

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

ORIGINAL

In re: Application of)
UTILITIES, INC. OF FLORIDA)
for a rate increase in Marion, Orange,)
Pasco, Pinellas and Seminole Counties.)
_____)

DOCKET NO. 020071-WS

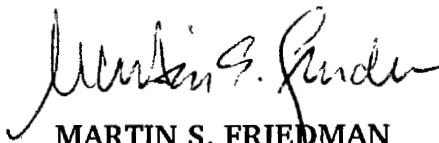
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02 JUL - 3 PM 4:45
COMMISSION
CLERK

NOTICE OF FILING
SUPPLEMENT TO EXHIBIT 3

Applicant, UTILITIES, INC. OF FLORIDA, by and through its undersigned attorneys, hereby notices the filing of two copies of a supplement to Exhibit 3 to its Application for Rate Increase filed June 30, 2002.

Respectfully submitted this 3rd day of July, 2002, by:

ROSE, SUNDSTROM & BENTLEY, LLP
2548 Blairstone Pines Drive
Tallahassee, Florida 32301
(850) 877 - 6555


MARTIN S. FRIEDMAN
For the Firm

utilities\2002 rate\supplement.not
AUS _____
CAF _____
CMP _____
COM _____
CTR _____
ECR Merchant
GCL _____
OPC _____
MMS _____
SEC 1
OTH _____

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FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE
06898 JUL-30
FPSC-COMMISSION CLERK

ORIGINAL

UTILITIES, INC. OF FLORIDA
DOCKET NO. 020071-WS

Rule 25-30.440(9)
Customer Complaints

Test Year Ended December 31, 2001

SUPPLEMENT TO EXHIBIT 3

DOCUMENT NO.
06898-02
7/3/02

(411) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 1635032 07-01-02

DDATE :. 03/05/01
TYPE :. 32
FUPER :. 616
COMMENT :. PLEASE CHECK FOR SULPHUR ODOR IN WATER.
. PH. 407-445-5125
RESOLUTION :. CL2 NOT WORKING FOR REMOTE WELL AT PLANT. PUT ON SITE WELL (N LEAD).
. CL2 SOLUTION WAS GETTING DILUTED. HAD 2.7 CL2 RESIDUAL AT PLANT THIS
. AM. STOPPED BY 9414 SOMBRERO AND SPOKE TO CUSTOMER.
. MG/FT
RDATE :. 03/06/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 516034
ACCOUNT# :. 006180010731
CUSTOMER NAME :. WATTS,DAVID G
SERVICE ADDRESS :. 9511 SHORTLEAF CT
DDATE :. 03/08/01
TYPE :. 32
FUPER :.
COMMENT :. CUSTOMER CALLED COMPLAINING OF SULPHUR ODOR. (HE HAS A WATER SOFTNER)
. HAS HAD THIS PROBLEM FOR 4 DAYS.
RESOLUTION :. NO ONE HOME. ALL TAPS ON HOUSE ARE FROM SOFTNER.THERE ARE NO TAPS
. BEFORE SOFTNER TO TAKE CLW RESIDUAL. HAD 2.8 RESIDUAL AT PLANT THIS AM
. AND 1.4 IN SYSTEM. LEFT TAG FOR CUSTOMER WITH FOLLOWING INFO. WHEN
. USING A SOFTNER YOU EFFECTIVELY REMOVE CL2 FROM WATER WHICH IN TURN
. COULD CAUSE ODORS TO APPEAR. MG 10:30AM
. FT
RDATE :. 03/08/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 519839
ACCOUNT# :. 006181010861
CUSTOMER NAME :. COLEMAN,MICHELE
SERVICE ADDRESS :. 9527 BEAR LAKE CIR
DDATE :. 03/08/01
TYPE :. 32
FUPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE AT 6:50AM WED 3/7/01 COMPLAINING OF
. ODOR IN THE WATER. PLEASE PROVIDE RESOLUTION.
RESOLUTION :. READ 478950 NO DETECTABLE ODOR IN WATER ON THIS VISIT. 3/21/01
. ND/FT
RDATE :. 03/21/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 527376
ACCOUNT# :. 006181010842
CUSTOMER NAME :. BUCHELL,ERICA
SERVICE ADDRESS :. 6004 BEAR LAKE TER
DDATE :. 04/27/01
TYPE :. 29
FUPER :. SAN
COMMENT :. PLEASE CHECK FOR DIRTY WATER.

DOCUMENT NUMBER-DATE

06898 JUL-38

FPSC-COMMISSION CLERK

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07-01-03

RESOLUTION : . DISPATCHED TO JEFF PINDER PH.407-822-0748
: . 4/30/01 READ 310590
: . FLUSHED HYDRANT IN FRONT OF HOME. CHECKED HOME FOR DIRTY WATER. NO
: . PROBLEM FOUND. SPOKE W/CUSTOMER.
: . 4/27/01 JP/FT
ROATE : . 04/30/01

SUBDIVISION : . 00618
ROUTE : . 618
SERVICE ORDER# : . 535413
ACCOUNT# : . 006181010790
CUSTOMER NAME : . MERRITT,KATHERINE
SERVICE ADDRESS : . 9535 BEAR LAKE CIR
DDATE : . 06/01/01
TYPE : . 29
FOPER : . 616
COMMENT : . CUSTOMER HAS LARGE BLACK PARTICLES IN HER WATER
: . PAGED CS @ 1:30 PM
RESOLUTION : . THIS WAS GIVEN TO MIKE GAVALETZ TO TAKE CARE OF. PLANT PROBLEM, NOT
: . FIELD.
: . 6/1/01 JP/FT
ROATE : . 06/01/01

SUBDIVISION : . 00618
ROUTE : . 618
SERVICE ORDER# : . 537851
ACCOUNT# : . 006180010763
CUSTOMER NAME : . RAMOS,BONNIE
SERVICE ADDRESS : . 9524 SHORTLEAF CT
DDATE : . 06/12/01
TYPE : . 29
FOPER : . 616
COMMENT : . MS. CALLED TO ASK US TO CHECK HER WATER. SHE THINKS IT IS CONTAMINATED
: . BECAUSE SHE BOILS IT AND A GREEN FILM APPEARS ON TOP AND SINKS TO THE
: . BOTTOM OF THE POT. SHE REQUESTS IT TO BE CHECKED.
: .
: . PAGED TO ROGER HOLSAPFLE
RESOLUTION : . 6/12/01 FOUND A GREEN COLOR IN THEIR WATER. FLUSHED THE WATER MAIN AND
: . TOOK A BACTERIA SAMPLE TO TAKE TO THE LAB. CALLED BRYAN GONGRE AND LET
: . HIM KNOW WHAT IS GOING ON.
: . RH/FT
: .
: . 6/22/01 PROVIDED CUSTOMER A COPY OF BACTERIOLOGICAL RESULTS SHOWING
: . 0% BACTERIA IN HER DRINKING WATER. BRG/FT
ROATE : . 06/22/01

SUBDIVISION : . 00618
ROUTE : . 618
SERVICE ORDER# : . 540568
ACCOUNT# : . 006180010172
CUSTOMER NAME : . SMITH,BRENDA H
SERVICE ADDRESS : . 6157 LINNEAL BEACH DR
DDATE : . 06/22/01
TYPE : . 29

(711) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:00 07-01-02

FOPER :.
COMMENT :. PAGED TO MIKE G.
: 407-293-5544 BRENDA SAYS THE WATER IS YELLOW BROWN, MAKING HER AND HER
: DOG SICK.
RESOLUTION :. SPOKE WITH CUSTOMER. SHE SAID THAT WATER WAS DISCOLORED AND HAD BLACK
: SPECKS IN IT. I CHECKED WATER AT OUTSIDE FRONT TAP. WATER WAS SLIGHTLY
: DISCOLORED WITH BLACK SPECKS IN IT. I FLUSHED A BLOW OFF IN THE AREA
: UNTIL CLEAR. HAD A 0.7 CL2 RESIDUAL AT THE CUSTOMER TAP.
: CUSTOMER APPEARED SATISFIED AND STATED THAT SHE WOULD CALL BACK IF THIS
: RE-OCCURED. MG/FT 10:45 AM
RDATE :. 06/22/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 541309
ACCOUNT# :. 006180010172
CUSTOMER NAME :. SMITH,BRENDA H
SERVICE ADDRESS :. 6157 LINNEAL BEACH DR
RDATE :. 06/26/01
TYPE :. 29

FOPER :.
COMMENT :. CUSTOMER IS STILL HAVING PROBLEM WITH YELLOW WATER. SHE IS CONCERNED
: BECAUSE SHE HAS BEEN HAVING STOMACH PROBLEMS SINCE THE YELLOW WATER
: PROBLEM STARTED. SHE SAID HER DOGS WILL NOT DRINK THE WATER AND SHE HAS
: TO GIVE THEM SPRING WATER. SHE WILL NOT BE ABLE TO COME TO THE DOOR BE-
: CAUSE SHE WILL BE ON DIALYSIS. PAGED TO MIKE G.
RESOLUTION :. 6/26/01 CHECKED WATER AT OUTSIDE FRONT TAP. NO DISCOLORATION NOTED.
: HAD 0.5 CL2 RESIDUAL. FLASHED BOV AT END OF LINNEAL BEACH FOR 45 MIN.
: WATER CLEAR WITH 0.7 CL2 RESIDUAL. LEFT TAG FOR CUSTOMER. 11:05AM
: MG/FT
RDATE :. 06/26/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 544976
ACCOUNT# :. 006181011363
CUSTOMER NAME :. GUY,WILLIAM R
SERVICE ADDRESS :. 9508 VIA PALMA CCIA
RDATE :. 07/11/01
TYPE :. 29

FOPER :. 616
COMMENT :. PLEASE CHECK FOR DIRTY WATER
: DISPATCHED TO MIKE GALVALETZ
RESOLUTION :. 7/11/01 10:30AM SPOKE WITH CUSTOMER. FLUSHED BOV'S INA AREA UNTIL
: CLEAR. MG/FT
RDATE :. 07/11/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 547450
ACCOUNT# :. 006181011363
CUSTOMER NAME :. GUY,WILLIAM R
SERVICE ADDRESS :. 9508 VIA PALMA CCIA
RDATE :. 07/19/01

0711 SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50: - 07 01 01

TYPE :. 29
FUPER :. 616
COMMENT :. PLEASE CHECK FOR DIRTY WATER.
 . TAG DOOR WITH FINDINGS.
 . PH. 407-293-8296
RESOLUTION :. FLUSHED BOV AT END OF VIA PALMA CEJA 70 MIN. HAD CLEAR WATER AND
 . 3.5 CL2 RESIDUAL.
 . MG/FT
RDATE :. 07/19/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 549929
ACCOUNT# :. 006181011053
CUSTOMER NAME :. ROGUS,SEAN M
SERVICE ADDRESS :. 6300 BEAR LAKE TER
RDATE :. 07/30/01
TYPE :. 32
FUPER :. 616
COMMENT :. CUSTOMER CALLED AND STATED THAT THE WATER SMELLS LIKE SULPHUR
 . PAGED CHARLIE S
RESOLUTION :. READ 8/1/01 READ 1361730 WATER SMELLS NORMAL
 . ND
 . PLANT PROBLEM. MIKE GVALETZ IS OUT IN AREA TO FLUSH.
 . FT
RDATE :. 08/01/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 550320
ACCOUNT# :. 006181010752
CUSTOMER NAME :. COHAN,SHELDON
SERVICE ADDRESS :. 6011 LINNEAL BEACH DR
RDATE :. 08/01/01
TYPE :. 32
FUPER :.
COMMENT :. CUSTOMER HAS VERY UNPLEASANT ODOR.
 . SAID WE USED TO FLUSH AT LINE NEXT DOOR BUT HAVE NOT DONE SO FOR SEVERAL
 . MONTHS. TALK TO CUSTOMER.
 . 407-297-7751
RESOLUTION :. 8/1/01 READ 564380 WATER DOES NOT HAVE AN ODOR. MIKE GVALETZ IS OUT
 . IN AREA TO FLUSH.
 . JP/FT 8/1/01
RDATE :. 08/01/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 550314
ACCOUNT# :. 006180010293

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:00 07/01/02

CUSTOMER NAME :. FOSSA,SHIRLEY
SERVICE ADDRESS: 1901 BEARVIEW DR
DDATE :. 07/31/01
TYPE :. 43
FUPER :. 616
COMMENT :. CUSTOMER CALLED TO REPORT THAT SHE HAVE NO WATER.
. PAGED MIKE G
RESOLUTION :. READ 2121390 CUSTOMER HAS WATER. PLANT PROBLEM. MIKE GAVALETZ IS OUT
. IN AREA TO FLUSH.
. 8/1/01 JP/FT
RDATE :. 08/01/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 551946
ACCOUNT# :. 006181011053
CUSTOMER NAME :. RODGUS,SEAN M
SERVICE ADDRESS: 6300 BEAR LAKE TER
DDATE :. 08/10/01
TYPE :. 32
FUPER :.
COMMENT :. MEET WITH CUSTOMER AT 9:00 AM TO DISCUSS PROBLEM NITH HYDROGEN SULFIDE
. ODOR IN WATER. SHE SPOKE WITH SCOTTY AND REGESTED THIS MEETING.
. MIKE G. WENT OUT ON 7/31/01 AND LEFT A TAG STATING THERE WAS A LRG CL2
. RESIDUAL AND HE FLUSHED LINE BUT ODOR IS STILL A PROBLEM. FT
RESOLUTION :. 8/10/01 TALKED TO CUSTOMER. SHE STATED THEY JUST MOVED IN LAST WEEK.
. THE HYDROGEN SULFIDE SMELL HAS GONE AWAY. I TOLD HER THE SMELL COULD
. HAVE BEEN FROM THE HOUSE SITTING EMPTY. I TOOK A CL2 RENIDUAL AT THE
. KITCHEN SINK. 1.0 MGL - BATHROOM SINJ 0.9 MGL - OUTSIDE SPIGOT 1.3 MGL
. RH/FT 8/10/01
RDATE :. 08/10/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 553225
ACCOUNT# :. 006181010101
CUSTOMER NAME :. FULFORD,MICHAEL E
SERVICE ADDRESS: 9400 BEAR LAKE CIR
DDATE :. 08/13/01
TYPE :. 32
FUPER :. 616
COMMENT :. PLEASE CHECK FOR HIGH CLORINE LEVEL IN WATER, AND CHECK TO SEE IF THE
. LINE NEEDS TO BE FLUSHED. PH. 407-299-5676 DISPATCHED TO MIKE
. GAVALETZ
RESOLUTION :. CL2 PUMP WAS MALFUNCTIONING DUE TO LIGHTNING.
. FLUSHED LINES.
. MG/FT
RDATE :. 08/13/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 553229
ACCOUNT# :. 006181011070
CUSTOMER NAME :. MATARAZA,FRANK
SERVICE ADDRESS: 9414 SOMBRERO AVF

(X1) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:12 07-01-02

DDATE :. 08/13/01
TYPE :. 32
RUPR :. 616
COMMENT :. CUSTOMER STATES THAT THE WATER HAS TOO MUCH CHLORINE IN IT
. TAG HOUSE WITH THE FINDINGS
. PAGED CS @ 8:45 AM
RESOLUTION :. 8/13/01 PER JEFF THIS IS A PLANT PROBLEM. HE GAVE THIS INFO TO MIKE G.
. MIKE IS CHECKING FOR PROBLEMS AT THE PLANT. FT
. .
. 08/13/01 THIS PROBLEM WAS CAUSED BY LIGHTNING OVER THE WEEKEND. THE
. CL2 PUMP HAS BEEN RESET AND THE SYSTEM FLUSHED. MG/FT
RDATE :. 08/13/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 553051
ACCOUNT# :. 006181012192
CUSTOMER NAME :. HARTLEY, JR, MORRIS
SERVICE ADDRESS :. 9387 JUNIOR AVE
DDATE :. 08/15/01
TYPE :. 30
RUPR :. 616
COMMENT :. CUSTOMER CALLED AND STATED THAT THERE IS CARBON BUILDING UP IN THE WATER
. AND THE WATER IS BLACK IN THE TOILETS
RESOLUTION :. FLUSHED BOV AT END OF STREET UNTIL CLEAR, 1.2 CLW RESIDUAL. LEFT TAG
. FOR CUSTOMER. MG/FT 11:30AM
RDATE :. 08/15/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 553606
ACCOUNT# :. 006180010780
CUSTOMER NAME :. GRIFFIN, GAIL
SERVICE ADDRESS :. 9512 SHORTLEAF CT
DDATE :. 08/14/01
TYPE :. 32
RUPR :.
COMMENT :. PAGED TO MIKE G.
. CUST CALLED ANSWERING SERVICE ABOUT HIGH CL2.
RESOLUTION :. .09 RES AT JANTZEN PLANT. PROBLEM IS RESOLVED.
. CUST WAS TOLD TO FLUSH LINES.
. MS/KK
. .
. 8/16/01 12:00 NOON METER READ 1691660 TOOK CL2 RESIDUAL FROM OUTSIDE
. TAP. 0.5 CL2. SPOKE TO CUSTOMER. EXPLAINED THAT HIGH CL2 OVER THE
. WEEKEND WAS DUE TO LIGHTNING STRIKE AT WATER PLANT THAT CAUSED CL2
. SYSTEM TO MALFUNCTION. MP/FT
RDATE :. 08/14/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 553939
ACCOUNT# :. 006181011208
CUSTOMER NAME :. CLICK, MICHELE

SERVICE ADDRESS: 6401 BRENDA DR
 DATE: 08/15/01
 TYPE: 32
 TUPPER: SAN
 COMMENT: CUSTOMER CALLED DUE TO HIGH CHLORINE IN HER WATER. BURNING HER SKIN
 . AND EYES.
 .
 .
 . PAGED TO JOHN
 RESOLUTION: CALLED MIKE GAVALEZ AND HE FLUSHED THEY SYSTEM. WE HAD A PROBLEM OVER
 . THE WEEKEND BUT IT IS BACK ON LINE AND MAY HAVE JUST BEEN IN THE
 . HOUSE. 1.2 CL2 RESIDUAL
 . JM/FT
 DATE: 08/15/01

