 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54798213	F 5.1 Pressure Issue	Opjaczarnik 08/02/2021: PAM CALLED DUE TO LOW PRESSURE; REACHED OUT TO TECH WHO COULD NOT VERIFY IF THERE WAS ANYTHING HAPPENING OUT IN THE AREA; TECH ADV HE WOULD STOP BY THE PLANT; NOTIFIED THE CUST	08/02/2021 03:04 PM	

54800706	F 5.1 Pressure Issue	Opjaczarnik 08/25/2021: GAIL CALLED REGARDING LOW PRESSURE; ADV TECH ARE AWARE AND ARE INVESTIGATING THE CAUSE; ADV NO FURTHER INFO AT THIS TIME;	08/25/2021 04:13 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54800867	F 5.1 Pressure Issue	OPcbrann 08/25/2021: SPK TO ROSEANN SHARPE @845-988-7520;SHE WAS CALLING ABOUT LOW PRESSURE;ADV THE TECH'S ARE AWARE OF THE SITUATION & RESPONDING;NO ETA;NFAN	08/25/2021 04:15 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54820972	F 5.1 Pressure Issue	OPdjohnson 08/25/2021: JEAN CI REGARDING LOW PRESSURE. I ADV WE HAVE LETS THE TECHS KNOW AND THEY ARE ON THE WAY TO INSPECT. NFAN	08/25/2021 04:00 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54827587	F 5.1 Pressure Issue	OPdjohnson 08/25/2021: GAIL CI REGARDING LOW PRESSURE. I ADV WE HAVE LETS THE TECHS KNOW AND THEY ARE ON THE WAY TO INSPECT. NFAN	08/25/2021 03:59 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54824297	F 5.1 Pressure Issue	OPdjohnson 08/25/2021: RICHARD CI REGARDING LOW PRESSURE. I ADV WILL SUBMIT SO TO INSPECT. BEFORE I COULD ENTER THIS NOTE MULTIPLE PEOPLE HAVE CALLED. TECHS MADE AWARE. NFAN	08/25/2021 04:01 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
1189720	H 7.0 Meter Reading Issue	OPldrost 10/06/2021: TOM CALLED IN AFTER HAVING PLUMBER OUT TO FIX LEAKS. PLUMBER TESTED PRESSURE, ETC., AND DISCOVERED METER ISN'T REGISTERING USAGE. SAYS IT IS "STUCK" AT 112 AND DOES NOT MOVE. SUBMITTED S/O FOR METER INSPECT. CAN CALL TOM FOR MORE INFO AND/OR PLUMBER NAME AND PH#. NFAN OPdjohnson 10/07/2021: THOMAS CI AND STATED TECH CARLOS SPOKE WITH HIS WIFE AND STATED METER IS WORKING. HOWEVER, THOMAS WAS NOT THERE AND HE IS WANTING TECHS TO SHOW HIM THAT THE METER IS WORKING. HE PROVIDED ME A READ OF 0128.4959 WHICH INDICATES 6T GAL HAVE GONE THROUGH THE METER SINCE THE REREAD ON 9/29. I POINTED IT OUT TO THE CUST AND HE WAS SAYING THAT IS WHERE IS STOPPED HE SAID IT WAS THE SAME READ TWO DAYS AGO. CUST IS WANTING TECHS TO COME BACK AND PROVE TO HIM THE METER IS WORKING. EMAILED TO USW. NFAN OPdjohnson 10/07/2021: LMOM FOR THOMMAS. I ADV HIS CONCERN WAS ESCALATED TO USW CORP AND TECH RETURNED AND REPLACED METER BECAUSE IT WAS IN FACT STUCK. I ADV NEW METER WAS INSTALLED AND STILL SHOWING LEAK ON CUST SIDE. I ADV WILL WANT TO REACH BACK OUT TO HIS PLUMBER TO COMPLETE REPAIRS. I ADV CALL BACK IF ANY QUESTIONS. I NAM Opjaczarnik 10/15/2021: THOMAS CALLED; HE ADV LEAK HAS BEEN REPAIRED; PROVIDED EMAIL TO SEND REPAIR RECEIPTS TO;	10/06/2021 08:12 AM	xxxx spoke with owner tested meter, the meter was