

State of Florida



# Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

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**DATE:** October 29, 2024

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** Marissa Ramos, Chief of Reliability & Resource Planning, Division of Engineering *MR LK*

**RE:** Docket No. 20240068-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties, by Sunshine Water Services Company.

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Please file the attached complaint and compliance data from the Florida Department of Environmental Protection, along with a Certification of Copies, in response to staff's information request (Document No. 08348-2024), in the above mentioned docket file. This is the first of two filings with respect to the aforementioned request.

MR/da

Attachment

**CERTIFICATE OF AUTHENTICITY**

I hereby certify, pursuant to §90.902, F.S., the following: I am Matthew Knoll, Deputy Director, for the Division of Water Resource Management within the Florida Department of Environmental Protection (Department), 2600 Blair Stone Road, Tallahassee, FL 32399. In my capacity as Deputy Director, I am authorized to act as the custodian of the Department’s records pertaining to the Sunshine Water Services Company and hereby certify to the best of my knowledge that Table A: Sunshine Water – Public Water Systems Compliance & Complaints and Table B: Sunshine Water - Wastewater Facilities Compliance & Complaints, are accurate summaries of the enforcement and compliance activities as logged in our program databases and document management system.

Dated at Tallahassee, Leon County, Florida on this day 28<sup>th</sup> of October, 2024.



Matthew Knoll  
Deputy Director  
Division of Water Resource Management  
Department of Environmental Protection

STATE OF FLORIDA:  
COUNTY OF LEON:

SWORN AND SUBSCRIBED to me by (name/title) Matthew Knoll, Dep. Dir., personally known to me, on the 28<sup>th</sup> day of October, 2024.



Marjane C. Taylor  
Notary Public, State of Florida

My Commission Expires: 3/09/26

**Table A: Sunshine Water – Public Water Systems Compliance & Complaints**

County	System Name	PWS ID	Current Compliance Status	Secondary Standard Complaints/Violations by Year			Compliance Summary (2019-Present)
				Color	Odor	Other	
Highlands	Lake Placid (Sun N' Lakes)	6280273	In Compliance.	0	0	2* (2019/2020)	On January 25, 2023, a sanitary survey of the system determined non-compliance with the systems' wells. The wells were repaired, and the system returned to compliance on September 20, 2024. *Exceeded the maximum contaminant level for foaming agents a secondary drinking water standard.
Lake	Pennbrooke	3354653	In Compliance.	1 (2024)	0	0	No compliance actions taken from 2019 through present.
Lake	LUSI North	3354883	In Compliance.	0	0	1* (2023)	On November 16, 2021, a file review determined that the system failed to meet the locational running average maximum contaminant level for total trihalomethanes and Haloacetic Acids Five. The system conducted repairs and returned to compliance with a short form consent order on March 1, 2023. On December 20, 2023, a sanitary survey of the system determined non-compliance with the system exceeding its maximum design capacity at one of its water treatment plants. The system conducted repairs and returned to compliance with a short form consent order on September 16, 2024. *Exceeded the maximum contaminant level for iron a secondary drinking water standard.
Lake	LUSI South	3354881	In Compliance.	0	1 (2022)	0	On December 5, 2024, a sanitary survey of the system determined non-compliance with the system exceeding its maximum design capacity at one of its water treatment plants. The system was issued a return to compliance letter on May 30, 2024.
Lake	Four Lakes	3354647	In	1	0	0	No compliance actions

			Compliance.	(2024)			taken from 2019 through present.
Lake	Lake Saunders	3354695	In Compliance.	0	0	1* (2021)	No compliance actions taken from 2019 through present. *Exceeded the maximum contaminant level for iron a secondary drinking water standard.
Marion	Golden Hills	6424076	In Compliance.	1 (2024)	0	0	On July 8, 2020, a sanitary survey of the system determined non-compliance with the system exceeding its maximum design capacity at one of its treatment plants, and a check valve leaking or not functioning properly. The system conducted repairs and a return to compliance letter was issued on September 29, 2020.
Orange	Crescent Heights	3480255	In Compliance.	0	1 (2023)	0	No compliance actions taken from 2019 through present.
Orange	Davis Shores	3480272	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Seminole	Weathersfield	3591451	In Compliance.	0	0	0	On August 18, 2023, a sanitary survey of the system determined non-compliance with the inspections of the finished drinking water tank within a five-year period. The system conducted the inspection and a return to compliance letter was issued April 22, 2024.
Seminole	Oakland Shores	3590912	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Seminole	Little Wekiva	3590762	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Seminole	Park Ridge	3590993	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Seminole	Ravenna Park	3591061	In Compliance.	0	0	0	On March 10, 2022, a file review determined that the system failed to submit a report timely. The system updated its report tracking system. On February 8, 2023, a file review determined that the system failed to conduct annual sampling for inorganic nitrate and nitrite for one of its plants. The system conducted the sampling and