SUBDIVISION: 00618
 ROUTE: 618
 SERVICE ORDER#: 556552
 ACCOUNT#: 006181011765
 CUSTOMER NAME: NEWTON,JASON D
 SERVICE ADDRESS: 6076 LINNEAL BEACH DR
 DATE: 08/24/01
 TYPE: 32
 TUPPER:
 COMMENT: CUSTOMER CALLED DUE TO HIGH CHLORINE SMELL
 . PAGING TO MIKE G
 .
 .
 RESOLUTION: 8/24/01 2:10 PM METER READ 384030 N/L
 . CL2 READING AT FROM TAP 1.9
 . CL2 READING AT PLANT 2.8
 . LEFT TAG FOR CUSTOMER STATING THAT CL2 RESIDUAL WAS WITHIN ACCEPTABLE
 . LEVELS.
 . MS/FT
 DATE: 08/24/01

SUBDIVISION: 00618
 ROUTE: 618
 SERVICE ORDER#: 558856
 ACCOUNT#: 006180010212
 CUSTOMER NAME: O'BRIAN,DONALD G
 SERVICE ADDRESS: 6173 LINNEAL BEACH DR
 DATE: 09/06/01
 TYPE: 29
 TUPPER:
 COMMENT: CUSTOMER WROTE NOTE ON HER BILL STATING HER WATER WAS VERY ORANGE IN
 . COLOR AND FULL OF DIRT. SHE WAS ASKING FOR EXPLATNATIN AND WANTS A CALL
 . AT 407-291-1017
 RESOLUTION: METER READ 2181460 N/L HAD 2.0 CL2 RESIDUAL AT OUTSIDE TAP. DID NOT
 . NOTICE ANY DISCOLORED WATER BUT IT IS NOT UNCOMMON FOR THIS TO OCCUR.
 . LEFT TAG FOR CUSTOMER THAT SYSTEM IS BEING FLUSHED SEVERAL TIMES MONTHLY
 . MS/FT
 DATE: 09/06/01

SUBDIVISION: 00618

CALL SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY DATE 16:50:11 07/01/01

ROUTE : 618
SERVICE ORDER# : 559221
ACCOUNT# : 006181011070
CUSTOMER NAME : MATARAZA,FRANK
SERVICE ADDRESS : 9414 SOMBRERO AV
DATE : 09/07/01
TYPE : 32
FOOPER :
COMMENT : HIGH CL2 SMELL IN WATER.
: CHERYL 407-445-5125
: PAGED TO MIKE G.
RESOLUTION : READ 198020 N/L
: CHECKED AT PLANT THIS AM - HAD 3.0 CL2 RESIDUAL. FROM CUSTOMER OUTSIDE
: TAP GOT 2.8 CL2 RESIDUAL. LOWERED CL2 SETTING AT PLANT TO DECREASE CL2
: TO SYSTEM. LEFT TAG FOR CUSTOMER WITH EXPLANATION LISTED ABOVE.
: 10:40 AM 9/6/01 MG/FT
DATE : 09/06/01

SUBDIVISION : 00618
ROUTE : 618
SERVICE ORDER# : 573395
ACCOUNT# : 006180010475
CUSTOMER NAME : MTELE,ROBERT
SERVICE ADDRESS : 1960 BEARVIEW DR
DATE : 11/07/01
TYPE : 33
FOOPER :
COMMENT : ROBERT CALLED ANSWERING SERVICE AT 7:37 AM REQUESTING A CLEAN UP CREW TO
: CLEAN HIS FENCE. PLEASE CHECK OUT
RESOLUTION : CLEANED FENCE OFF FOR CUSTOMER. FENCE GOT DIRTY WHEN WE DID CLEAN UP
: FROM BREAK AT 2804 ORANOLE WAY. JEFF & CHARLIE/11
DATE : 11/07/01

SUBDIVISION : 00620
ROUTE : 620
SERVICE ORDER# : 518996
ACCOUNT# : 006200010763
CUSTOMER NAME : BOOKER,MARIA T
SERVICE ADDRESS : 6114 W LIVINGSTON ST
DATE : 03/20/01
TYPE : 43
FOOPER :
COMMENT : MARIA BOOKER CALLED ANSWERING SERVICE AT 8:29PM AND THE WATER IS OFF.
RESOLUTION : SHE WILL CALL BACK IN THE MORNING.
: WE HAVE NO RECORD OF A NEW CUSTOMER CALLING FOR SERVICE.
: FT
DATE : 03/20/01

SUBDIVISION : 00621
ROUTE : 621
SERVICE ORDER# : 525605
ACCOUNT# : 006210010214
CUSTOMER NAME : CONNORS,NANCY A
SERVICE ADDRESS : 8 OAKDALE ST

0910 SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07 01 02

DDATE :. 04/20/01
TYPE :. 28
FUPER :. 621
COMMENT :. MR. CALLED WANTS THE WATER PRESSURE TO HIS HOME CHECKED.
. SOMEONE WILL BE HOME PLEASE SPEAK WITH THE M...
RESOLUTION :. READ 2805620 WTER PRESSURE IS 50 PSI WHICH IS GOOD. NO ONE HOME.
. LEFT TAG. JY/FT
RDATE :. 04/23/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 507421
ACCOUNT# :. 006233010223
CUSTOMER NAME :. KELLY,MIRIAM J
SERVICE ADDRESS :. 650 TRAILWOOD DR
DDATE :. 01/22/01
TYPE :. 43
FUPER :.
COMMENT :. CSUTOMER CALLED ANSWERING SERVICE AT 5:09PM COMPLAINING OF NO WATER.
. DEMANDED A CALL BACK.
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. 1/29/01 READ 661030 CUSTOMER HAS WATER. OK (CUSTOMER LEAK REPAIRED.
. JY/FT
RDATE :. 01/29/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 514551
ACCOUNT# :. 006233011002
CUSTOMER NAME :. DIAZ,ROSA G
SERVICE ADDRESS :. 508 NORTHWESTERN AVE
DDATE :. 02/28/01
TYPE :. 36
FUPER :.
COMMENT :. CUST'S DRAINS ARE MOVING VERY SLOWLY. THEY SAID THE PROBLEM
. STARTED WHEN WE WERE CLEANING OUR LINES.
. ERICA 407-445-0572
. PAGED TO JOHN M.
RESOLUTION :. SMALL AMOUNT OF GREASE ON CUSTOMER SIDE. FLUSHED OUT. NO
. PROBLEM ON COMPANY SIDE.
. DALE/FT
RDATE :. 03/01/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 515227
ACCOUNT# :. 006233010076
CUSTOMER NAME :. MEDLEY,BONNIE
SERVICE ADDRESS :. 748 TRAILWOOD DR
DDATE :. 03/02/01
TYPE :. 43
FUPER :.
COMMENT :. CUSTOMER JUST GOT HOME AND HAS NOT WATER PRESSURE.
RESOLUTION :. DUE TO MAIN BREAK. 6"MAIN WAS REPAIRED.

001) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:22 07-01-01

DDATE : 03/02/01

SUBDIVISION : 00623
ROUTE : 623
SERVICE ORDER# : 515406
ACCOUNT# : 006233012153
CUSTOMER NAME : POKALLUS,ANITA J
SERVICE ADDRESS : 426 NORTHWESTERN AVE
DDATE : 03/03/01
TYPE : 31
SUPER :
COMMENT : CUSTOMER CALLED ANSWERING SERVICE AT 9:18AM 3/3/01 COMPLAINING OF CLOUDY
WATER.
PLEASE PROVIDE RESOLUTION.
RESOLUTION : CUSTOMER WAS INFORMED TO BOIL WATER UNTIL TUESDAY. CLOUDY WATER WAS DUE
TO AIR IN THE LINE.
CS/FT
DDATE : 03/03/01

SUBDIVISION : 00623
ROUTE : 623
SERVICE ORDER# : 521319
ACCOUNT# : 006233012963
CUSTOMER NAME : ARMIJO,JAMES F
SERVICE ADDRESS : 480 FOREST CT
DDATE : 03/30/01
TYPE : 26
SUPER :
COMMENT : CUSTOMER CALLED TO REPORT A MAIN BREAK ACROSS THE STREET FROM HER HOUSE.
SHE HAS LOW PRESSURE AND WATER IS BUBBLING UP FROM GROUND.
PAGED TO JEFF P.
RESOLUTION : F.P.C. HIT 2" WATER MAIN. SHUT DOWN FOREST CR. FOR APPROX 20 MIN TO
MAKE REPAIRS. REPLACED 2' SECTION OF 2" PVC. WATER MAINS (FLUSHED) LINE
AFTER ACTIVATION OF MAIN.
3/30/01 JP/ND/JY/FT
DDATE : 03/30/01

SUBDIVISION : 00623
ROUTE : 623
SERVICE ORDER# : 521725
ACCOUNT# : 006233010839
CUSTOMER NAME : BRAMMER, LEROY
SERVICE ADDRESS : 530 BIRCH CT
DDATE : 04/03/01
TYPE : 36
SUPER :
COMMENT : SEWER CLOGGED, CUST SNAKED THE LINE & BELIEVES IT IS ON OUR SIDE.
DOROTHY 407-445-4668
RESOLUTION : TV'D THE SEWER LINE ON 4/4/01 THEY HAD SOMEONE OUT TO CLEAN LINE BUT
DIDN'T GO FAR ENOUGH. CALLED TOM STEWART & HE WENT OUT 40' & CLEARED
THE LINE. TV'D LINE & FOUND GREASE BUILDUP ON PIPE. WE WILL JET OUT
SEWER LINE TO GET GREASE OUT OF SERVICE LINE.
JM/FT 4/5/01
DDATE : 04/05/01

SUBDIVISION : 00623
ROUTE : 623
SERVICE ORDER# : 523979
ACCOUNT# : 006233010839
CUSTOMER NAME : BRAMMER, LEROY
SERVICE ADDRESS : 530 BIRCH CT
DDATE : 04/12/01
TYPE : 36
SUPER : 623
COMMENT : CUSTOMER HAS CLOGGED SEWER
 . PAGED CS @ 10:20 AM
RESOLUTION : SENT TOM FROM TOM'S CAMERA SERVICE OUT TO CLEAN LINE.
 . MYSELF AND CHARLIE WENT OUT TO HOUSE AND COULD NOT FIND ANY PROBLEMS
 . WITH ANY TYPE OF BACK UP.
 . JP/FT
DATE : 04/12/01

SUBDIVISION : 00623
ROUTE : 623
SERVICE ORDER# : 525749
ACCOUNT# : 006233011568
CUSTOMER NAME : HAMILTON, DENISE D
SERVICE ADDRESS : 571 GROVE CT
DDATE : 04/19/01
TYPE : 28
SUPER :
COMMENT : CUSTOMER CALLED ANSWERING SERVICE AT 7:11AM 4/19/01 COMPLAINING
 . OF LOW PRESSURE
RESOLUTION : READ 820090 CUSTOMER HAD LOW PRESSURE FOR LAST 2 DAYS. (CUSTOMER HAD
 . BAD LEAK AT WATER SOFTNER. BYPASSED SYSTEM FOR CUSTOMER AND INFORMED HE
 . TO CONTACT A PLUMBER. LEAK APPROX 16PM
 . 4/19/01 JP/FT
DATE : 04/19/01

SUBDIVISION : 00623
ROUTE : 623
SERVICE ORDER# : 539223
ACCOUNT# : 006233012763
CUSTOMER NAME : CANON, SHERYL
SERVICE ADDRESS : 619 MOSS DR
DDATE : 06/18/01
TYPE : 29
SUPER :
COMMENT : MIKE HILL CALLED THE ANSWERING SERVICE SUNDAY 6/17/01 AT 10:59PM TO
 . COMPLAIN OF BROWN WATER WITH A SMELL
RESOLUTION : CUSTOMER WAS OUT OF TOWN FOR A COUPLE OF DAYS AND CAME BACK TO BROWN
 . WATER. SPOKE W/CUSTOMER ABOUT COMPLAINT. EXPLAINED TO CUSTOMER CALCIUM
 . BUILD-UP TO FLUSH FOR A COUPLE OF MINUTES AND PROBLEM SHOULD CLEAR UP.
 . ALSO CHECK WATER FILTRATION SYSTEM ON HOUSE.
 . JP/FT
DATE : 06/17/01

SUBDIVISION : 00623

ROUTE :. 623
SERVICE ORDER# :. 543660
ACCOUNT# :. 006233013029
CUSTOMER NAME :. SCHEITLER,CAROLYN I
SERVICE ADDRESS :. 491 NORTHWESTERN AVE
DATE :. 07/06/01
TYPE :. 28
SUPER :.
COMMENT :. CUSTOMER HAS BEEN EXPERIENCING LOW WATER PRESSURE THE CUSTOMER
. WOULD LIKE FOR SOMEONE TO TAG DOOR WITH FINDINGS IF NO ONE IS HOME.
. (THANKS)
RESOLUTION :. READ 2752170 60PSI AT 7:26 AM
. PRESSURE IS NORMAL. TAGGED HOUSE.
. ND/FT
DATE :. 07/06/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 547975
ACCOUNT# :. 006233011002
CUSTOMER NAME :. DIAZ,ROSA G
SERVICE ADDRESS :. 508 NORTHWESTERN AVE
DATE :. 07/20/01
TYPE :. 33
SUPER :.
COMMENT :. CUSTOMER CALLED TO REPORT FENCE AROUND OUR UNIT #AT-2 HAS BEEN KNUCKED
. DOWN BY VEHICLE.
. .
RESOLUTION :. PAGED TO JEFF PINDER. HE WILL HAVE REPAIRED.
. FT
DATE :. 07/20/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 552548
ACCOUNT# :. 006233011152
CUSTOMER NAME :. WILLIAMS,OSMOND
SERVICE ADDRESS :. 501 SANDAL CT
DATE :. 08/09/01
TYPE :. 43
SUPER :. 623
COMMENT :. CUSTOMER IS WITHOUT WATER, PLEASE CHECK
. DISPATCHED TO JEFF
RESOLUTION :. READ 1544390 NEIGHBOR SHUT OFF WATER BY ACCIDENT.
. 8/9/01 JE/FT
DATE :. 08/09/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 557299
ACCOUNT# :. 006233012945
CUSTOMER NAME :. DALE,JAMES A
SERVICE ADDRESS :. 491 FOREST CT
DATE :. 08/28/01

TYPE :. 37
FOPER :. 623
COMMENT :. CUSTOMER STATES THAT THE SEWER SMELLS VERY BAD AND THAT SHE BELIEVES
. THAT A SEWER LINE IS BROKEN
. PAGED CS
RESOLUTION :. SEWER LINE CRACKED AND CLOGGED. UNCLOGGED LINE AND RESTORED FLOW BACK
. TO LINE. CRACK WILL BE SCHEDULED TO BE REPAIRED.
. 8/28/01 JP/FT
. *****LET ME KNOW WHEN LINE HAS BEEN REPAIRED*****
. 8/29/01 REPLACED FULL SECTION OF SEWER PIPE. SUBCONTRACTED OUT WORK TO
. SUNSHINE BUILDERS.
. 8/29/01 JP/FT
DATE :. 08/28/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 563758
ACCOUNT# :. 006233012945
CUSTOMER NAME :. DALE, JAMES A
SERVICE ADDRESS :. 491 FOREST CT
DDATE :. 09/01/01
TYPE :. 33
FOPER :. 623
COMMENT :. 9/27/01 CUSTOMER WAS IN THE OFFICE TO STATE THAT A HOLE HAS BEEN LEFT
. IN HER FRONT YARD SINCE MARCH. FL POWER REPLACED A POLE AND BROKE OUR
. WATER LINE. THEY STATED THAT WE SHOULD REPAIR IT. PLEASE REPAIR ASAP
. AND ADVISE OFFICE OF RESOLUTION
. **EC SPOKE TO JP ABOUT THIS PRIOR TO ISSUING SERVICE ORDER
RESOLUTION :. 9/28/01 READ 2419690 FILLED IN HOLE WITH HELP FROM HOMEOWNER
. JY/FT
DATE :. 09/28/01

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 571628
ACCOUNT# :. 006233012861
CUSTOMER NAME :. COREY, HARRIET
SERVICE ADDRESS :. 476 DOGWOOD CT
DDATE :. 10/30/01
TYPE :. 36
FOPER :.
COMMENT :. CUST CAME INTO OFFICE TO REQUEST THAT WE SNAKE OUT OUR LINE.
. HER PLUMBER STATED THAT THE PROBLEM WAS NOT IN HER LINES BUT IN OURS.
. SHE WANTS THE PLUMBERS BILL OF \$105.00 RE-IMBURSED TO HER.
. HARRIET COREY 407-869-1709 COPY OF BILL SENT TO FERRI.
RESOLUTION :. VIDEO'D SEWER LINE THROUGH VENT STACK AND I FOUND ROOTS IN OUR LINE AT
. THE FIRST CONNECTION PAST THE WYE. SPOKE W/HOMPOWNER. ADVISED HER THAT
. THE PROBLEM IS IN OUR LINE AND WILL REIMBURSE HER PLUMBER'S COST.
. CALLED TOM'S SEWER AND CAMERA SERVICE TO CLEAN LINE. 11/2/01
. JP/FT
. PER JACKIE R. WE WILL CREDIT THE CUSTOMER'S BILL FOR \$105.00 THE AMT
. OF THE PLUMBING BILL FROM EMERALD PLUMBING. SOCIETY VERIFIED THAT HE TOLD
. MS COREY WE WOULD ISSUE A CREDIT ON HER BILL. IT
DATE :. 11/02/01