stuck replaced meter# 10769842 new meter# 10573963 new meter read 0000.0002 new meter working properly, meter was spinning customer still has a leak. used same ert# 75387256...Carlos Morales xxxx installed backflow preventer dual check on customer side of meter to prevent any backflash to meter and or water service line, customer still has a leak at their home that is not fixed.. Carlos Morales USWalicea 10/19/2021: *LEAK ADJUSTMENT ON THE OCTOBER BILL- CUSTOMER BILLED FOR 98 TGAL - AVERAGE PER MONTH = 95 TGAL / 2 = 48 X 14.46 = \$694.08 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 94 - 48 = 46, 46 @ 11.57 = \$532.22) (46K @ 14.46 = 665.16 - 532.22 = 122.94) TOTAL CREDIT 694.08 + 122.94 = \$817.02. Opjaczarnik 10/20/2021: THOMAS CALLED BACK FOR UPDATE ON LEAK ADJ; ADV ADJ WAS MADE AND THE REMAINING BALANCE IS \$696.37, ADV CAN OFFER 4 MONTH PYMT ARRNGMT; ADV FIRST PYMT WILL BE FOR \$174.09 DUE 11/30/21; ADV WILL NEED TO MAKE PYMTS FOR REGULAR BILLS THAT GENERATE AS WELL; ADV IF HE HAS TROUBLE MAKING ANY PYMTS, HE WILL WANT TO BE PROACTIVE AND CALL US TO WORK ON THE PYMT ARRNGMT;
54799626	H 7.2 Condition of Meter	OPldrost 08/11/2021: JACKIE CALLED IN FOR STATUS ON METER BOX REPLACE. CALLED CBERISH - HAS MEASURED BOX SO HE KNOWS WHICH KIND TO INSTALL. WILL COMPLETE BY END OF WEEK. ADV JACKIE. NFAN	08/11/2021 08:51 AM	HCWW - MET INSPECT. CUST REPORTS NEIGHBOR KEEPS RUNNING OVER METER BOX WITH GOLD CART. BROKEN LID NEEDS REPLACEMENT. PLEASE INSPECT CONDITION OF METER/BOX, PROVIDE READ AND NOTES xxxx/read/0372260/replaced meter/box/and/lid/customer/is/happy
54799626	H 7.2 Condition of Meter	OPmrodgers 08/02/2021: JACKIE CALLED NEIGHBOR KEEPS RUNNING OVER METER WITH GOLF CART. S/O RAISE BOX REPLACE LID.	08/02/2021 08:00 AM	
54826854	H 7.2 Condition of Meter	OPldrost 08/27/2021: CHAD, HUSBAND OF BONNIE, CALLED IN TO REPORT HIS METER BOX LID IS SEVERLY BROKEN, WORRIED ABOUT SOMEONE STEPPING IN IT AND HURTHING THEMSELVES. SAYS IS BROKEN IN HALF, "BARLEY HOLDING ON BY A THREAD" I. SUBMITTED S/O. ADDED CHAD TO ACCT. (BOX LOCATED NEAR STREET BETWEEN 4406 AND 4408 BRIARCLIFF). NFAN	09/10/2021 11:56 AM	HCWW - REPLACE METER BOX LID/INSPECT FLUSH VALVE. CUST REPORTS FLUSH VALVE ENCRACHING INTO DRIVEWAY AND CONCERNED ABOUT RUNNING IT OVER. PLEASE INSPECT IF POSSIBLE TO RELOCATE FLUSH VALVE, REPLACE METER/BOX LID, PROVIDE READ AND NOTES. CALL CHAD WHEN EN ROUTE (740)238-0264 xxxx/read/00512477/flush/line/has/been/relocated/customer/is/happy/carlos/m/and/pedro/l
54826854	H 7.2 Condition of Meter	OPldrost 08/27/2021: CHAD, HUSBAND OF BONNIE, CALLED IN TO REPORT HIS METER BOX LID IS SEVERLY BROKEN, WORRIED ABOUT SOMEONE STEPPING IN IT AND HURTHING THEMSELVES. SAYS IS BROKEN IN HALF, "BARLEY HOL	08/27/2021 12:18 PM	