							provided public notice. A return to compliance letter was issued March 10, 2023.
Seminole	Bear Lake	3590069	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Seminole	Jansen	3590615	In Compliance.	0	0	0	On March 10, 2022, a file review conducted determined that the system failed to timely perform triennial testing for asbestos. The system conducted the sampling and provided public notification. A return to compliance letter was issued March 11, 2022.
Seminole	Sanlando (including Longwood)	3591121	In Compliance.	0	0	0	An inspection of the system on February 11, 2022, determined the various components of the system were not functioning properly or were damaged. On June 23, 2022, a return to compliance letter was issued.
Pasco	Orangewood (Buena Vista)	6511311	In Compliance.	0	0	1* (2023)	*Exceeded the maximum contaminant level for total dissolved solids a secondary drinking water standard.
Pasco	Summertree	6511423	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Pasco	Labrador (Lake Forest Estates)	6514842	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Pinellas	Lake Tarpon Mobile Home Village	6521000	In Compliance.	0	0	0	No compliance actions taken from 2019 through present.
Polk	Cypress Lake	6535055	In Compliance.	0	1 (2020)	0	No compliance actions taken from 2019 through present.

**Table B: Sunshine Water - Wastewater Facilities Compliance & Complaints**

County	Facility Name	WAFR ID	Current Compliance Status	Compliance Summary (2019-Present)
Highlands	Lake Placid (Sun N' Lakes)	FLA014386	Out of Compliance.	Compliance assistance offer issued July 7, 2023, Return to Compliance Letter issued on May 31, 2024. On August 9, 2024, the Department issued a Warning Letter in response to a sanitary sewer overflow from the facility. This violation is unresolved.
Lake	Pennbrooke	FLA010570	In Compliance.	A compliance assistance offer was issued on March 7, 2019 based on a September 2018 inspection, and return to compliance letter was issued on May 21, 2019.
Lake	Lake Groves	FLA010630	In Compliance.	A compliance assistance offer was issued on October 29, 2019, based on an October 2019

				inspection. The facility returned to compliance on November 14, 2019. Four odor complaints have been received regarding this facility: 2 in 2020, 1 in 2021, and 1 in 2022.
Lake	Barrington Estates	FLA416207	In Compliance.	No compliance actions taken from 2019 through present.
Lee	Eagle Ridge	FLA014498	In Compliance.	On February 8, 2019, a compliance assistance offer was issued to the facility for non-compliance with sampling and other permit conditions. On May 12, 2021, a warning letter was sent from a compliance evaluation inspection noted non-compliance with the a series of operational requirements. On December 14, 2022, a Warning Letter was issued to the facility. A compliance assistance offer for a sanitary sewer overflow on March 21, 2023. A Return to Compliance letter was sent to the facility on May 24, 2024, following documentation that was submitted showing all deficiencies completed and a Compliance Assistance Site Visit was conducted.
Lee	Cross Creek	FLA014505	In Compliance.	On May 4, 2021, a warning letter was issued based on operational violations from a compliance evaluation inspection. A Warning Letter was issued to the facility on February 16, 2023, for an unpermitted discharge and sampling, and other permit violations. A Return to Compliance letter was sent to the facility on May 23, 2024, following documentation that was submitted showing all deficiencies completed and a Compliance Assistance Site Visit was conducted.
Marion	Crownwood	FLA012680	In Compliance.	No compliance actions taken from 2019 through present.
Pasco	Labrador (Forrest Lake Estates)	FLA012801	In Compliance.	On March 15, 2024, a compliance assistance offer was issued from a compliance evaluation inspection for permit violations. On March 25, 2024, a return to compliance letter was issued.
Pinellas	Mid County Services	FL0034789	Out of Compliance.	On August 5, 2019, a warning letter was issued to the facility for sanitary sewer overflows. On December 5, 2019, a short form consent order was executed to address the discharges. On August 24, 2020, January 25, 2021, March 10, 2021, July 23, 2021, warning letters were issued for sanitary sewer overflows. These warning letters were resolved in an August 16, 2021, short form consent order. The facility had a compliance evaluation inspection on March 23, 2023, which resulted in a written compliance assistance offer that was resolved on June 16, 2023. On February 1, 2022, a warning letter was issued for a sanitary sewer overflow. The warning letter was closed on October 26, 2023, with a sanitary sewer overflow response plan. On November 13, 2022, and February 13, 2024, warning letters were issued for a series of sanitary sewer overflows. A short form consent order was executed August 1, 2024. On September 9, 2024, a warning letter was issued for a sanitary sewer overflow due to hurricane Debby.

Polk	Cypress Lakes	FLA013123	In Compliance.	No compliance actions taken from 2019 through present.
Seminole	Wekiva Hunt Club	FL0036251	In Compliance under Consent Order (OGC#23-0392).	Warning letters were issued to the facility on September 5, October 17, 2019, March 10, 2021, March 2 and 15, 2023 for sanitary sewer overflows. On December 18, 2019, a warning letter issued for record keeping violations found during an inspection. On April 1, 2022, a warning letter was issued for failure to report a facility upset. On March 27, 2023, a warning letter was issued for effluent limit exceedances. The Facility has entered into three consent orders, OGC #20-0108, OGC#21-1024, and OGC#23-0392. Consent Orders OGC#20-0108 and OGC#21-1024, both have been closed. Facility is currently under Consent Order OGC#23-0392. The facility has had 37 odor complaints since 2019: 1 in 2021, 33 in 2022, and 3 in 2023.