(911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:22 07-01-02

SUBDIVISION :. 00623
ROUTE :. 623
SERVICE ORDER# :. 574921
ACCOUNT# :. 006233010982
CUSTOMER NAME :. ATHAN,BRYAN
SERVICE ADDRESS :. 524 NORTHWESTERN AVE
DDATE :. 11/12/01
TYPE :. 39
FOPER :.
COMMENT :. CBRIAN ATHAN CALLED THE ANSWERING SERVICE AT 8:05PM 11/12/01 TO
. COMPLAIN ABOUT ALARM SOUNDING.
. PLEASE PROVIDE RESOLUTION
. XX
. Y
RESOLUTION :. LIFT STATION ALARM GOING OFF. CHECKED STATION HIGH FLOW , EVERYTHING
. WORKING, NO OVERFLOW
. 11/12/01
. ND/FT
RDATE :. 11/12/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 504215
ACCOUNT# :. 006241010237
CUSTOMER NAME :. PRADO,LUTGARDO
SERVICE ADDRESS :. 724 OAKLANDO DR
DDATE :. 01/12/01
TYPE :. 36
FOPER :.
COMMENT :. MR PRADO 407-298-2343 CALLED TO SAY HE HAS HAD A PLUMBER OUT TWICE IN
. THE LAST WEEK. THE PLUMBER STATED THE PROBLEM WAS OURS. PLEASE
. CHECK & TAG DOOR.
. PAGED TO JOHN M.
RESOLUTION :. CALLED TOM STEWART AND WE SNAKED THE LINE 103'. REMOVED THE ROOTS AT
. OUR CONNECTION . LONG SIDE SERVICE.
. JM/FT 1/12/01
RDATE :. 01/12/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 505765
ACCOUNT# :. 006241010103
CUSTOMER NAME :. EDWARDS,GLEN
SERVICE ADDRESS :. 753 OAKLANDO DR
DDATE :. 01/18/01
TYPE :. 36
FOPER :.
COMMENT :. CUST CALLED TO REPORT A SEWER BACK-UP.
. PAGED TO JOHN M. W/ CUST WORK #.
RESOLUTION :. PHONED CUSTOMER - NO BACKUP, HE HEARD A SOUND IN HIS TOILET. WE
. INSTALLED ROOT X IN OUR SYSTEM AND MAY HAVE CARRIED SOME AIR IN HIS
. LATERAL. EXPLAINED IT TO THE CUSTOMER.
. JM/FT
. 1/18/01
RDATE :. 01/18/01

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(91) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY GUB: 16:50:22 07-01-02

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 515413
ACCOUNT# :. 006241011283
CUSTOMER NAME :. CASTRO,KAREN
SERVICE ADDRESS :. 788 HILLVIEW DR
DDATE :. 03/03/01
TYPE :. 31
FOPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE AT 11:21AM 3/3/01 COMPLAINING (R
 . CLOUDY WATER.
 . PLEASE PROVIDE RESOLUTION
RESOLUTION :. MICK SPOKE W/CUSTOMER OVER PHONE AND EXPLAINED CLOUDY WATER WAS DUE TO
 . LINE BREAD AND TO BOIL WATER.
 . CS/FT
RDATE :. 03/03/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 524807
ACCOUNT# :. 006241010087
CUSTOMER NAME :. STRICKLAND,JOHN C
SERVICE ADDRESS :. 764 OAKLANDO DR
DDATE :. 04/13/01
TYPE :. 36
FOPER :.
COMMENT :. JOHN STRICKLAND CALLED ANSWERING SERVICE AT 7:21 PM FRIDAY 4/13/01 TO
 . REPORT CLOGGED SEWER
 . PLEASE PROVIDE RESOLUTION
RESOLUTION :. CUSTOMER PROBLEM
 . ?/FT
RDATE :. 04/13/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 532974
ACCOUNT# :. 006241010012
CUSTOMER NAME :. PAYNE,ISABEL N
SERVICE ADDRESS :. 792 OAKLANDO DR
DDATE :. 05/19/01
TYPE :. 39
FOPER :.
COMMENT :. ON SAT. 5/19/01 AT 4:37PM JERRY GILLARD CALLED THE ANSWERING SERVICE
 . TO LET US KNOW THE LIFT STATION ACROSS THE STREET FROM HIM HAS ALARM
 . RINGING AND LIGHTS FLASHING.
 . PLEASE PROVIDE RESOLUTION
RESOLUTION :. UNTANGLED ALARM BALLS FROM PUMPS. STATION OPERATING NORMALLY.
 . ND/FT
RDATE :. 05/19/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 545376
ACCOUNT# :. 006241011128

CUSTOMER NAME :. GRIFFITH,RHONDA
SERVICE ADDRESS: 671 CALIENTE WAY
DDATE :. 07/12/01
TYPE :. 28
FOOPER :. 624
COMMENT :. CUSTOMER HAD A LEAK AND THEY FIXED THE LEAK AND NOW THEY HAVE LOW
PRESSURE PLEASE CHECK PRESSURE AND TAG HOUSE.
. PAGED CS @ 9:00 AM
RESOLUTION :. 58 PSI
. TAGGED HOUSE
. JE/LYN
DDATE :. 07/12/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 548787
ACCOUNT# :. 006241011794
CUSTOMER NAME :. LOVETRAN,STACY
SERVICE ADDRESS: 618 ACAPULCA WAY
DDATE :. 07/25/01
TYPE :. 37
FOOPER :.
COMMENT :. CUST STATES THAT THERE IS A TERRIBLE ODOR COMING FROM HIS TOILET,
AND THAT ALL THE WATER IN THE BOTTOM IS GONE. HE CAN SMELL SEWAGE
WHEN HE GOES OUTDOORS. DEAN 407-466-1250.
RESOLUTION :. CLEANED SEWER LINE IN AREA YESTERDAY. SPOKE WITH CUSTOMER & EVERYTHING
IS OKAY.
. JP/LYN
DDATE :. 07/25/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 556539
ACCOUNT# :. 006241011586
CUSTOMER NAME :. SEPALVEDE,GLORIA
SERVICE ADDRESS: 694 ACAPULCA WAY
DDATE :. 08/18/01
TYPE :. 36
FOOPER :.
COMMENT :. JOSE SANTIAGO CALLED THE ANSWERING SERVICE TO REPORT SEWER BACKUP
AT 9:55 AM 8/18/01
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. CUSTOMER WAS ADVISED TO CONTACT PLUMBER ON 8/18/01 BY MICKY,
. JP/FT
DDATE :. 08/18/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 562801
ACCOUNT# :. 006241010021
CUSTOMER NAME :. GLASS,MILLARD
SERVICE ADDRESS: 788 OAKLANDO DR
DDATE :. 09/22/01
TYPE :. 39

741) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY (JOB: 161802) 07 01 02

COPIER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE AT 1:01 PM TO REPORT THE STATION
: BUZZING.
: PLEASE PROVIDE RESOLUTION
RESOLUTION :. REPLACE CAPACITOR ON PUMP - GOT STATION UP AND RUNNING.
: 9/22/01 MICK SHUF/FT
DATE :. 09/22/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 563924
ACCOUNT# :. 006241011833
CUSTOMER NAME :. CASANOVA, ISABEL
SERVICE ADDRESS :. 606 ACAPULCA WAY
DATE :. 09/27/01
TYPE :. 36
COPIER :.
COMMENT :. CUSTOMER HAS SEWER CLOG REVIEWED ACCOUNT THE CUSTOMER LINES HAS BEEN
: TV'ED AND ROOTS IN LINE BACK IN 6/2000.
: PAGED TO CHARLIE
RESOLUTION :. SUB-CONTRACTOR TO REPLACE ENTIRE SERVICE LINE FOR SEWER BACK TO SEWER
: MAIN. JP/FT
:
: 10/3/01 SUNSHINE BUILDERS REPLACED ENTIRE SEWER LINE UNDER ROAD AND
: ROAD REPAIR IS DONE. JP/FT
DATE :. 10/02/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 564359
ACCOUNT# :. 006241010595
CUSTOMER NAME :. STUCKY, BRENDA
SERVICE ADDRESS :. 724 HILLVIEW DR
DATE :. 10/01/01
TYPE :. 41
COPIER :.
COMMENT :. CUSTOMER HAD PLUMBER OUT DUE TO SEWER BACKUP. HE DUG UP THE SEWER
: LATERAL AND FOUND THE END OF THE LINE NOT CONNECTED TO ANYTHING. LOCATE
: OUR SEWER LATERAL FOR THE TO HAVE CONNECTION MADE. MEET HER AT 3:00 PM
: TO DISCUSS PROBLEM AND SHOW HER LATERAL.
RESOLUTION :. 10/1/01 SPOKE WITH CUSTOMER ABOUT PROBLEM. EXPLAINED TO HIM WHAT HE
: NEEDS TO DO TO REPAIR HIS LINE. HE WILL LET HIS WIFE KNOW.
: 10/1/01 JP/FT
DATE :. 10/01/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 564451
ACCOUNT# :. 006241011833
CUSTOMER NAME :. CASANOVA, ISABEL
SERVICE ADDRESS :. 606 ACAPULCA WAY
DATE :. 10/02/01
TYPE :. 44
COPIER :.

COMMENT :. MR. CASANOVA WOULD LIKE TO HAVE HIS WATER PRESSURE CHECKED.
: 407-578-8936 HE IS HAVING A PROBLEM AND NEEDS TO SPEAK
: W/ FIELD REP. HE WILL BE AT HOME. PLEASE KNOCK PLEASE CALL BEFORE
: GOING TO SET APPT TIME:
RESOLUTION :. 10/2/01 PRESSURE AT 64 PSI READ 96160 TALKED TO CUSTOMER -
: FOUND NO PROBLEMS
: JY/MO/FT
RDATE :. 10/02/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 564872
ACCOUNT# :. 006241011833
CUSTOMER NAME :. CASANOVA, ISABEL
SERVICE ADDRESS :. 606 ACAPULCA WAY
DDATE :. 10/02/01
TYPE :. 36
FOPER :. 624
COMMENT :. CUSTOMER CALLED AND STATED THAT HIS SEWER IS CLOGGED AND NEED SOMEONE TO
: JETT THE LINE TO UNLOG SEWER IN THE ROAD.
: PAGED CHARLIE S
RESOLUTION :. 10/2/01 SPOKE W/CUSTOMER VIA TELEPHONE AND EXPLAINED TO CUSTOMER OUR
: SUBCONTRACTOR WAS ON HIS WAY OUT TO REPLACE ENTIRE SERVICE LINE FOR
: SEWER BACK TO SEWER MAIN.
: JP/FT
RDATE :. 10/02/01

SUBDIVISION :. 00624
ROUTE :. 624
SERVICE ORDER# :. 569830
ACCOUNT# :. 006241011613
CUSTOMER NAME :. BROOKER, BARBARA
SERVICE ADDRESS :. 676 ACAPULCA WAY
DDATE :. 10/20/01
TYPE :. 37
FOPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE 10/20/01 AT 3:45 COMPLAINING OF
: SEWER BACK UP.
RESOLUTION :. SHE WANTED TO KNOW IF WE HAD ANY PROBLEMS IN THAT AREA. SHE HAD A
: PLUMBER ON THE WAY
: MS/FT
RDATE :. 10/20/01

SUBDIVISION :. 00626
ROUTE :.
SERVICE ORDER# :. 528969
ACCOUNT# :. 006260000000
CUSTOMER NAME :.
SERVICE ADDRESS :.
DDATE :. 05/03/01
TYPE :. 39
FOPER :.
COMMENT :. CUSTOMER AT 11728 WHITE ASH DRIVE TO ANSWERING SERVICE ABOUT
: NOISE AT THE MASTER LIFT STATION SOUNDS AS IF WATER TANK IS ABOUT TO
: ERRUPT.

RESOLUTION : . CALLED TO DISPATCH PLEASE RESOLVE.
: . PUMP LOST PHASE, CALLED THE POWER COMPANY EVERYTHING IS DRY.
: . SH/KIM
ROATE : . 05/03/01

SUBDIVISION : . 00626
ROUTE : .
SERVICE ORDER# : . 550270
ACCOUNT# : . 006260000000
CUSTOMER NAME : .
SERVICE ADDRESS : .
DATE : . 07/31/01
TYPE : . 32
FOPER : .

COMMENT : . DUE TO LOW WATER USAGE IN THE SUMMERTREE AREA THE CUSTOMER'S WILL
: . BE EXPERIENCING ODDR IN WATER ALL FIELD RIPS ARE AWARE OF THE
: . PROBLEM. STEPS ARE BEING TAKEN TO LOWER SMELL PER STEVE.
RESOLUTION : . LINES WILL BE FLUSHED 2 TIMES A WEEK, TUESDAYS & THURSDAYS TO
: . ALLEVIATE THE ODDR UNTIL THE SEASONAL CUSTOMER'S RETURN SO LINES WILL
: . BE MORE ACTIVE.
: . SH/KIM
ROATE : . 07/31/01

SUBDIVISION : . 00626
ROUTE : .
SERVICE ORDER# : . 554331
ACCOUNT# : . 006260000000
CUSTOMER NAME : .
SERVICE ADDRESS : .
DATE : . 08/10/01
TYPE : . 29
FOPER : .

COMMENT : . CUSTOMER CALLING DUE TO DISCOLOURED WATER.
RESOLUTION : . THE CLUBHOUSE @ POINTWEST IN SUMMERTREE IS DOWN DUE TO THE WELL #2
: . PROJECT. WE WILL RUN BACTERIAL LOGICALS ON MONDAY & TUESDAY AND WE
: . WILL NOTIFY OFFICE WITH RESULTS.
: . CHRIS/STEVE/KIM
ROATE : . 08/10/01

SUBDIVISION : . 00626
ROUTE : .
SERVICE ORDER# : . 566951
ACCOUNT# : . 006260000000
CUSTOMER NAME : .
SERVICE ADDRESS : .
DATE : . 10/10/01
TYPE : . 45
FOPER : . 626

COMMENT : . JACK SMITH WITH THE POINT WEST CONDO CALLED AND STATED THAT THERE IS
: . A MANHOLE IN THE SUMMERTREE SUBDIVISION THAT IS HALF FULL OF SEWER AND
: . IT LOOKS LIKE THE SEWER IS GOING TO OVERFLOW.
: . PAGED STEVE Z
RESOLUTION : . SEWER MAIN BACK UP. MAIN WAS JETTED. THE MAIN IS FLOWING FREELY
: . SH/KIM

RDATE :. 10/10/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 502631
ACCOUNT# :. 006260023901
CUSTOMER NAME :. MINARDO,SAMUEL G
SERVICE ADDRESS :. 12136 LOBLOLLY PINE DR

DDATE :. 01/05/01
TYPE :. 43

FOPER :.
COMMENT :. CUSTOMER HAS NO WATER.

. THIS MAY BE DUE TO WEATHER FREEZE. PAGED OUT TO RICHARD.
RESOLUTION :. CUSTOMER CALLED ANSWERING SERVICE DUE TO NO WATER ON 1/05/01 @ 7:32AM
. WAS DISPATCHED OUT TO FIELD.

.
. 1/05/01 CUSTOMER'S PIPE WAS FROZEN BY THE FREEZE. PIPE WAS UNFROZEN BY
. THE TIME I ARRIVED.

. RT/KIM
RDATE :. 01/05/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 506136
ACCOUNT# :. 006260010052
CUSTOMER NAME :. BRINDISE MRS,WALLACE
SERVICE ADDRESS :. 11924 CARISSA LN

DDATE :. 01/22/01
TYPE :. 36

FOPER :. 626
COMMENT :. CUSTOMER CALLED TO REPORT RAW SEWAGE COMING FROM MANHOLE IN FRONT OF
. THIS PROPERTY.

. PAGED TO #77 "RICH"
RESOLUTION :. BACKUP MANHOLD NO SEWAGE SPILL. JETTED SNIER, A LOT OF ROOTS. TRIED TO
. CLEAN OUT SEWER MAIN TREE FLOWING NOW.

. SH/KIM
RDATE :. 01/22/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 506532
ACCOUNT# :. 006260022501
CUSTOMER NAME :. CAPUZZO,ALFRED
SERVICE ADDRESS :. 11623 COCOMOOD DR

DDATE :. 01/24/01
TYPE :. 11

FOPER :. 626
COMMENT :. MR. CALLED DUE TO AIR IN THE LINES AND EACH TIME HE TURNS ON HIS WATER
. IN THE KITCHEN "IT WHISTLES" - HE WANTS SOMEONE TO COME OUT AND EXPLAIN
. HOW TO ELIMINATE THE WHISTLING NOISE.

RESOLUTION :. SUGGESTED NEW WASHERS- ONLY DOES IT WHEN ON ALL THE WAY IN THE KITCHEN
. SINK ONLY.
. RT/KIM

011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16450: 07-01-02

- . 2ND VISIT- CUSTOMER PUT IN NEW WASHERS AND NOTHING CHANGED, TOLD THE
- . CUSTOMER HE WILL NEED TO CALL A PLUMBER.
- . CUSTOMER STATED THAT IT STARTED WHEN HE FLUSHED THE HYDRANTS, THEY WAS
- . BACK ON DECEMBER 12, 2000. (WHY REPORT IT NOW?)
- . RT/KIM

RDATE :. 01/24/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 510099
ACCOUNT# :. 006260013693
CUSTOMER NAME :. MARCIANO,FRANCES
SERVICE ADDRESS :. 11625 BAYONET LN
DATE :. 02/08/01
TYPE :. 43

FOOPER :.
COMMENT :. CUSTOMER HAS NO WATER PLEASE TURN ON WATER AND CHECK TO SEE IF METER
. VALVE NEEDS TO BE REPLACE.
. PAGED TO RICHARD.