1189768	I 8.0 Leak at Meter	OPldrost 08/23/2021: MR PITTS CALLED IN - WALKING IN NEIGHBORHOOD, DISCOVERED LARGE LEAK (WATER BUBBLING UP FROM GROUND) AROUND HIS OR NEIGHBOR'S METER BOX AREA. CALLED IN TO REPORT. WILL NEED TO KNOW IF CUSTOMER NEEDS TO TAKE CARE OF OR NOT. SAYS NEIGHBORS ARE OUT OF TOWN BUT WOULD NEED TO KNOW IF IT'S THEIRS. SUBMITTED S/O. NFAN	08/23/2021 08:30 AM	XXXX LEAK WAS ON CUSTOMERS SIDE. METER VALVE SHUT OFF SO THAT PLUMBER CAN CONDUCT REPAIRS. METER READ/0436380
1189688	I 8.05 Leak - Customer Side	Opjaczarnik 10/15/2021: WILLIAM CALLED; HE ADV THAT HE HAS LOCATED THE LEAK; HE ADV THE LEAK IS ONLY NOTICABLE WHEN SOMEONE IS TAKING A SHOWER; HE ADV HE WILL BE WORKING ON FIXING IT THIS WEEKEND; ADV ONCE HE HAS MADE THE REPAIR, HE CAN SEND A REPAIR RECEIPT OR RECEIPT OF THE MATERIALS TO HAVE THE ACC REVIEWED FOR A COURETSY ADJ; ADV ONCE RECEIPTS ARE SUBMITTED, WE CAN DISCUSS SETTING UP A PYMT ARRNGMT; ADV TO HAVE HIM CALL BACK AFTER THE WEEKEND IF THE REPAIR IS COMPLETED;	10/15/2021 09:41 AM	OPdjohnson 10/26/2021: LMOM FOR WILLIAM REGARDING NOTE ON STUB REQUESTING SOMEONE CALL REGARDING BAL. I ADV CAN SET UP A PAYMENT ARRANGEMENT TO HELP GET HIM CAUGHT UP. I ADV TO CALL BACK IF WOULD LIKE TO SET UP PA. I ADV CAN ASK FOR DARREN. NFAN USWmrcici 11/10/2021: LEFT CUSTOMER A VOICE MESSAGE FOR PAYMENT ARRANGEMENT TO BRING ACCOUNT TO GOOD STANDING.Evelyn Alicea
1189720	I 8.05 Leak - Customer Side	OPdjohnson 10/07/2021: LMOM FOR THOMMAS. I ADV HIS CONCERN WAS ESCALATED TO USW CORP AND TECH RETURNED AND REPLACED METER BECAUSE IT WAS IN FACT STUCK. I ADV NEW METER WAS INSTALLED AND STILL SHOWING	10/07/2021 01:50 PM	SEE ABOVE
1189720	I 8.05 Leak - Customer Side	OPdjohnson 09/29/2021: THOMAS CI AND STATED TECH CAME OUT AND STATED ANOTHER LEAK ON PROPERTY. HE STATED GOT TWO READ TODAY 25MN APART. 30.784 & 31.298. I ADV 500 GAL IN 25 MIN IS A LOT OF WATER. I ADV	09/29/2021 12:37 PM	SEE ABOVE



1190423	8.05 Leak - Customer Side	<p>OPdjohnson 08/12/2021: EDWARD CI ABOUT BILL ANDWHAT HE SHOULD PAY. I ADV NEW BILL ABOUT TO COME OUT THAT HAS THE REALLY HIGH USAGE. I ADV TO SEND IN WHAT HE CAN TO BRING DOWN THE BAL. I ADV HOW COURTESY LEAK ADJ WORK. I ADV TO SAVE ANY INVOICES AND CAN EMAIL. HE STATED DOES NOT EMAIL. I ADV CAN HAVE PLUMERS EMAIL ON HIS BEHALF. I ADV WILL NOTATE THE ACCT AS LEAK BEING WORKING ON AND NOT TO DISCONNECT UNTILWE CAN SUBMIT FOR POSSIBLE LEAK AND GET ON PAYMENT ARANGEMENT. I ADV TO CALL BACK WHEN WORK IS FINISHED. NFAN</p> <p>OPcbrann 09/23/2021: SPK TO EDWARD VICKERS @863 655-6322;HE WAS CALLING ABOUT SENDING IN HIS RECEIPTS FOR A LEAK ADJ;HE WANTED TO KNOW WHAT KIND OF PYMT ARRANGEMENT HE COULD SET UP;I ADV ONCE THE RECEIPTS ARE REC'D &amp; THEY FIGURE OUT A COURTESY ADJ THEN HE COULD SET UP A PYMT ARR;HE ADV THERE IS A 2ND LEAK THAT HE NOW NEEDS TO GET FIXED;HE WILL MAIL HIS RECEIPTS IN AS HE DOESN'T EMAIL OR FAX;</p>	08/12/2021 01:15 PM	<p>USWealicesa 10/07/2021: LEAK ADJUSTMENT ON THE JULY BILL- CUSTOMER BILLED FOR 21 TGAL - AVERAGE PER MONTH = 18 TGAL / 2 = 9 TGALS X 