RESOLUTION :. R=343716 RESPONDED AND FOUND NOTHING WRONG WITH VALVE OR WATER PRESSURE
. NO CALLS CAME ON ON-CALL WITH PROBLEM.
. RT/KIM

RDATE :. 02/08/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 512063
ACCOUNT# :. 006260021501
CUSTOMER NAME :. MASTROPAOLO,NICHOLAS
SERVICE ADDRESS :. 11606 WHITE ASH DR
DATE :. 02/16/01
TYPE :. 28

FOOPER :.
COMMENT :. CUSTOMER CALLED AND STATED THAT SHE HAS LOW WATER PRESSURE, CALLED
. OUT TO RICHARD.

RESOLUTION :. OPERATOR WENT OUT NO PSI PROBLEM CHECK 4 HOUSES AT WHITE ASH EVERYTHING
. OK.
. RT/KIM

RDATE :. 02/16/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 516929
ACCOUNT# :. 006260022521
CUSTOMER NAME :. LA BRUNA,CHARLES
SERVICE ADDRESS :. 11634 COCOWOOD DR
DATE :. 03/12/01
TYPE :. 32

FOOPER :. 626
COMMENT :. CUSTOMER HAS BAD ODOR IN WATER
. CUSTOMER REQUEST FOR SH TO CHECK THE WATER
. TAG HOUSE

RESOLUTION :. RAN CL2 - 2.0 RESIDUAL. WATER LOOKED GOOD, NO ODOR OR DISCOLORED
. FROM OUTSIDE HOSE BIB. TAGGED DOOR.

RT/KIM
RDATE : 03/12/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 518423
ACCOUNT# : 006260010721
CUSTOMER NAME : BREAKIRON,EDNA J
SERVICE ADDRESS: 11812 BOYNTON LN
DATE : 03/19/01
TYPE : 43

FOPER :
COMMENT : ASSOCIATION CALLED DUE TO THE CUSTOMER HAS NO WATER AT THIS ADDRESS
METER WAS CHANGED OUT ON 3/12/01 AND WATER WAS TURNED BACK ON. INFORMED
THE ASSOCIATION TO CHECK HOUSE VALVE.
RESOLUTION : ASSOCIATION CALLED BACK AND STATED THAT THE WATER IS OFF. PAGED OUT TO
RICHARD @ 1:11PM TO CHECK TO SEE IF HE TURNED OFF WATER. RICHARD CALLED
AND HE SAID THAT THE CUSTOMER'S WATER IS ON FROM METER TO HOUSE. THEY
NEED TO CHECK HOUSE VALVE.
RT/KIM
RDATE : 03/19/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 523170
ACCOUNT# : 006260023411
CUSTOMER NAME : EDGAR,DOUGLAS
SERVICE ADDRESS: 11524 HOLLY ANN DR
DATE : 04/09/01
TYPE : 32

FOPER : 626
COMMENT : PLEASE CHECK FOR SULPHUR ODOR IN WATER.
DISPATCHED TO RICHARD THOMAS
RESOLUTION : CHECKED CL2 ON OUTSIDE OF HOSE BIB, 1.5 RESULT. WATER IS FINE ENTERING
HOME. TALKED TO CUSTOMER ABOUT PROBLEM, SAID THE WATER IS FINE NOW.
PW/TS
RDATE : 04/09/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 526036
ACCOUNT# : 006260020652
CUSTOMER NAME : BARKER,AALT
SERVICE ADDRESS: 11828 WAX MYRTLE CT
DATE : 04/20/01
TYPE : 29

FOPER :
COMMENT : THE CUSTOMER HAS REGISTERED A COMPLAINT DUE TO ON 4/12/01 SHE WAS
WASHING WHITE CLOTHES AND THEY BECAME STAINED AND SHE ALSO SMELLED A
LEVEL OF CHLORINE.
RESOLUTION : PATRICK TALKED WITH STEVE HABERY WHO SAID THE CHLORINE RESIDUAL IN
WAX MYRTLE IS AROUND 1.8mg/L USUALLY. THIS IS NOT AN EXCESSIVE AMOUNT
I RELAYED THIS INFORMATION TO THE CUSTOMER, AND INFORMED MR. BARKER
THAT WE MONITOR THE CHLORINE DAILY. THIS IS NOT ABNORMAL. CHLORINE

. LEVEL AT THIS PERIOD. I COULD NOT EXPLAIN WHAT CAUSED THE CLOTHES TO
. STAIN. NO OTHER HIGH CHLORINE COMPLAINT HAVE BEEN RECEIVED FROM
. SUMMERTREE AT THIS TIME.
. SH/PP/KIM

ROATE :: 04/20/01

SUBDIVISION :: 00626
ROUTE :: 626
SERVICE ORDER# :: 526288
ACCOUNT# :: 006260020921
CUSTOMER NAME :: BOSIA,EDMUND
SERVICE ADDRESS :: 11731 ASPENWOOD DR
DOATE :: 04/23/01
TYPE :: 27
FOPER :: 626

COMMENT :: MAINTENANCE MAN CALLED AND STATED THAT HE WAS WORKING AT THIS HOME AND
. HE BROKE THE MAIN SERVICE LINE.
. PAGED RICHARD T

RESOLUTION :: LEAK WAS BEFORE THE METER. (FIXED)

. JH/KIM
ROATE :: 04/23/01

SUBDIVISION :: 00626
ROUTE :: 626
SERVICE ORDER# :: 526477
ACCOUNT# :: 006260013941
CUSTOMER NAME :: STEVENS,JAMES
SERVICE ADDRESS :: 11645 BOYNTON LN
DOATE :: 04/25/01
TYPE :: 44

FOPER ::
COMMENT :: CK FOR LOW PRESSURE. X
. .

RESOLUTION :: CUST CALLED BACK AND SAID TO CANCEL THE S/O,
. THE LOW PRESSURE WAS DUE TO HER S/OFF VALVE BEING PARTIALLY CLOSED.
. KJK

ROATE :: 04/25/01

SUBDIVISION :: 00626
ROUTE :: 626
SERVICE ORDER# :: 531523
ACCOUNT# :: 006260011582
CUSTOMER NAME :: JONES,JOHN F
SERVICE ADDRESS :: 11630 BOYNTON LN
DOATE :: 05/15/01
TYPE :: 32

FOPER ::
COMMENT :: CUSTOMER CALLED DUE TO THE WATER TASTES LIKE CHLORINE.
. THE CUSTOMER WILL NOT BE HOME PLEASE CHECK FROM HOUSE #10. THE CUSTOMER
. REQUESTS THAT DOOR BE TAGGED.
. PAGED OUT TO JAY

RESOLUTION :: CL2 = 2.5
. TOLD THE CUSTOMER THAT WE COULD TURN IT DOWN AT THE PLANT BUT NOT MUCH.

ROUTE : JH/KIM
: 05/15/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 538772
ACCOUNT# : 006260023351
CUSTOMER NAME : BASILE,JOHN
SERVICE ADDRESS : 11728 FOXWORTH LN
DDATE : 05/25/01
TYPE : 32
FOPER :
COMMENT : CUSTOMER HAS ROTTEN EGG SNELL IN THE WATER. SHE HAD THE SAME PROBLEM
: LAST YEAR. SHE SAID NEIGHBOR HAS SAME PROBLEM.
: TALK TO CUSTOMER OR TAG DOOR IF CUSTOMER NOT HOME

RESOLUTION : TOOK CHLORINE AT OUTSIDE SPIGOT 0.5 NO ONE HOME; TAG DOOR. DID NOT GET
: THE ODDR IN WATER.
: FW/RT
ROUTE : 05/29/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 538776
ACCOUNT# : 006260020233
CUSTOMER NAME : GAMA,ANTOINETTE J
SERVICE ADDRESS : 11527 SCOTCH PINE DR
DDATE : 06/18/01
TYPE : 32
FOPER :
COMMENT : CUST WOULD LIKE TO HAVE LINES FLUSHED. HER WATER HAS A SULPHUR SMELL.
: ANTOINETTE 727-857-0944
: TAG DOOR W/ RESULTS. (CUST REQUEST).

RESOLUTION : CALLED CUSTOMER FROM OFFICE. LEFT MESSAGE THAT THEY WILL BE FLUSHED
: IN THE NEXT COUPLE OF WEEKS.
: LEFT MESSAGE ON ANSWERING MACHING.
: CHRIS/ KIM
: CUSTOMER CALLED SCHEDULED 6/26/01 TO SHOW THE CUSTOMER HOW TO FLUSH
: THE WATER HEATER.
: CHRIS/KIM
: 6/27/01 SHOWED THE CUSTOMER HOW TO FLUSHED WATER HEATER.
: SH/KIM
ROUTE : 06/18/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 538950
ACCOUNT# : 006260023411
CUSTOMER NAME : EDGAR,DOUGLAS
SERVICE ADDRESS : 11524 HOLLY ANN DR
DDATE : 06/18/01
TYPE : 32
FOPER : 626
COMMENT : PLEASE CHECKM FOR ODOR IN WATER.
: PH. 727-379-0131 DISPATCHED TO STIVE
RESOLUTION : R=207710 NO DOOR AT HOSE BIB.

(91) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:12 07 01 02

- . CHRIS/KIM
- . 6/19/01 CUSTOMER CALLED IN COMPLAINT ABOUT SMELL IN THE WATER.
- . THE CUSTOMER WAS NOTIFIED BY STEVE AND PATRICK THAT DUE TO THE
- . CUSTOMER'S LEAVING FOR THE SUMMER, THE WATER SYSTEM IS NOT TURNING
- . OVER AS FAST. THE ENTIRE SUMMERTREE AREA IS SCHEDULED TO BE FLUSHED ON
- . JULY 9, 2001 AT 10:00AM. PER STEVE.
- . SH/PF/KIM

RDATE :. 06/18/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 539904
ACCOUNT# :. 006260024001
CUSTOMER NAME :. MADERA,STEVE
SERVICE ADDRESS :. 11804 IVY WOOD PL

RDATE :. 06/20/01

TYPE :. 32
SUPER :. 626

COMMENT :. CUSTOMER STATES THAT THE WATER SMELLS VERY BAD. THIS HAS BEEN LIKE THIS
FOR AT LEAST 2 WEEKS. THIS CUSTOMERS AREA MAY NEED TO BE FLUSHED.
. PLEASE TAG DOOR WITH FINDINGS.

RESOLUTION :. FLUSHED HYDRANT 1/5 CL2. CUSTOMER WAS OUT WHILE WE WERE FLUSHING. NO
SMELL OFF CUSTOMER'S HOSE BIB. CUSTOMER WAS OKAY WITH THIS.

. SH/KIM
. 7/13/01

. TALKED WITH THE CUSTOMER. DESCRIBED THE NEEDED FOR HER OF HIR PLUMBER TO
FLUSH THEIR HOT WATER HEATER TO REMOVE SEDIMENT AND ANY BACTERIA GROWTH.
. HE IS DISABLE, HE WILL NEED TO CALL A PLUMBER, PROBLEM IS IN THE HOT
WATER HEATER.
. PATRICK/KIM

RDATE :. 06/20/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 541522
ACCOUNT# :. 006260023541
CUSTOMER NAME :. HARCARIK,JOSEPH
SERVICE ADDRESS :. 11547 HOLLY ANN DR

RDATE :. 06/26/01
TYPE :. 29

COMMENT :. CUSTOMER CALLED COMPLAINING OF DISCOLORED WATER. HE HAS LET WATER RUN
FOR 15 MINUTES AND NO IMPROVMENT.
. 727-856-0299

RESOLUTION :. FLUSHED MAINS. THE CUSTOMER WILL HAVE SOME DISCOLOURED WATER. WILL
TAKE A FEW HOURS TO CLEAR.

. SH/KIM

RDATE :. 06/26/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 541781
ACCOUNT# :. 006260024031

CUSTOMER NAME : JAMES,PATRICIA C
SERVICE ADDRESS: 11639 FOXWORTH LN
DDATE : 06/27/01
TYPE : 29
RUFER : 626
COMMENT : CUSTOMER STATES THAT SHE WASHED A LOAD OF WHITE CLOTHES THEY ARE
CURRENTLY YELLOW. PLEASE CHECK THE COLOR OF THE WATER AND PROVIDE
CUSTOMER WITH PHOSPHATE
RESOLUTION : TALKED WITH THE CUSTOMER. GAVE PHOSPHATE BOTTLES.
CHRIS/KIM
DDATE : 06/27/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 542977
ACCOUNT# : 006260011821
CUSTOMER NAME : OLSEN,ANNA
SERVICE ADDRESS: 11600 BOYNTON LN
DDATE : 07/03/01
TYPE : 29
RUFER : 626
COMMENT : CUSTOMER CALLED AND STATED THAT HER WATER IS COMING OUT OF THE LINES
BLACK. PLEASE CHECK WATER LINES.
RESOLUTION : R=2430 WATER IS OKAY ON THE OUTSIDE. TALKED TO THE CUSTOMER
CHRIS/KIM
DDATE : 07/03/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 549195
ACCOUNT# : 006260022741
CUSTOMER NAME : MCGOVERN,OTIS
SERVICE ADDRESS: 11637 ASPENWOOD DR
DDATE : 07/27/01
TYPE : 30
RUFER :
COMMENT : CUST OTIS 727-856-3305 HAS A WHITISH DEPOSIT COMING FROM HIS SHOWER
FOR THE PAST 2 WEEEEKS. HE WANTS THE WATER TESTED TO SEE WHAT IT IS.
TAG DOOR W/ FINDINGS. HE HAS A WATER SOFTENER BUT SAYS IT IS NOT WORKING
UP.
RESOLUTION : R=188980
TAGGED DOOR WITH EXPLANATION INSTRUCT THE CUSTOMER TO HOOK UP THE
WATER SOFTENER.
WHITISH IS FROM CALCIUM DEPOSITS.
CHRIS/KIM
DDATE : 07/27/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 549964
ACCOUNT# : 006260021252
CUSTOMER NAME : PUFF,WALTER C
SERVICE ADDRESS: 11612 ASPENWOOD DR
DDATE : 07/30/01

(911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:22 07-01-02

TYPE :. 32
FOOPER :.
COMMENT :. CUSTOMER HAS ODOR IN WATER THE CUSTOMER HAS BEEN INFORMED THAT
 . FLUSHING IS DONE ON TUESDAYS AND THURSDAYS WEEKLY DUE TO CUSTOMER'S
 . ON VACATION AND ACTIVITY IN DOWN.
 . PAGED TO CHRIS AND STEVE H.
RESOLUTION :. OPERATOR WENT OUT TO CHECK HOSE AND FOUND CL2 1.7 RESIDUAL AT ADDRESS.
 . SH/KIM
 .
 . 8/2/01 SNET OPERATOR OUT TO CHECK HOSE BUB CL2 AT 2.3.
 . SH/KIM
RDATE :. 07/30/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 550269
ACCOUNT# :. 006260021123
CUSTOMER NAME :. SAVARESE, JAMES F
SERVICE ADDRESS :. 11720 ASPENWOOD DR
DDATE :. 08/01/01
TYPE :. 32
FOOPER :.
COMMENT :. CUSTOMER HAS BEEN EXPERIENCING "ROTTEN EGG" ODOR FOR ABOUT 2 WEEKS.
RESOLUTION :. I TOLD CUSTOMER THAT WE WOULD BE FLUSHING THE LINES TODAY AND THURSDAY.
 . SHE WILL CALL BACK IF PROBLEM IS NOT BETTER BY FRIDAY. FT
RDATE :. 07/31/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 550722
ACCOUNT# :. 006260024121
CUSTOMER NAME :. MELLECKER, SHIRLEY R
SERVICE ADDRESS :. 12153 LOBLOLLY PINE DR
DDATE :. 08/01/01
TYPE :. 32
FOOPER :. 626
COMMENT :. THE CUSTOMER AT THIS RESIDENCE FILED A PNC COMPLAINT CONCERNING
 . THE BAD TASTE AND ODOR IN THE WATER. PLEASE PROVIDE FINDINGS AND
 . RESOLUTIONS. WHAS THERE ANY PRIOR CONTACT WITH THIS CUSTOMER?
RESOLUTION :. 8/01/01
 . STEVE H. RECEIVED CALL FROM GARY A. CONCERNING ODOR AND TASTE IN WATER
 . STEVE H. ARRIVED AT CUSTOMER'S HOME 10:00AM AND COMPLETED WORK 11:46AM
 . TALKED WITH BROOK (HUSBAND) ABOUT ODOR IN WATER CHECKED ADDRESS. THE
 . ODOR WAS THERE ONLY ABOUT 2 SECONDS AND CLEARED UP CL2 W/ 1.5.
 . FLUSHED 2" BLOWOFF RESIDUAL WAS 2.2ppm AFTER FLUSHING. CUSTOMER WAS
 . VERY HAPPY TO SEE US THERE SO SOON. WILL KEEP FLUSHING BLOWOFF (BT) NEXT
 . OF THE WEEK.
 . SH/KIM
RDATE :. 08/01/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 551214
ACCOUNT# :. 006260023941
CUSTOMER NAME :. WUEBBENHORST, GUENTER

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:00 07 01 01

SERVICE ADDRESS: 11638 HOLLY ANN DR
DDATE : 08/03/01
TYPE : 32
FOPER : 626
COMMENT : PLEASE CHECK FOR ODOR IN WATER.
RESOLUTION : TALKED TO THE CUSTOMER NO ODOR TODAY. C12 AT HOSE BIB. CUSTOMER OK
 EXPLAINED HIS SITUATION.
 CHRIS/KIM
RDATE : 08/03/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 552435
ACCOUNT# : 006260024080
CUSTOMER NAME : GALLAGHER,LAWRENCE
SERVICE ADDRESS: 12201 LOBLOLLY PINE DR
DDATE : 08/09/01
TYPE : 29
FOPER :
COMMENT : MARY 727-992-7909 HAS DISCOLORED WATER. A FIELD REP WAS OUT ABOUT 10
 DAYS AGO AND THEN AGAIN 8/7/01. SHE WAS TOLD THAT THE LINES NEEDED TO
 BE FLUSHED AT LEAST 4 TIMES PER WEEK, BUT IS NOT SEEING THIS DONE.
 HER WATER IS STILL BROWN & GREEN.
RESOLUTION : TALKED TO HOME OWNER THEY HAD WATER WHEN I GOT THERE
 CHRIS/KIM
RDATE : 08/09/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 552355
ACCOUNT# : 006260024080
CUSTOMER NAME : GALLAGHER,LAWRENCE
SERVICE ADDRESS: 12201 LOBLOLLY PINE DR
DDATE : 08/07/01
TYPE : 43
FOPER :
COMMENT : CUSTOMER CALLED ANSWERING SERVICE HAD NO WATER SINCE 12:00 NOON.
 PAGED OUT TO DISPATCH. PLEASE RESOLVE
RESOLUTION : CUSTOMER HAD HOUSE VALVE OFF
 CL/KIM
RDATE : 08/07/01

SUBDIVISION : 00626
ROUTE : 626
SERVICE ORDER# : 552583
ACCOUNT# : 006260021252
CUSTOMER NAME : PUFF,WALTER C
SERVICE ADDRESS: 11612 ASPENWOOD DR
DDATE : 08/09/01
TYPE : 30
FOPER :
COMMENT : CUSTOMER IS REQUESTING THAT WATER MAIN BE FLUSHED DUE TO ODOR IN HIS
 TAP WATER, AND SMELLS LIKE CESSPOOL. PER PATRICK

RESOLUTION :. GARY ARMSTRONG WAS ON-SITE WITH STEVE H. FLUSHING. HOSE BIB AT HOSE BIB
 . AND NO ODOR PRESENT.
 . CL/SH/KIM
 .
 . 8/21/01 THIS PROBLEM HAS BEEN CONSTANT PROBLEM SINCE HIS FIRST CALL.
 . THERE HAS BEEN A SLIGHT IMPROVEMENT BUT SMELL AND TASTE IS STILL
 . TERRIBLE. PHONE #379-9361
 . 8/23/01 - STEVE SPOKE WITH THE CUSTOMER, WATER CL2 AT HOSE BIB IS 1.7.
 . THE CUSTOMER DID NOT WANT TO COME OUTSIDE AND SMELL H2O. TOLD THE
 . CUSTOMER THERE WAS NO SMELL AT HOSE BIB. SH/KIM
 ROUTE :. 08/09/01

SUBDIVISION :. 00626
 ROUTE :. 626
 SERVICE ORDER# :. 553895
 ACCOUNT# :. 006260010182
 CUSTOMER NAME :. CROSSAN,FRANK
 SERVICE ADDRESS: 11919 CARISSA LN
 DDATE :. 08/15/01
 TYPE :. 29
 PAPER :. 626
 COMMENT :. CUSTOMER HAS BLACK WATER
 . CUSTOMER FLUSHED SYSTEM AND WATER IS STILL BLACK.
 . PAGED CHRIS @ 9:25 AM
 RESOLUTION :. FLUSHED LINE AND TOOK METER SO IT WOULD NOT PASS THRU METER.
 . SH/KIM
 ROUTE :. 08/15/01

SUBDIVISION :. 00626
 ROUTE :. 626
 SERVICE ORDER# :. 555172
 ACCOUNT# :. 006260023901
 CUSTOMER NAME :. NINARDO,SAMUEL G
 SERVICE ADDRESS: 12136 LOBLOLLY PINE DR
 DDATE :. 08/11/01
 TYPE :. 29
 PAPER :.
 COMMENT :. CUSTOMER CALLED ANSWERING SERVICE DUE TO WATER TURNING BROWN.
 . PAGED TO DISPATCH
 RESOLUTION :. SPENDING A LOT OF TIME WITH THE CUSTOMER EXPLAINING WHY HIS WATER FILTER
 . IS REDDISH IN COLOR AND NEEDS TO BE CHANGED OFTEN. EXPLAINED HOW THE
 . MINERALS CONTENTS OF THE WATER OUT HERE IS HIGH & THAT THE FILTER IS
 . JUST CATCHING THOSE MINERALS AS THEY PASS THROUGH.
 . CUSTOMER UNDERSTOOD THAT THE WATER IS OK TO DRINK, HE TOLD ME THAT IT
 . TASTE FINE AND NO ODOR AND THAT EVERYTHING IS FINE LATELY. WITH WATER.
 . CUSTOMER JUST NEEDED TO BE REASSURED THAT THE COLOR OF HIS FILTER IS NOT
 . AN INDICATOR OF BAD WATER. ****ALSO SPOKE WITH WHOEVER WAS ON CALL/
 .
 . CL/KIM
 ROUTE :. 08/11/01

SUBDIVISION :. 00626
 ROUTE :. 626
 SERVICE ORDER# :. 558620

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:22 07-01-02

ACCOUNT# :. 006260024071
CUSTOMER NAME :. EVOLA,FREDERICK G
SERVICE ADDRESS: 11953 LOBLOLLY PINE DR
DDATE :. 09/05/01
TYPE :. 42
ROPER :. 626
COMMENT :. CUSTOMER CALLED, HE SAID HE INSTALLED A WATER FILTERING SYSTEM 2 MOS.
. AGO AND IT BECOMES CLOGGED DUE TO THE SEDIMENT IN HIS WATER. CUSTOMER
. SPOKE WITH PATRICK FLYNN.
. PLEASE TALK WITH THE CUSTOMER, LOOK AT THE FILTER HE REMOVED TO
. DETERMINE WHY IT BECAME CLOGGED.
RESOLUTION :. R=TALKED WITH VIRGINIA AND FOUND DIRTY WATER TO BE ON HOT WATER SIDE
. ONLY. I ADVISED HER TO FLUSH HOT WATER HEATER AND SHE SAID HER
. BROTHER WOULD COME BY AND DO THAT FOR HER.
. CL/KIM
RDATE :. 09/05/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 559473
ACCOUNT# :. 006260012862
CUSTOMER NAME :. HAROLD,VIRGINIA
SERVICE ADDRESS: 11904 BAYONET LN
DDATE :. 09/07/01
TYPE :. 29
ROPER :. 626
COMMENT :. PLEASE CHECK FOR RUSTY WATER.
. DISPATCHED TO STEVE PH. 727-857-1031
RESOLUTION :. DIRTY WATER ONLY ON HOT WATER SIDE. ADVISED THE CUSTOMER TO FLUSH
. HOT WATER HEATER.
. CL/KIM
RDATE :. 09/07/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 559628
ACCOUNT# :. 006260021672
CUSTOMER NAME :. LUCIANO,C J
SERVICE ADDRESS: 11618 ROSE TREE DR
DDATE :. 09/10/01
TYPE :. 36
ROPER :. 626
COMMENT :. CUSTOMER CALLED AND STATED THAT WATER IS COMING UP INSIDE THE SHOWER AND
. THE TOILET
. PAGED CHRIS
RESOLUTION :. CUSTOMER SHOWED ME WHERE PROBLEM. BACK UP PLUMBING IN HOUSE. THE
. CUSTOMER NEEDS A PLUMBER TO FIX PROBLEM.
. CL/KIM
RDATE :. 09/10/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 560890
ACCOUNT# :. 006260024001

CUSTOMER NAME :. MADERA,STEVE
SERVICE ADDRESS: 11804 IVY WOOD PL
DDATE :. 09/14/01
TYPE :. 32
FOPER :.
COMMENT :. STEVE 727-857-1389 STATES THAT THE IS A VLRY BAD ODOR COMING FROM THE
. ICE IN HIS FREEZER. HE SAYS IT SMELLS LIKE ACID.
. PAGED TO STEVE H.
RESOLUTION :. CUSTOMER CALLED HE JUST CHANGED OUT HIS WATER FILTER IN REFRIDGE. ASKED
. HIM IF ALL THE OTHER LINES IN THE HOUSE SMELLED. CUSTOMER SAID NO. I
. TOLD HIM TO GIVE THE FILTER A CHANGE TO FLUSH OUT ODOR. IF THE PROBLEM
. PERSISTS CALL US BACK.
. THE CUSTOMER WAS OKAY WITH RESPONSE
. SH/KIM
RDATE :. 09/14/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 562431
ACCOUNT# :. 006260024021
CUSTOMER NAME :. JONES,LISA
SERVICE ADDRESS: 11826 IVY WOOD PL
DDATE :. 09/21/01
TYPE :. 32
FOPER :. 626
COMMENT :. PLEASE CHECK FOR ODOR IN WATER
. DISPATCHED TO CHRIS
RESOLUTION :. CUSTOMER CANCELLED SERVICE ORDER. HE TALKED WITH NEIGHBOR AND CANCELLED.
. CL/KIM
RDATE :. 09/21/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 562684
ACCOUNT# :. 006260023511
CUSTOMER NAME :. LEATI,FRANCES M
SERVICE ADDRESS: 11608 FOXWORTH LN
DDATE :. 09/25/01
TYPE :. 32
FOPER :.
COMMENT :. CUSTOMER HAS HAD PROBLEM WITH SULPHUR ODOR FOR OVER A MONTH. SHE HAS
. HAD PLUMBER OUR OUT TO FLUSH THE WATER HEATER & INSTALL NEW ELEMENTS.
. THIS DID NOT HELP WITH THE ODOR. PLEASE CHECK OUT AND SPEAK WITH
. CUSTOMER.
RESOLUTION :. TALKED TO THE CUSTOMER. TOLD HER THERE WASN'T A SMELL AT THE OUTSIDE.
. SPIKET.
. CL/KIM
RDATE :. 09/25/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 563097
ACCOUNT# :. 006260023031
CUSTOMER NAME :. ARBORWOOD AT SUMMITREE, INC, IRRIGATION
SERVICE ADDRESS: 11526 VIC PAMPAS

011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 070 BY SUB: 16:50:17 07 01 02

DDATE :. 09/25/01
TYPE :. 26
FUPER :. 626
COMMENT :. MICHAEL WITH ARBORWOOD ASSOCIATION CALLED TO STATE THAT THERE IS A MAIN
. BREAK ON PAMPAS AND LOBLOLLY
. PAGED TO CHRIS
R-SOLUTION :. WENT OUT AND FOUND OUT IT WAS THEIR ITTIGATION. SHUT WATER OFF FOR THE
. CUSTOMER AND THEY WILL HAVE SOMEONE REPAIR THEIR LINE.
. SH/KIM
RDATE :. 09/25/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 564204
ACCOUNT# :. 006260024080
CUSTOMER NAME :. GALLAGHER,LAWRENCE
SERVICE ADDRESS :. 12201 LOBLOLLY PTNE DR
DDATE :. 09/28/01
TYPE :. 29
FUPER :.
COMMENT :. CUSTOMER SAYS WATER IS BROWN. SHE SAID THIS HAS BEEN A CONSTANT PROBLEM
. SINCE SHE MOVED IN. SHE WANTS THIS WATER FLUSHED EVERY DAY SO THAT SHE
. CAN USE HER WATER.
. 727-357-0216
R-SOLUTION :. TESTED HOT AND COLD WATER AND IT WAS CLEAR.
. TALKED WITH THE CUSTOMER AND SHE SAID THE OTHER DAY WHILE SHOWERING SHE
. HAD DISCOLOURED WATER BUT IT'S FINE NOW.
. I EXPLAINED THE MINERALS IN THE GROUND WATER OUT HERE @ SUMMERTREE TO
. HER. I ASSURED HER THAT THE WATER IS SAFE AND TREATED.
. CL/KIM
RDATE :. 09/28/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 566557
ACCOUNT# :. 006260012981
CUSTOMER NAME :. O'KEEFE,WILLIAM
SERVICE ADDRESS :. 11939 RAYDNET LN
DDATE :. 10/09/01
TYPE :. 43
FUPER :.
COMMENT :. CUSTOMER HAS NO WATER, VALVE BELOW THE METER IS STRIPPED BY CONDO
. ASSOCIATION. WE HAVE NO ORDER FOR SERVICES TO BE OFF.
. WILL PAGE OUT TO CHRIS
R-SOLUTION :. R=284130 S/OFF VALVE WAS BROKEN. REPLACE VALVE, SERVICE IS BACK ON.
. SH/KIM
RDATE :. 10/09/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 566625
ACCOUNT# :. 006260021261
CUSTOMER NAME :. KAVULICH,JOSEPH
SERVICE ADDRESS :. 11608 ASPENWOOD DR

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16450427 07 01 02

DDATE :. 10/09/01
TYPE :. 43
FOPER :. 626
COMMENT :. CUSTOMER CALLED AND STATED THAT THEY HAVE NO WATER.
. PAGED TO CHRIS
RESOLUTION :. R=291050 CUSTOMER WAS SHUT OFF AT HOSE BIB.
. SH/KIM
RDATE :. 10/09/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 567393
ACCOUNT# :. 006260022521
CUSTOMER NAME :. LA BRUNA,CHARLES
SERVICE ADDRESS :. 11634 COCOWOOD DR
DDATE :. 10/12/01
TYPE :. 32
FOPER :.
COMMENT :. CUSTOMER CALLED COMPLAINING OF ODOR OF WATER.
. PAGED TO CHRIS L.
RESOLUTION :. HOT WATER SIDE TOLD CUSTOM TO FLUSH HOT WATER SIDE CUSTOMER WILL CALL.
. PLUMBER.
. CL/KIM
RDATE :. 10/12/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 570710
ACCOUNT# :. 006260023421
CUSTOMER NAME :. MURRAY,CARL E
SERVICE ADDRESS :. 11520 HOLLY ANN DR
DDATE :. 10/25/01
TYPE :. 29
FOPER :.
COMMENT :. WATER HAS GRIT IN IT AND IT WAS BLACK A WEEK OR SO AGO.
. .
. PAGED TO CHRIS
RESOLUTION :. HOT WATER INSIDE ONLY. COLD IS FINE.
. TALKED WITH THE CUSTOMER
. SH/KIM
RDATE :. 10/25/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 570862
ACCOUNT# :. 006260021602
CUSTOMER NAME :. CHEVODR,PETER
SERVICE ADDRESS :. 11533 ROSE TREE DR
DDATE :. 10/26/01
TYPE :. 28
FOPER :.
COMMENT :. CUSTOMER HAS VERY LOW WATER PRESSURE HE REQUESTS SOMEONE TO COME OUT
. AND CHECK AS TO WHY THIS IS OCCURRING.

RESOLUTION :. CUSTOMER SHUT OFF VALVE BELOW HOSE BIB.
: T/OH WATER
: SH/KIM
RDATE :. 10/26/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 572665
ACCOUNT# :. 006260010042
CUSTOMER NAME :. DEANGELIS, BARBARA
SERVICE ADDRESS :. 12005 BAYONET LN
DDATE :. 11/05/01
TYPE :. 32
FOPER :. 626
COMMENT :. CUSTOMER CALLED AND STATED THAT THERE IS A BAD SMELL IN THE WATER.
: PLEASE CHECK WATER AND KNOCK ON DOOR AND INFORM CUSTOMER.
RESOLUTION :. R=179250 PERFECT RESIDUAL THROUGHOUT HOME. NO SMELL; ADVISED THE
: CUSTOMER TO FLUSH HOT WATER TANK.
: TALKED WITH THE CUSTOMER.
: CL/KIM
RDATE :. 11/05/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 574676
ACCOUNT# :. 006260024221
CUSTOMER NAME :. MARRONE, CESAR C
SERVICE ADDRESS :. 12142 LOBLOLLY PINE DR
DDATE :. 11/13/01
TYPE :. 32
FOPER :. 626
COMMENT :. PLEASE FLUSH SYSTEM WATER SMELLS VERY BAD
: PAGED SH
RESOLUTION :. NO ODOR @ HOSE BIB; ADVISED CUT TO FLUSH HOT WATER TANK DUE TO SMELL
: BEING ISOLATED TO THE HOT WATER SIDE.
: FLUSHED NEAREST 2" BLOWOFF IN DISTRIBUTION SYSTEM; 15,000 GALLONS.
: GOOD RESIDUALS
: R=8750 0.4 RESIDUAL AT HOSE BIB.
: CHRIS WILL STOP BY TOMORROW AND CHECK AGAIN.
: CL/KIM
RDATE :. 11/13/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 575763
ACCOUNT# :. 006260024251
CUSTOMER NAME :. BARROWS, RUTH L
SERVICE ADDRESS :. 12133 LOBLOLLY PINE DR
DDATE :. 11/17/01
TYPE :. 32
FOPER :. 626
COMMENT :. PERRY GOOD CALLED PSC FOR THIS ADDRESS TO COMPLAIN ABOUT THE "BAD SMELL"
: COMING FROM THE WATER AT THIS ADDRESS. HE STATED THAT HE HAD CONTACTED