14.27 = \$128.43 (CHARGED THE REST OF THE USAGE AT THE LOWER TILR 17 - 9 = 8, 8 @ 11.42 = \$91.36) 242.59 - 128.473 = 114.16 (114.16 - 91.36 = 22.80) TOTAL CRDIT 128.43 &amp; 22.80 = \$ 151.23. USWealicesa 10/07/2021: LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 21 TGAL - AVERAGE PER MONTH = 18 TGAL / 2 = 9 X 14.46 = \$130.14 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 14 - 9 = 5, 5 @ 11.57 = \$57.85) BILLED 202.44 - LEAK ADJ 130.14 = 72.30 (72.30 - 57.85 = 14.45) TOTAL CREDIT 130.14 &amp; 14.45 = \$ 144.59.</p> <p>USWealicesa 10/12/2021: LEAK ADJUSTMENT ON THE OCTOBER BILL- CUSTOMER BILLED FOR 99 TGAL - AVERAGE PER MONTH = 96 TGAL / 2 = 48 X 14.46 = \$694.08 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 99 - 48 = 50K, 50K @ 11.57 = \$590.07) BILLED 4@ 11.57 = 46.28 &amp; 46@ 14.46 = 665.16 FOR 711.44(711.44 - 590.07 = 121.37, 121.37 + 694.08 = TOTAL CREDIT \$815.4. Payment Arrangement comments CUSTOMER ON A 3 MONTH PAYMENT ARRANGEMENT INCLUDING CURRENT BILL DUE</p>
1190884	8.05 Leak - Customer Side	<p>OPmrodgers 08/09/2021: COLON CALLED LEAK AT PROPERTY S/O TURN OFF FOR REPAIR</p>	08/09/2021 02:52 PM	<p>HCWW - TURN OFF FOR REPAIRS. CUST REPORTS NEEDS WATER OFF FOR REPAIRS. PLEASE TURN OFF WATER FOR CUST. RPROVIDE READ AND NOTES. CALL MR.ANDERSON (863)655-2928</p> <p>xxxx/read/0620500/customer/turned/water/off/at/house/valve/i did locate meter for him/located/r/fj/chris/b</p>
54796600	8.05 Leak - Customer Side	<p>OPldrost 10/04/2021: LOUIS CALLED IN ABOUT HIGH BILL. SAYS HE SENT IN COPY OF REPAIR INVOICE FOR LEAK. ADV NO DOC IN ACCT AND NONE IN EMAIL QUE. DISCUSSED GMO PMT ARR. DISCUSSED STEPS TO GET COPY OF INVOICE - COMP IS BROKEN. DISCUSSED OPTIONS. WILL GO TO OFFICEMAX, RE-CPY, SCAN AND EMAIL. NFAN</p> <p>OPdjohnson 10/06/2021: RECEIVED PLUMBING RECEIPT BY MAIL. CALLED LOUIS TO CONFIRM HAS BEEN RECEIVED. A BUNCH OF DUKE ENERGY STUFF WAS INCLUDED I ADV WILL MAIL HIM BACK HIS DUKE ENERGY PAPERS. I ADV HAVE ATTACHED RECEIPT TO ACCT AND FORWARDED TO USW. I ADV HOW PROCESS WORKS AND ONCE A DETERMINATION HAS BEEN MADE WILL FOLLOW UP AND CAN REVISIT HIS PAYMENT ARRANGEMENT AT THAT TIME.;</p> <p>OPdjohnson 10/06/2021: LOU STATED CHURCH SHOULD BE SENDING IN \$100 SO HE HAS SENT AN ADDITIONAL \$12.XX TO COVER PA DUE. NFAN</p>	10/06/2021 04:41 PM	<p>LEAK ADJUSTMENT ON THE JULY BILL- CUSTOMER BILLED FOR 41 TGAL - AVERAGE PER MONTH = 40 TGAL / 2 = 20 TGALS X 14.27 = \$285.40 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 37 - 20 = 17, 17 @ 11.42 = \$194.14) 285.40 - 194.14 = 45.45 ( 295.40 + 45.45 = \$330.85)</p>
54796600	8.05 Leak - Customer Side	<p>OPdjohnson 08/11/2021: LMOM FOR LOUIS AT (863)904-8045. I ADV TECHS WERE OUT AND LET HIM KNOW ABOUT A LEAK. I ADV I CAN SEE SAGE HAS GONE DOWN. I ADV POSSIBILITY OF A COURTESY LEAK ADJ IF HE WOULD LIKE TO SUBMIT RECEIPTS FROM THE REPAIR. PROVIDED EMAIL AND MY NAME FOR CALL BACK IF ANY QUESTIONS. I ADV I WOULD LEAVE AN ADDITIONAL MESSAGE ON THE OTHER NUMBER ON FILE (941)468-4826 BUT MSG STATED CALL DID NOT GO THROUGH. TRIED TWO TIME. IF LOUIS CALL CAN XFER TO DARREN. NFAN</p>	08/11/2021 11:23 AM	