SERVICE ORDER# : 509116
ACCOUNT# : 006141030185
CUSTOMER NAME : WESTMARK,D W
SERVICE ADDRESS: 611 BETH DR
DDATE : 02/05/01
TYPE : 29
FOOPER :
COMMENT : CUSTOMER CALLED REQUESTING SOMEONE COME OUT AND CHECK HIS WATER DUE TO
: BLUE PARTICALS FLOATING IN IT.
:
: 407-324-3468
: PAGED TO RON EVANS
RESOLUTION : 2/6/01 2:30 PM- SPOKE TO CUSTOMER. SHOWED ME (SMALL LIGHT BLUE PART)
: CLES IN WATER FROM KITCHEN TAP. PARTICLES WHEN SQUEEZED BETWEEN FINGERS
: TURN WET AND CHALKY TO TOUCH. DID NOT FIND THIS FROM OUTSIDE TAP WHEN
: RUNNING WATER INTO CLEAR GLASS. FLUSHED ON TANGILO DR ACROSS FROM
: CUSTOMERS HOUSE UNTIL CLEAR.(45 MIN) HAD 0.8 CL2 RESIDUAL.
: MG/FT
RDATE : 02/06/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 509169
ACCOUNT# : 006141010082
CUSTOMER NAME : TRAMMEL,J JR
SERVICE ADDRESS: 2934 TRUMAN BLVD
DDATE : 02/04/01
TYPE : 36
FOOPER :
COMMENT : MRS TRAMMELL CALLED ANSWERING SERVICE AT 9:49 AM ON SUNDAY 2/4/01 TO
: REPORT SEWER BACKUP.
: PLEASE PROVIDE RESOLUTION.
RESOLUTION : CUSTOMER'S PROBLEM. CHECKED MANHOLES IN AREA AND TALKED WITH THE
: CUSTOMER. TOLD CUSTOMER TO CALL A PLUMBER.
: ND/FT
RDATE : 02/04/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 513161
ACCOUNT# : 006141030163
CUSTOMER NAME : JONES,MARIE A
SERVICE ADDRESS: 615 BETH DR
DDATE : 02/23/01
TYPE : 32
FOOPER :
COMMENT : CSUTOMER SAYS THE CL2 IS VERY STRONG. SHE SAID SHE DOES NOT DRINK THE
: WATER BUT THE CL2 ODOR IS VERY STRONG.
RESOLUTION : CHECKED CL2 0.4, VERY LITTLE ODOR DETECTED. SPOKE WITH CUSTOMER.
: RR/FT
RDATE : 02/23/01

SUBDIVISION : 00614
ROUTE : 614

SERVICE ORDER# : 521329
ACCOUNT# : 006141030062
CUSTOMER NAME : WATERS, D G
SERVICE ADDRESS : 409 TANGELO DR
DDATE : 03/30/01
TYPE : 27
FUPER : SAN
COMMENT : JORDAN WITH LATOW PLUMBING WAS MAKING REPAIRS AND HIT OUR SERVICE LINE
ON THE STREET.
PH# 904-717-1306
PAGE JOHN M
RESOLUTION : REPAIRED SERVICE LINE. INSTALLED NEW 5/8" BADGER METER
OLD METER #6010668 READ 1837250
NEW METER #16024989 READ 10
PH/FT
RDATE : 03/30/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 522841
ACCOUNT# : 006141020503
CUSTOMER NAME : NOLF, A J
SERVICE ADDRESS : 101 VIHLEN RD
DDATE : 04/06/01
TYPE : 28
FUPER : SAN
COMMENT : PLEASE CHECK FOR LOW WATER PRESSURE.
DISPATCHED TO ROBERT RISNER
RESOLUTION : FLUSHING IN THE AREA. ROBERT TALKED WITH THE CUSTOMER.
4/6/01
CS/FT
RDATE : 04/06/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 542420
ACCOUNT# : 006141020184
CUSTOMER NAME : ANTAR, ALBERT
SERVICE ADDRESS : 101 IDYLLWILDE DR
DDATE : 06/28/01
TYPE : 29
FUPER :
COMMENT : THE CUSTOMER CALLED DUE TO CLOUDY WATER. PLEASE CHECK AND FLUSH LINES
IF NEEDED.
PAGED TO JOHN.
RESOLUTION : CALLED FRANK AT RAVENA PLANT. HE WILL TALK WITH THE CUSTOMER AND FLUSH
THE SYSTEM. 6/29/01
JM/FT
RDATE : 06/29/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 543282
ACCOUNT# : 006141030163

CUSTOMER NAME : JONES, MARIE A
SERVICE ADDRESS : 615 BETH DR
DDATE : 07/03/01
TYPE : 28
FUPER :
COMMENT : ANNETTE 407-322-6824 HAS VERY LOW PRESSURE. TAG DOOR W/ FINDINGS.
PAGED TO JOHN M. NO WATER SOFTENER.
RESOLUTION : FRANK FLUSHING THE LINES AND THIS CAUSED LOW PRESSURE.
JM/FT
RDATE : 07/03/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 558683
ACCOUNT# : 006140011355
CUSTOMER NAME : LINDEN, FRANCIS E
SERVICE ADDRESS : 304 TEMPLE DR
DDATE : 09/05/01
TYPE : 26
FUPER : SAN
COMMENT : VICKIE WITH SEMINOLE COUNTY CALLED AND STATED THAT THEIR OPERATORS
HAVE BROKEN A WATER LINE ALSO. CONTACT PH# 407-665-5687
PAGED JOHN M
RESOLUTION : LEAK REPAIRED.
RDATE : 09/05/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 558904
ACCOUNT# : 006140011221
CUSTOMER NAME : SMITH, THERMAN
SERVICE ADDRESS : 411 BETH DR
DDATE : 09/05/01
TYPE : 29
FUPER : SAN
COMMENT : MR. CALLED BECAUSE HIS WATER LOOKS LIKE MUD.
PAGED TO JOHN
RESOLUTION : FLUSHED THE MAIN ON BETH AT 4:30 PM WATER WAS CLEAR. NO ONE HOME.
WILL TALK W/CUSTOMER TODAY 9/6/01. METER BOX FULL OF WATER.
FRANK SPOKE W/CUSTOMER AND THEY WERE SATISFIED.
JM/FT
RDATE : 09/06/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 558674
ACCOUNT# : 006140011355
CUSTOMER NAME : LINDEN, FRANCIS E
SERVICE ADDRESS : 304 TEMPLE DR
DDATE : 09/05/01
TYPE : 34
FUPER : SAN
COMMENT : VICKI WITH SEMINOLE COUNTY CALLED AND STATED THAT ONE OF THEIR OPERATORS
BROKE THE SEWER LINE. CONTACT PH# 407-665-5687

RESOLUTION :. PAGED JOHN M
: REPAIRED 4" WATER MAIN AND 8" SEWER LINE - COUNTY IS REPLACING UNDER
: DRAIN IN THE AREA. LOCATES WERE MISSED THE TO TEMPLE/VALINCIA IN
: LONGWOOD THAT WE LOCATED EARLIER. RELOCATED AREA FOR THE COUNTY.
: WATER COULD NOT BE SHUT DOWN SO NO NOTICES WERE GIVEN.
: JM/FT
RDATE :. 09/06/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 558950
ACCOUNT# :. 006140011221
CUSTOMER NAME :. SMITH, THERMAN
SERVICE ADDRESS :. 411 BETH DR
DDATE :. 09/06/01
TYPE :. 30
TUPER :. SAN
COMMENT :. CUSTOMER STATES THAT HE CALLED YESTERDAY BECAUSE HE HAS MUD IN HIS WATER
: NO ONE CAME TO HIS HOUSE. CUSTOMER THEN CALLED THE ANSWERING SERVICE
: STATING THAT HE SPOKE TO THE ON CALL PERSON WHO STATED THAT THE CUSTOMER
: NEEDED TO CLEAN OUT HIS FAUCETS. CUSTOMER WOULD LIKE HIS WATER TESTED
: PAGED CS @ 8:30 AM ETA UP TO 2 HOURS.
RESOLUTION :. FLUSHED THE MAIN ON BETH AT 4:30 PM WATER WAS CLEAR.
: NO ONE HOME. 9/5/01 JM
: FRANK SPOKE WITH THE CUSTOMER AND THEY WERE SATISFIED. JM/FT
: 9/6/01
RDATE :. 09/06/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 559578
ACCOUNT# :. 006140011221
CUSTOMER NAME :. SMITH, THERMAN
SERVICE ADDRESS :. 411 BETH DR
DDATE :. 09/05/01
TYPE :. 29
TUPER :.
COMMENT :. CUSTOMER CALLED TO COMPLAIN ABOUT MUD COMING OUT FROM THE FAUCET
: CALLED ANSWERING SERVICE AT 5:16PM 9/5/01
: PLEASE PROVIDE RESOLUTION
RESOLUTION :. TALKED WITH THE CUSTOMER. FLUSHED BETH AND THE DIRTY WATER WAS DUE TO
: THE BREAK OF OUR 4" MAIN BY THE SEMINGLE COUNTY STORM DRAIN DREW. WE
: COULDN'T SHUT THE SYSTEM DOWN & WE REPAIRED IT WEL.
: JM/FT 9/11/01
RDATE :. 09/11/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 560775
ACCOUNT# :. 006141030093
CUSTOMER NAME :. DARROW, FAYE E
SERVICE ADDRESS :. 502 TANGELO DR
DDATE :. 09/14/01

0911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:17 07-01-02

TYPE : 36
FOPER :
COMMENT : CUSTOMER STATES THAT THE SEWER DRAIN FIELD IS CLOGGED
: PAGED JM
RESOLUTION : STORM DRAIN -- NOT SANITARY SEWER.
: JM/FT
RDATE : 09/14/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 561728
ACCOUNT# : 006141010714
CUSTOMER NAME : JONES,EVELYN
SERVICE ADDRESS : 1820 KNOX AVE
DDATE : 09/15/01
TYPE : 43

FOPER :
COMMENT : CUSTOMER CALLED ANSWERING SERVICE SATURDAY 9/15/01 AT 10:01AM
: COMPLAINING OF NO WATER.
: PLEASE GIVE RESOLUTION
RESOLUTION : GALVANIZED LINE LEAKING. REPAIRED WITH REPAIR CLAMP.
: BUCK REPAIRED LINE.
: JM/FT
RDATE : 09/15/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 562167
ACCOUNT# : 006141011831
CUSTOMER NAME : DAVIS,WILBUR
SERVICE ADDRESS : 1809 LINCOLN AVE
DDATE : 09/20/01
TYPE : 36

FOPER : SAN
COMMENT : CUSTOMER CALLED AND STATED THAT SEWER IS BACKING UP INSIDE THE HOUSE
: PH# 407-332-9394
: PAGED JOHN M
RESOLUTION : CUSTOMER NEEDED TO CALL A PLUMBER AND WE TOLD HER TO CALL BACK IF THE
: PLUMBER THOUGHT IT WAS ON OUR SIDE.
: JM/FT
: 9/20/01
RDATE : 09/20/01

SUBDIVISION : 00614
ROUTE : 614
SERVICE ORDER# : 565047
ACCOUNT# : 006141011831
CUSTOMER NAME : DAVIS,WILBUR
SERVICE ADDRESS : 1809 LINCOLN AVE
DDATE : 10/03/01
TYPE : 36

FOPER : SAN
COMMENT : CUSTOMER STATES THAT SHE HAVE THE SEWER LINES OPEN. PLEASE GO AND VERIFY
: THE LINE.

RESOLUTION :. CUSTOMER HAS SEPARATED PIPE AT 15 FOOT OFF OF CLEANOUT W/SOME ROOT
. INTRUSION AND ALSO AT 21 FOOT WHICH HAS A ROOT BALL WHERE SNAKE WENT
. THROUGH. INFORMED CUSTOMER THAT THE PROBLEM WAS HERES.
. READ 1415640
. KC/FT
DDATE :. 10/03/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 565718
ACCOUNT# :. 006141011831
CUSTOMER NAME :. DAVIS,WILBUR
SERVICE ADDRESS: 1809 LINCOLN AVE
DDATE :. 09/29/01
TYPE :. 36
PIPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE AT 2:24 PM SAT SEPT 29 TO COMPLAIN
. OF SEWAGE COMING THROUGH HOUSE.
RESOLUTION :. CHECKED LIFT STATION WHICH WAS RUNNING NORMALLY AND CHECKED MANHOLES
. TO DETERMINE OUR SEWER LINES WERE CLEAR. INFORMED CUSTOMER IT WAS NOT
. OUR RESPONSIBILITY.
. JY/FT
DDATE :. 09/29/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 569255
ACCOUNT# :. 006141011293
CUSTOMER NAME :. GRAHAM,J
SERVICE ADDRESS: 1814 COOLIDGE AVE
DDATE :. 10/19/01
TYPE :. 27
PIPER :. SAN
COMMENT :. CUSTOMER CALLED TO REPORT A LEAK IN THE WATER
. PAGED DALE W
RESOLUTION :. 1" GALVANIZED LINE IN THE ROAD. REPAIRED WITH CLAMP AND PACKED THE
. ROAD. GALVANIZED LINE IS IN BAD SHAPE. 2" GALV T MAIN WITH NO SHUT
. OFF ON THE MAIN FOR THE 1" SERVICE. JM/FT 10/22/01
DDATE :. 10/22/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 571814
ACCOUNT# :. 006140011243
CUSTOMER NAME :. PATTISON,J H
SERVICE ADDRESS: 407 BETH DR
DDATE :. 10/31/01
TYPE :. 45
PIPER :. SAN
COMMENT :. CUSTOMER CALLED AND STATED THAT WATER IS COMING UP OUT OF THE ROAD
. PH# 407-322-6866
. PAGED JOHN M
RESOLUTION :. CHECKED METER AND THE AREA GROUND WATER IN THE AREA. 10/31/01
. JM/FT

. 11/2/01 READ 24360 WATER IN CURB IS GROUND WATER. CONFIRMED BY C12
. TEST. TAGGED DOOR STATING THAT IT'S THE COUNTY'S RESPONSIBILITY.
. TAGGED DOOR. PH/FT
RDATE :. 11/02/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 574905
ACCOUNT# :. 006141020063
CUSTOMER NAME :. STEWART, DR ROGER
SERVICE ADDRESS :. 304 IDYLLWILDE DR
DDATE :. 11/13/01
TYPE :. 28
TUPER :.
COMMENT :. CUSTOMER HAS LOW WATER PRESSURE. PLEASE CHECK PRESSURE
. PAGED OUT TO FRANK M.
R-SOLUTION :. CHECKED OUT NEW PLUMBING . 18 PSI AT THE METER. BYPASSED THE WATER
. SOFTNER AND PRESSURE WAS OK.
. READ 507690
. ?/FT
RDATE :. 12/27/02

SUBDIVISION :. 00615
ROUTE :.
SERVICE ORDER# :. 518866
ACCOUNT# :. 006150000000
CUSTOMER NAME :.
SERVICE ADDRESS :.
DDATE :. 03/20/01
TYPE :. 26
TUPER :.
COMMENT :. PLEASE CHECK FOR BROKEN WATER MAIN IN BACK OF 2044 PLEASURE DR.
. DISPATCHED TO RICHARD
R-SOLUTION :. RESPONDED TO CALL AND FOUND AN OLD BURIED SPRINKLER RELEASING WATER. I
. KNOCKED AT THE DOOR AT 2044 AND THE MAN SAID HE DIDN'T CALL, BUT DID
. LOOK AT THE SPRINKLER. HE SAID HE DIDN'T THINK IT WAS HIS SPRINKLER,
. BUT I THINK IT WAS HIS. IF HE IGNORES IT AND HAS A HIGH WATER BILL,
. WE WILL KNOW WHY.
. RT/KJK
RDATE :. 03/20/01

SUBDIVISION :. 00615
ROUTE :.
SERVICE ORDER# :. 535974
ACCOUNT# :. 006150000000
CUSTOMER NAME :.
SERVICE ADDRESS :.
DDATE :. 04/06/01
TYPE :. 26
TUPER :.
COMMENT :. PER GARTH, THERE WAS A 4" WATER MAIN BREAK AT 4030 DARLINGTON. THE
. FOLLOWING ACTION WAS TAKEN BY THE FIELD TO REFLURISH THE DAMAGED AREA -
R-SOLUTION :. 4030 AND 4036 DARLINGTON HAD 4 PALETS OF BAHJA SOD LAID. 4030
. DARLINGTON ALSO HAD 1' LAID. 1' PATIO BRICKS (19) WERE PLACED AT 4040

)))
(41) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07-01-02

. DARLINGTON AND INDENTION WAS FILLED WITH FILL DIRT. IT WAS FROM A
. PREVIOUS REPAIR THAT WAS DONE BY THE PREVIOUS OWNER. THE CUSTOMER
. ATTEMPTED TO TO GET US TO BRING IT UP TO GRADE AND RESOD IT, WHICH WE
. ARE NOT WILLING TO DO AT THIS TIME.

.
. GARTH/SH/EC
DATE : 04/06/01

SUBDIVISION : 00615
ROUTE : 1
SERVICE ORDER# : 507734
ACCOUNT# : 006150010471
CUSTOMER NAME : MCNANY JR, THOMAS
SERVICE ADDRESS : 4108 IRONWARE DR
DATE : 01/26/01
TYPE : 43
FOOPER :
COMMENT : CUST CALLED ANSWERING SERV ABOUT NOT HAVING WATER.
RESOLUTION : I TURNED ON THE WATER.
. FATHER T/OFF WATER.
. EVERYTHINS IS OK.
. SH/KJK
DATE : 01/26/01

SUBDIVISION : 00615
ROUTE : 1
SERVICE ORDER# : 519637
ACCOUNT# : 006150009511
CUSTOMER NAME : MEYER, BARBARA
SERVICE ADDRESS : 4010 DARLINGTON RD
DATE : 03/25/01
TYPE : 43
FOOPER :
COMMENT : CUSTOMER CALLED ANSWERING SERV TO REPORT NO WATER.
RESOLUTION : CUST INADVERTANTLY SHUT OFF HER HOUSE VALVE.
. TURNED BACK ON.
. SH/KJK
DATE : 03/25/01

SUBDIVISION : 00615
ROUTE : 1
SERVICE ORDER# : 521448
ACCOUNT# : 006150009561
CUSTOMER NAME : TOWNS, MARTHA
SERVICE ADDRESS : 4042 DARLINGTON RD
DATE : 04/03/01
TYPE : 33
FOOPER :
COMMENT : CUSTOMER STATES THAT THERE WAS A MAIN BREAK AND HER LAWN NEEDS TO BE
. REPAIRED WITH BLACK DIRT AND SOD. ALSO A HOLE NEEDS TO BE FILLED
. PLEASE CALL CUSTOMER AND SPEAK WITH THEM. 727-908-2219
RESOLUTION : MR ARMSTRONG WENT TO THE SITE, HE SAID THE LAWN DAMAGE WAS
. NOT CAUSED BY THE MAIN BREAK.
. WE DID FILL AN INDENTATION WITH FILL DIRT- THAT WAS FROM A PREVIOUS

REPAIR, DONE BY THE FORMER UTILITY OWNER.
GA/SH/KJK
ROUTE :. 04/03/01

SUBDIVISION :. 00615
ROUTE :. 1
SERVICE ORDER# :. 536216
ACCOUNT# :. 006150009532
CUSTOMER NAME :. GAMES,JULIE
SERVICE ADDRESS: 4024 DARLINGTON RD
DDATE :. 06/04/01
TYPE :. 43
FUPER :.
COMMENT :. CUST CALLED ANSWERING SERV ABOUT NOT HAVING ANY WATER.
RESOLUTION :. METER WAS LOCKED OFF PER WORK ORDER.
IT WAS NOT CHGD TO READ AND LEAVE.
T/ON FOR NEW CUST.
CL/KJK
ROUTE :. 06/04/01

SUBDIVISION :. 00615
ROUTE :. 1
SERVICE ORDER# :. 538704
ACCOUNT# :. 006150010191
CUSTOMER NAME :. HILL,WILLIAM
SERVICE ADDRESS: 4024 CHESSWOOD DR
DDATE :. 06/10/01
TYPE :. 28
FUPER :.
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE DUE TO LOW WATER PRESSURE
PAGED OUT TO ON CALL
RESOLUTION :. CUST TOLD TOM, WHEN HE CALLED THAT EVERYTHING WAS OK.
SH/KJK
ROUTE :. 06/10/01

SUBDIVISION :. 00615
ROUTE :. 1
SERVICE ORDER# :. 544975
ACCOUNT# :. 006150010172
CUSTOMER NAME :. LOPEZ,MARIA
SERVICE ADDRESS: 4010 CHESSWOOD DR
DDATE :. 07/12/01
TYPE :. 44
FUPER :.
COMMENT :. CUST SAYS HER WATER PRESSURE IS LOW.
TAG DOOR W/ FINDINGS
RESOLUTION :. R=859020
55 PSI AT THE HOSE-BIG. SPOKE W/CUST, CHECKED TO MAKE SURE VALVE IS
OPEN ALL THE WAY AT METER. PSI OK.
CL/KJK
ROUTE :. 07/12/01

SUBDIVISION :. 00615

(01) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:25 07 01 02

ROUTE :. 1
SERVICE ORDER# :. 550151
ACCOUNT# :. 006150010732
CUSTOMER NAME :. MAIORANA,ELIZABETH
SERVICE ADDRESS :. 4019 REGGIE DR
DATE :. 07/28/01
TYPE :. 43
FOOPER :.
COMMENT :. CUST CALLED ANSWERING SERVICE ABOUT NOT HAVING ANY WATER.
RESOLUTION :. WENT OUT AND WATER WAS ON AT METER. WAS WAS OFF AT HOSEBIB.
. TURNED ON.
. SH/KJK
RDATE :. 07/28/01

SUBDIVISION :. 00615
ROUTE :. 1
SERVICE ORDER# :. 557078
ACCOUNT# :. 006150009773
CUSTOMER NAME :. RUIZ,LYSETTE
SERVICE ADDRESS :. 4036 DALWOOD DR
DATE :. 08/28/01
TYPE :. 43
FOOPER :.
COMMENT :. CUST CALLED ANSWERING SERV ABOUT NO WATER.
RESOLUTION :. CUST WAS A NEW APPLY AND NEEDED TO SET UP SERVICE WITH THE OFFICE.
. SHE WAS TURNED ON IN THE AM OF 8/28/01.
. R=337722
. CL/KJK
RDATE :. 08/28/01

SUBDIVISION :. 00615
ROUTE :. 1
SERVICE ORDER# :. 569078
ACCOUNT# :. 006150009641
CUSTOMER NAME :. ROSIER,RICHARD
SERVICE ADDRESS :. 4025 DALWOOD DR
DATE :. 10/19/01
TYPE :. 42
FOOPER :.
COMMENT :. CUSTOMER CALLED STATING THAT THEY HAVE A SINK HOLE IN THEIR BACK YARD
. AND BELIEVE THAT IT MAY BE CAUSED BY ONE OF OUR WATER LINES IN THE
. GROUND. HOLE IS LOCATED IN THE BACK YARD BY THE FENCE.
. TAG HOUSE WITH THE FINDINGS
RESOLUTION :. THIS IS NOT CAUSED BY OUR WATER UTILITIES. THE DEPRESSION MAY HAVE BEEN
. CAUSED BY NEAR OAK TREE ROOT, ROTTING UNDERGROUND, OR SOME OTHER NATURAL
. CAUSE. TALKED W/ CUST.
. CL/SH
RDATE :. 10/19/01

SUBDIVISION :. 00615
ROUTE :. 2
SERVICE ORDER# :. 514011
ACCOUNT# :. 006150008081
CUSTOMER NAME :. MORSE,KURT

(911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB: 16:50:27 07-01-07

SERVICE ADDRESS: 2048 HESS DR
DDATE: 02/26/01
TYPE: 29
FOOPER:
COMMENT: PLEASE CHECK FOR YELLOW WATER; CUSTOMER ALSO WASHED A LOAD OF CLOTHS
WHICH ARE NOW STAINED. PLEASE LEAVE CUSTOMER SOME PHOSPHATE TO REMOVE
STAIN FROM CLOTHS. DISPATCHED TO DAVID RYNIAK
RESOLUTION: WATER AT HOSE BIB WAS CLEAR NO COLOR.
TOLD CUST IT COULD BE THERE HOT WATER TANK.
THEY SEEMED OK W/ IT.
SH/KJK
RDATE: 02/26/01

SUBDIVISION: 00615
ROUTE: 2
SERVICE ORDER#: 514194
ACCOUNT#: 006150008161
CUSTOMER NAME: POWELL, JUDITH
SERVICE ADDRESS: 2141 HOLIDAY DR
DDATE: 02/26/01
TYPE: 29
FOOPER:
COMMENT: CUST CALLED ANSWERING SERV TO COMPLAIN ABOUT BROWN WATER & NO PRESSURE.
RESOLUTION: CUST'S HOUSE VALVE WAS TURNED OFF. STEVE INSTRUCTED HER TO FLUSH
THE OUTSIDE HOSE BIB UNTIL WATER RAN CLEAR. CUST'S WATER WAS BACK ON
ONCE SHE LOCATED HER HOUSE VALVE AND TURNED IT ON, AND FLUSHED THE
VALVE, SHE WAS SATISFIED.
SH/KJK
RDATE: 02/26/01

SUBDIVISION: 00615
ROUTE: 2
SERVICE ORDER#: 514499
ACCOUNT#: 006150007291
CUSTOMER NAME: EHRLICH, PHYLLIS
SERVICE ADDRESS: 2133 KERNER DR
DDATE: 03/01/01
TYPE: 29
FOOPER:
COMMENT: MS. CALLED HER WATER IS RUSTY. IT GET SO RUSTY THAT WHEN SHE TAKES A
BATH SHE BECOMES DISCOLORED. SHE WANTS US TO COME OUT & CHECK AS TO
WHY THIS IS HAPPENING.
SPEAK WITH CUSTOMER.
RESOLUTION: CUSTOMER CALLED ABOUT RUSTY WATER. TOLD CUSTOMER TO CALL WHEN PROBLEM
OCCURES SO WE CAN CHECK IT FOR HER. WATER IS CLEAR NOW. TS/JM
RDATE: 03/01/01

SUBDIVISION: 00615
ROUTE: 2
SERVICE ORDER#: 514545
ACCOUNT#: 006150007391
CUSTOMER NAME: DINHAM, HAROLD
SERVICE ADDRESS: 2041 KERNER DR
DDATE: 03/01/01
TYPE: 29

FOOPER :.
COMMENT :. CUST STATES SHE HAS BROWN WATER. HER CLOTHES SHOW YELLOWISH BROWN
STAINS.
. ADRIAN 727-9450134
RESOLUTION :. WATER IS CLEAR. TAPPED DOOR, ADVISED TO FLUSH IF PROBLEM OCCURS AGAIN
. TOLD THEM ABOUT WATER MAIN BREAK. 2/28/01 TS/JM
RODATE :. 03/01/01

SUBDIVISION :. 00615
ROUTE :. 2
SERVICE ORDER# :. 514883
ACCOUNT# :. 006150008341
CUSTOMER NAME :. JINKS,KEN
SERVICE ADDRESS :. 2030 HOLIDAY DR
RODATE :. 03/01/01
TYPE :. 32

FOOPER :.
COMMENT :. MR. CALLED STATING THEY HAVE BROWN WATER. PLEASE CHECK IT OUT.
. (727) 945-9857
. PAGED TO TOM
RESOLUTION :. TOLD CUSTOMER ABOUT MAIN BREAK YESTERDAY 2/28/01. WATER IS CLEAR NOW.
. TOLD HER TO FLUSH HOSE IF PROBLEM OCCURES AGAIN. TS/ JM
RODATE :. 03/01/01

SUBDIVISION :. 00615
ROUTE :. 2
SERVICE ORDER# :. 541772
ACCOUNT# :. 006150008303
CUSTOMER NAME :. SPONG,TREK
SERVICE ADDRESS :. 2005 HOLIDAY DR
RODATE :. 06/26/01
TYPE :. 43

FOOPER :.
COMMENT :. CUSTOMER HAS NO WATER
. PLEASE CHECK OUT SITUATION
. PAGED SH @ 3:46 PM
RESOLUTION :. WATER WAS T/OFF AT METER. COULD BE KIDS PLAYING IN YARD.
. PW/SH
RODATE :. 06/28/01

SUBDIVISION :. 00615
ROUTE :. 2
SERVICE ORDER# :. 567218
ACCOUNT# :. 006150007272
CUSTOMER NAME :. FRENCH,KIM
SERVICE ADDRESS :. 2143 KEPNER DR
RODATE :. 10/09/01
TYPE :. 33

FOOPER :.
COMMENT :. CUST CALLED ANSWERING SERV ABOUT NEEDING HOLE FILLED BY HYDRANT.
RESOLUTION :. FILLED IN HOLE COMPLETELY. WE DO NOT KNOW WHO DID THIS.
. SOMEONE OUTSIDE OF UTILITIES INC.
. CL/KJK

CALL SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:10 07 01-01

RODATE :. 10/09/01

SUBDIVISION :. 00615
ROUTE :. 3
SERVICE ORDER# :. 506840
ACCOUNT# :. 006150007021
CUSTOMER NAME :. ERICKS,BASIL
SERVICE ADDRESS :. 1825 HOLIDAY DR
DDATE :. 01/24/01
TYPE :. 29
FOPER :.
COMMENT :. CUST CALLED ANSWERING SERV ABOUT HAVING YELLOW WATER.
RESOLUTION :. WATER HAS CLEARED C/2 0.9 TALKED W/ NEIGHBORS. NO ONE ELSE HAD PROBLEMS
: . CUST OK W/FINDINGS.
: . SH/KJK
RODATE :. 01/24/01

SUBDIVISION :. 00615
ROUTE :. 3
SERVICE ORDER# :. 512587
ACCOUNT# :. 006150000514
CUSTOMER NAME :. CORDER,JENNIFER
SERVICE ADDRESS :. 1823 KEPNER DR
DDATE :. 02/18/01
TYPE :. 43
FOPER :.
COMMENT :. CUST CALLED ANSWERING SERV ABOUT HAVING NO HOT WATER.
RESOLUTION :. TOLD CUST THIS HAS NOTHING TO DO WITH OUR SERV. SHE NEEDS TO CALL HER
: . PLUMBER. SHE WAS OK WITH THIS.
: . SH/KJK
RODATE :. 02/18/01

SUBDIVISION :. 00615
ROUTE :. 3
SERVICE ORDER# :. 516499
ACCOUNT# :. 006150007021
CUSTOMER NAME :. ERICKS,BASIL
SERVICE ADDRESS :. 1825 HOLIDAY DR
DDATE :. 03/09/01
TYPE :. 29
FOPER :.
COMMENT :. MR. CALLED DUE TO HAVING BROWN (DIRTY) WATER. I TRIED TO EXPLAIN THAT
: . HE NEEDS TO LET HIS OUTSIDE FAUCET RUN TO FLUSH HIS LINES. I EXPLAINED WE
: . HAVE FLUSHED OUR LINES. HE SAID THAT IS A LIE - THERE IS A FIRE HYDRANT
: . NEAR HIS HOME AND NO WATER HAVE BEEN FLUSHED OUT OF IT.
: . PLEASE CHECK CUSTOMERS WATER.
RESOLUTION :. TOLD CUST ABOUT MAINBREAK, WATER IS CLEAR NOW, NO WAY TO SAY IT WILL
: . NOT TURN BROWN AGAIN FOR 72 HRS.
: .
: . NO HYDRANT NEAR RES.
: . CUST COMPLAINED ABOUT HAVING TO FLUSH HOME AND PAY FOR IT. I TOLD HIM TO
: . TAKE A READ BEFORE AND AFTER FLUSHING, THEN TO CALL OFF ICE AND REQUEST
: . ADJ.
: .

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 169023 07-01-01

TS/KJK
RODATE : 03/09/01

SUBDIVISION : 00615
ROUTE : 3
SERVICE ORDER# : 519107
ACCOUNT# : 006150002041
CUSTOMER NAME : BURNS,ALBERTA
SERVICE ADDRESS: 1820 LULLABY DR
RODATE : 03/22/01
TYPE : 28
FOPER :
COMMENT : CUSTOMER IS STATING THAT SHE'S BEEN HAVING LOW WATER PRESSURE FOR THE
PAST WEEK. PLEASE CHECK AND LET THE CUSTOMER KNOW OF FINDINGS.
RESOLUTION : R=2870
LOC= LEFT REAR
CUST HAS GOOD PSI RIGHT OUT OF METER, SHOWED CUST HER SERV LINE HAS TWO
REDUCTIONS. 3/4 TO 1/2 & 1/2 TO 1/4 THAT IS THE CAUSE OF HER PROBLEM.
TS/KJK
RODATE : 03/22/01

SUBDIVISION : 00615
ROUTE : 3
SERVICE ORDER# : 519694
ACCOUNT# : 006150007021
CUSTOMER NAME : ERICKS,BASIL
SERVICE ADDRESS: 1825 HOLIDAY DR
RODATE : 03/24/01
TYPE : 29
FOPER :
COMMENT : CUST CALLED ANSWERING SERV TO REPORT RUSTY WATER.
RESOLUTION : WATER WAS NOT DISCOLORED, SOMEONE STOPPED AT RES ON 3/26/01.
TS/KJK
RODATE : 03/24/01

SUBDIVISION : 00615
ROUTE : 3
SERVICE ORDER# : 527702
ACCOUNT# : 006150001921
CUSTOMER NAME : BUSHNELL,KEN
SERVICE ADDRESS: 1928 LULLABY LN
RODATE : 04/30/01
TYPE : 28
FOPER :
COMMENT : CUST CALLED ANSWERING SERV SAT 4/28/01. LOW PRESSURE,
AND HE SAID THAT OUR SIGN ABOUT REPAIRS ON 5/1/01 WAS DOWN.
RESOLUTION : WENT TO CHECK PSI. PRESSURE 48 LBS FROM HOSEBIB.
SIGNS HAVE BEEN REMOVED.
SH/KJK
RODATE : 04/30/01

SUBDIVISION : 00615
ROUTE : 3

SERVICE ORDER# :. 538582
 ACCOUNT# :. 006150007021
 CUSTOMER NAME :. ERICKS,BASIL
 SERVICE ADDRESS: 1825 HOLIDAY DR
 DATE :. 06/15/01
 TYPE :. 29
 PAPER :.
 COMMENT :. PLEASE EXPLAIN TO WHY THERE IS RUST IN THE WATER. ALSO PLEASE PROVIDE
 . THE CUSTOMER WITH PHOSPHATE FOR THERE RUSTY CLOTHES.
 RESOLUTION :. R=165844
 . OLD KENT METER, NO SERIAL # VISIBLE
 . CUST NOT AT HOME, LEFT PHOSPHATE BOTTLES INSIDE SCREEN W/ TAG- NO RUST.
 . CL/KJK
 DATE :. 06/15/01

SUBDIVISION :. 00615
 ROUTE :. 3
 SERVICE ORDER# :. 539924
 ACCOUNT# :. 006150007021
 CUSTOMER NAME :. ERICKS,BASIL
 SERVICE ADDRESS: 1825 HOLIDAY DR
 DATE :. 06/20/01
 TYPE :. 29
 PAPER :.
 COMMENT :. THE CUSTOMER IS STATING THAT WATER IS STILL A YELLOWISH COLOR.
 . CUSTOMER CALLED ON 6/15/01 ABOUT THE SAME SITUATION.
 . CUSTOMER WANTS TO BE REEMBURST ON LAUNDRY EXPENSE UNTIL MATTER IS
 . RESOLVED. PAGED TO CHRIS HE WILL TALK TO THE CUSTOMER.
 RESOLUTION :. EXPLAINED TO CUST ABOUT RUST IN THE WATER, GAVE HER MORE PHOSPHATE
 . AND WENT OVER THE DIRECTIONS WITH HER.
 . CL/KJK
 DATE :. 06/20/01

SUBDIVISION :. 00615
 ROUTE :. 3
 SERVICE ORDER# :. 540634
 ACCOUNT# :. 006150000652
 CUSTOMER NAME :. WELCH,ANNE
 SERVICE ADDRESS: 1941 KEFNER DR
 DATE :. 06/20/01
 TYPE :. 43
 PAPER :.
 COMMENT :. CUST CALLED ANSWERING SERV ABOUT HAVING NO WATER.
 . PAGED TO TOM S.
 RESOLUTION :. WHEN OPERTOR ARRIVED WATER WAS ALREADY TURNED ON
 . PW/TS
 DATE :. 06/28/01