54797846	8.05 Leak - Customer Side	<p>OPjaczarnik 09/16/2021: CLAIRE CALLED REGARDING SERVICE ORDER; SHE ADV THE TECH NOTIFIED HER THAT SHE MAY HAVE A LEAK ON THE PROPERTY; TECH ALSO INDICATED THAT SHE MAY NEED TO CHK HER FILTER; SHE THOUGHT THE FILTER WAS REMOVED WHEN USW TOOK OVER; SHE ADV SHE IS HAVING APLUMBER COME OUT TO CHK IF THERE ARE ANY LEAKS; ADV THE PLUMBER SHOULD BE ABLE TO CHK IF SHE STILL HAS A FILTER AS WELL; ADV TO CALL BACK IF SHE HAS ADDITIONAL QUESTIONS, OR IF THE NEXT BILL HAS A SPIKE IN USAGE/COST; HER RETURN NUMBER IS 732.403.6241;pjaczarnik 10/25/2021: CLAIRE CALLED REGARDING THE LARGE BILL; SHE ADV A LEAK WAS REPAIRED; PROVIDED EMAIL AND ADV TO SEND A COPY OF TH REPAIR RECEIPTS; ADV TO INCLUDE THE ACC NUMBER WHEN SHE SENDS THE EMAIL; ADV IF AN ADJ IS MADE, THEN WE WILL REACH BACK OUT TO HER TO NOTIFY WHAT THE UDPATE BALANCE IS; HER RETURN NUMBER IS 732.403.6241;</p>	09/16/2021 10:03 AM	<p>LEAK ADJUSTMENT ON THE AUGUST BILL- CUSTOMER BILLED FOR 11 TGAL - AVERAGE PER MONTH = 7 TGAL / 2 = 4 TGALS 4 X 10.13 = \$40.52. LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 16 TGAL - AVERAGE PER MONTH = 12 TGAL / 2 = 6 TGALS 3 X 10.13 = 30.39 3 X 10.10 = 30.30 TOTAL CREDIT \$60.69</p>
1189476	9.0 Water Quality	<p>OPjaczarnik 09/24/2021: RANDALL CALLED; HE ADV THE WATER HAS BEEN CAUSING HIS FILTERS TO TURN BLACK FASTER THAN USUAL; HE RFQUESTED TO HAVE WATER QUALITY CHECKED; SUBMITTED S/O; ADV WOULD ATTEMPT TO HAVE THE TECH CONTACT HIM WHEN THEY ARE EN ROUTE;</p>	09/24/2021 02:47 PM	<p>xxxx plant operator responded to call and advised customer his filters were doing their job. Operator provided Iron Out to customer. Customer was happy.</p>
54825344	9.0 Water Quality	<p>OPldrost 10/18/2021: NADINE CALLED IN TO REQ YEARLY FLUSH DUE TO SULFATES SETTLING IN SYSTEM AS PER LAST YEAR'S SO #48798. SUBMITTED S/O. NFAN.</p> <p>OPjaczarnik 10/19/2021: NADINE CALLED FOR UPDATE ON SERVICE ORDER; ADV HAS BEEN DISPATCHED, BUT NO NOTES TO INDICATE IT HAS BEEN COMPLETED YET; ADV TECH SHOULD NOTIFY HER WHEN THEY ARE ON THEIR WAY OR WHEN IT HAS BEEN COMPLETED; ADV SHOULD BE FINE TO RUN ERRANDS, DOES NOT NEED TO BE PRESENT AT THE HOME TO HAVE S/O COMPLETED;</p> <p>Pldrost 10/22/2021: NADINE CALLED BACK IN FOR RESULTS OF FLUSH AND RE-READ. SAYS DIDNT SEE CBERISH RET FOR RE-READ. ADV OF TECH NOTES, WENT TO END OF LINE AND FLUSHED AS WELL, MAY NOT HAVE RET FOR RE-READ SINCE IT'S CLOSE TO MONTHLY BILLING READ DATE. DISCUSSED LETTING WATER RUN FOR LESS THAN TIME OF A SHOWER PRIOR TO USE IN BATHROOM. NFAN</p>	10/18/2021 01:13 PM	<p>xxxx/read/0255580/ran/flush/valve/at/end/of/knight/ave/flushed/home/got/good/residual/talked/to/customer/chris/b/r</p>