SUBDIVISION :. 00615
 ROUTE :. 3
 SERVICE ORDER# :. 563284
 ACCOUNT# :. 006150007021
 CUSTOMER NAME :. ERICKS,BASIL
 SERVICE ADDRESS: 1825 HOLIDAY DR
 DATE :. 09/26/01

TYPE :. 29
FOOPER :.
COMMENT :. CUST IS IRRATE OVER BROWN LAUNDRY.
. HE WANTS A CALL, AND SOME PHOSPHATE. HE WANTS NOTIFICATION FROM NOW
. ON, AS HE & THE WIFE DON'T GET OUT MUCH. NEVER SAW ANY SIGNS.
. THINKS COMPANY SHOULD REPLACE RUINED WASH.
RESOLUTION :. TALKED W/CUST. GAVE THEM RUST-BE-GONE FOR THEIR WASH.
. R=1684870
. SH/KJK
RDATE :. 09/26/01

SUBDIVISION :. 00615
ROUTE :. 3
SERVICE ORDER# :. 566030
ACCOUNT# :. 006150007233
CUSTOMER NAME :. ST MARTIN,KATHLEEN E
SERVICE ADDRESS :. 1820 HOLIDAY DR
DDATE :. 10/05/01
TYPE :. 27
FOOPER :.
COMMENT :. CUSTOMER CALLED AND STATED THAT HER SERVICE LINE IS BROKEN SHE DOESN'T
. KNOW IF IT'S BEFORE THE METER OR AFTER THE METER.
. PAGED STEVE H
RESOLUTION :. THE LEAK IS ON THE CUST'S SIDE.
. R=272053
. SH/KJK
RDATE :. 10/05/01

SUBDIVISION :. 00615
ROUTE :. 3
SERVICE ORDER# :. 575622
ACCOUNT# :. 006150008921
CUSTOMER NAME :. ALFONST,CONSTANTIN
SERVICE ADDRESS :. 1814 MELODY DR
DDATE :. 11/16/01
TYPE :. 29
FOOPER :.
COMMENT :. CUSTOMER STATES SHE HAS YELLOW WATER
. ALSO SHE NEEDS IRON OUT TO CORRECT THE YELLOW COLOR FROM WASHING HER
. CLOTHES. PAGED SH
RESOLUTION :. R=37210
. GAVE CUST IRON OUT
. WATER WAS FINE AT HOSEBIB.
. SH/KJK
RDATE :. 11/16/01

SUBDIVISION :. 00615
ROUTE :. 4
SERVICE ORDER# :. 502754
ACCOUNT# :. 006150009471
CUSTOMER NAME :. CURTIS,DOUG
SERVICE ADDRESS :. 1709 ORANGE DR
DDATE :. 01/05/01
TYPE :. 32

(911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07-01 02

DIAPER :.
COMMENT :. CUSTOMER COMPLAINED ABOUT EXCESSIVE AMOUNT OF CHLORINE IN THE WATER THE
: WATER FUMES WHEN SHE WASHES THE DISHES. PLEASE TAG CUSTOMER WITH THE
: RESULTS
RESOLUTION :. THEY LIVE VERY CLOSE TO WELL, BUT NO OTHER COMPLAINTS.
: TURNED CL2 PUMP DOWN BUT IF RESIDUAL DROPS, WILL HAVE TO INCREASE.
: RT/KJK
RDATE :. 01/05/01

SUBDIVISION :. 00615
ROUTE :. 4
SERVICE ORDER# :. 514370
ACCOUNT# :. 006150009051
CUSTOMER NAME :. PIKE,MIRANDA
SERVICE ADDRESS :. 4107 KIBLER LN
DATE :. 02/27/01
TYPE :. 43
DIAPER :. UIER
COMMENT :. CUSTOMER CALLED AND STATED THAT SHE HAVE NO WATER
: PAGED RICHARD T
RESOLUTION :. TURNED OFF BY ACCIDENT. TURNED ON.
: SH/KJK
RDATE :. 02/27/01

SUBDIVISION :. 00615
ROUTE :. 4
SERVICE ORDER# :. 515519
ACCOUNT# :. 006150009431
CUSTOMER NAME :. REICHELDERFER,TAMI
SERVICE ADDRESS :. 1651 ATLAS LN
DATE :. 03/05/01
TYPE :. 32
DIAPER :.
COMMENT :. CUSTOMER SAYS THE CLORINE ODOR IS VERY STRONG, PLEASE CHECK.
: DISPATCHED TO RICHARD THOMAS
RESOLUTION :. CUST COMPLAINED OF HIGH CL2 ON THURS MARCH 1RS1, BUT DID NOT
: REPORT IT UNTIL 3/5/01.
: CHECKED RES ON 3/5/01 AND FOUND CL2 AT 0.0.
: RT/KJK
:
: 3/18/01
: CUSTOMER CALLED STATING HER WATER STILL SMELLS AND TASTE LIKE BLEACH
: AND REQUESTED A CALL BACK FROM OPERATOR REGARDING THIS MATTER. (CUSTOMER'S
: NAME AND PHONE NUMBER WAS GIVEN TO RICHARD THOMAS TO CALL (8:35 AM).
: MH
RDATE :. 03/05/01

SUBDIVISION :. 00615
ROUTE :. 4
SERVICE ORDER# :. 532224
ACCOUNT# :. 006150001842
CUSTOMER NAME :. SOBSTYL,MARK
SERVICE ADDRESS :. 1720 HOLIDAY DR
DATE :. 05/18/01

TYPE :. 44
SUPER :.
COMMENT :. CUST HAS LOW PRESSURE. PAGED TO JAY HAHN.
: MARK 727-937-5136
RESOLUTION :. WAS CUST'S PROBLEM 50 PSI COMING OUT OF HOUSEHOLD.
: PROBLEM IS INSIDE.
: JH/KJK
RDATE :. 05/18/01

SUBDIVISION :. 00615
ROUTE :. 4
SERVICE ORDER# :. 537940
ACCOUNT# :. 006150001521
CUSTOMER NAME :. SHABACKER,FRED
SERVICE ADDRESS :. 4341 MORLOCK LN
DATE :. 06/13/01
TYPE :. 28
SUPER :.
COMMENT :. CUSTOMER CALLED AND STATED THAT HE HAVE LOW WATER PRESSURE.
: PAGED CHRIS
RESOLUTION :. PSI GOOD 53LBS
: TALKED W/CUST
: R=0669353
: METER # 97127666
: SH/CL/KJK
RDATE :. 06/13/01

SUBDIVISION :. 00615
ROUTE :. 4
SERVICE ORDER# :. 582612
ACCOUNT# :. 006150009041
CUSTOMER NAME :. BARDEN,TOM
SERVICE ADDRESS :. 4113 KIBLER LN
DATE :. 12/19/01
TYPE :. 43
SUPER :.
COMMENT :. CUST CALLED ANSWERING SERV ABOUT HAVING NO WATER.
RESOLUTION :. CUST WAS SHUT OFF FOR NON PAY. HE WAS TOLD TO CALL OFFICE IN AM.
: KJK
RDATE :. 12/20/01

SUBDIVISION :. 00615
ROUTE :. 4
SERVICE ORDER# :. 582804
ACCOUNT# :. 006150001521
CUSTOMER NAME :. SHABACKER,FRED
SERVICE ADDRESS :. 4341 MORLOCK LN
DATE :. 12/21/01
TYPE :. 44
SUPER :.
COMMENT :. LOW PRESSURE WHEN PEOPLE ARE IRRIGATING.
: CUST SAYS THE IRR SYSTEMS ARE NOT WORKING PROPERLY, BECAUSE OF THE HIGH
: DEMAND, AND THAT WATER PRESSURE IN THE HOME IS REDUCED TO A TRICKLE.
: HE SAYS THAT THE NEIGHBORS ARE ADHERING TO THE WATER RESTRICTION POLICY.

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(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:22 07 01 02

RESOLUTION : . AND THEY NEED ANOTHER MAIN. FRED SHABACKER #727 945-9511. COPY TO P.D.
: . WILL BE INSTALLING 4 SEPERATE TAPS TO INCREASE VOLUME.
: . SH/KJK
: . 3 NEW METERS INSTALLED. ALL BADGER. ALL BACK YARD.
: . 4334 KIBLER M#16859806 R=10
: . 4341 MORLOCK M#16859780 R=10
: . 4335 MORLOCK M#16859784 R=10
: . SH/KJK
RDATE : . 12/21/01

SUBDIVISION : . 00615
ROUTE : . 5
SERVICE ORDER# : . 578509
ACCOUNT# : . 006150002422
CUSTOMER NAME : . SVETKOVICH,CHARLES
SERVICE ADDRESS : . 1852 PLEASURE DR
DATE : . 12/03/01
TYPE : . 43
FOPER : .
COMMENT : . CUSTOMER CALLED AND STATED THAT SHE HAVE NO WATER
: . PAGED TO CHRIS
RESOLUTION : . CUST CALLED TO REPORT NO WATER, BUT HAD ORDERED T/ON FOR 12/20/01.
: . SHE WAS CONFUSED ABOUT THE DATE. PAGED TO CHRIS.
: . R=721080 WATER IS ON.
: . CL/KJK
RDATE : . 12/03/01

SUBDIVISION : . 00615
ROUTE : . 5
SERVICE ORDER# : . 583122
ACCOUNT# : . 006150003404
CUSTOMER NAME : . MERTZ,CHARLIE E
SERVICE ADDRESS : . 1826 HOYLE DR
DATE : . 12/26/01
TYPE : . 43
FOPER : .
COMMENT : . CUST CALLED ANSWERING SERVICE ABOUT NOT HAVING ANY WATER.
RESOLUTION : . R/365442 CUSTOMER HAS WATER
: . CL/KIM
RDATE : . 12/26/01

SUBDIVISION : . 00615
ROUTE : . 6
SERVICE ORDER# : . 523291
ACCOUNT# : . 006150005812
CUSTOMER NAME : . RANDALL,GREGORY A
SERVICE ADDRESS : . 2051 SPECK DR
DATE : . 04/10/01
TYPE : . 43
FOPER : .
COMMENT : . CUST CALLED ANSWERING SERV, SAYING THEY WERE SUPPOSED TO BE TURNED ON.
: . THAT A LOCK WAS ON THEIR METER.
RESOLUTION : . THERE IS NO RECORD OF THE CUSTOMER CALLING. NO SERVICE ORDER & NO
: . CUST INFO ON THE ACCOUNT. THEY MAY HAVE CALLED BARTELT.

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SHB 16:50:27 07-01-02

DATE : KJK
RDATE : 04/10/01

SUBDIVISION : 00615
ROUTE : 7
SERVICE ORDER# : 510249
ACCOUNT# : 006150004451
CUSTOMER NAME : CARNES, FAITH
SERVICE ADDRESS : 2102 PLEASURE DR
DATE : 02/09/01
TYPE : 29
OPER :
COMMENT : PLEASE CHECK FOR DISCOLORED WATER (YELLOW).
DISPATCHED TO STEVE
RESOLUTION : R=114820
NO YELLOW WATER WHEN I ARRIVED. TALKED W/ CUST. SHE IS OK WITH IT.
I TOLD HER, SHE PROBABLY GOT HIT WITH A SLUG.
SH/KJK
RDATE : 02/09/01

SUBDIVISION : 00615
ROUTE : 7
SERVICE ORDER# : 562784
ACCOUNT# : 006150004351
CUSTOMER NAME : LONG, LARRY
SERVICE ADDRESS : 2004 PLEASURE DR
DATE : 09/24/01
TYPE : 29
OPER :
COMMENT : CUSTOMER CALLED COMPLAINING OF MUD COMING OUT OF HIS FAUCETS.
RESOLUTION : TALKED TO HOME OWNERS. EVERYTHING IS OK.
SH/KJK
RDATE : 09/24/01

SUBDIVISION : 00615
ROUTE : 7
SERVICE ORDER# : 563034
ACCOUNT# : 006150005301
CUSTOMER NAME : EICHORN, ROBERT
SERVICE ADDRESS : 2132 HOYLE DR
DATE : 09/22/01
TYPE : 29
OPER :
COMMENT : CUST CALLED ANSWERING SERVICE ABOUT HAVING DIRTY WATER.
RESOLUTION : RT CALLED CUST & TOLD HIME TO FLUSH LINES. TO CALL BACK IF PROBLEM PERSI
STED.
CL/SH/KJK
RDATE : 09/22/01

SUBDIVISION : 00616
ROUTE : 616
SERVICE ORDER# : 511844
ACCOUNT# : 006160011085

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(#1) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB: 16:50:27 07-01 00

CUSTOMER NAME : THOMPSON,JULIE
SERVICE ADDRESS: 1226 LOIS AVE
DDATE : 02/16/01
TYPE : 43
RUPPER : 616
COMMENT : MS. CALLED STATING SHE HAS NO WATER.
: SHE CHECK WITH NEIGHBORS AND NOONE ON HER BLOCK HAS WATER.
:
:
: PAGED TO JOHN
RESOLUTION : THEY WERE CHANGING OUT A VALVE AT THE BEAR LAKE PLANT AND SHE HAD LOW
: PRESSURE. WHEN WF ARRIVED EVERYTHING WAS BACK TO NORMAL.
: JM/FT
RDATE : 02/19/01

SUBDIVISION : 00616
ROUTE : 616
SERVICE ORDER# : 525261
ACCOUNT# : 006160011268
CUSTOMER NAME : WERNER,LORI
SERVICE ADDRESS: 1215 HELEN ST
DDATE : 04/19/01
TYPE : 27
RUPPER : 616
COMMENT : CUSTOMER CALLED AND STATED THAT THERE IS A LINE BREAK BETWEEN THE METER
: AND IT IS ON OUR SIDE. PLEASE CHECK AND OPE, PLEASE REPAIR
: LEAVE TAG WITH RESULTS
RESOLUTION : REPLACED CURB STOP AND METER WITH NEW 5/8" BADER MODEL 25
: OLD METER #38251209 OLD READ 1207960
: NEW METER #15891398 NEW READ 10
: JE/JY/FT
RDATE : 04/24/01

SUBDIVISION : 00616
ROUTE : 616
SERVICE ORDER# : 574245
ACCOUNT# : 006160011816
CUSTOMER NAME : WEIPPERT,VALERIE
SERVICE ADDRESS: 3725 ANNA DR
DDATE : 11/08/01
TYPE : 26
RUPPER :
COMMENT : REPAIR WATER MAIN BREAK
RESOLUTION : 4" AC WATER MAIN BREAK
: REPAIRED 4" AC LINE W/WRAP AROUND CLAMP
: 11/8/01 JEFF/JAMES/MIKE/FT
RDATE : 11/08/01

SUBDIVISION : 00616
ROUTE : 616
SERVICE ORDER# : 577407
ACCOUNT# : 006160200102
CUSTOMER NAME : ARNOLD,STEVE
SERVICE ADDRESS: 3512 CRAIG DR

(911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB: 16:50:27 07-01-02

DDATE :. 11/28/01
TYPE :. 28
COPER :.
COMMENT :. CUSTOMER SAYS THAT HE HAD A SPRINKLER SYSTEM INSTALLED AND HAS VERY LOW
. PRESSURE. HE SAID HE HAS HAD THIS PROBLEM SINCE HE MOVED IN. HE HAD
. THE LINE FROM THE METER TO THE HOUSE AND NO INCREASE IN PRESSURE.
. 407-682-1842
RESOLUTION :. 11/29/01 9:30 AM READ 95060, NO LEAKS, 55PSI @ HOUSE. TOOK GPM RD FROM
. MTR OFF CUST HOUSE TAP, HAD 9.6GPM. TOOK OUT MTR & TOOK GPM TEST @ CURB-
. STOP OFF OF LINE FROM MAIN. HAD 8.5GPM. REINSTALLED MTR & TURNED ON.
. SPOKE TO CUST & INFORMED HIM IN MY OPINION HE WOULD NEED TO HAVE A NEW
. LINE INSTALLED BY US FROM MAIN TO MTR. APPEARS TO BE OUR PROBLEM MG/FT
. 11/28/01 READ 92950- SPOKE W/CUST, HE HAS 52 PSI @ HOUSE. CHECKED THE
. NEIGHBOR ACROSS ST HE HAS 53PSI. THIS IS AVERAGE FOR THIS SYSTEM. NO
. PROBLEM W/PRESSURE. HIS PROBLEM IS FLOW. THE IRRIGATION SYSTEM TAKES ALL
. FLOW FROM THE HOUSE. ADVISED CUSTOMER TO RESET SYSTEM FOR TIME WHEN HE
. IS NOT HOME. JP/FT SEE SO#578247 FOR METER TEST
RDATE :. 11/29/01

SUBDIVISION :. 00616
ROUTE :. 616
SERVICE ORDER# :. 578992
ACCOUNT# :. 006160200102
CUSTOMER NAME :. ARNOLD,STEVE
SERVICE ADDRESS: 3512 CRAIG DR
DDATE :. 12/05/01
TYPE :. 28
COPER :.
COMMENT :. CHANGES MADE TO SYSTEM DID NOT HELP THE PRESSURE. PLEASE CHECK WITH
. CUSTOMER TO DISCUSS POSSIBLE SOLUTIONS.
. 407-682-1842
RESOLUTION :. TAPPED 4" AC LINE. INTALLED 4" TAPPING SADDLE 1" CORP STOP, 1" POLY &
. 1" CURB STOP. 1"X3/4" REDUCER 3/4 NIPPLE TO 5/8 METER. READ 110430
. ?/FT
RDATE :. 12/06/01

SUBDIVISION :. 00616
ROUTE :. 616
SERVICE ORDER# :. 581126
ACCOUNT# :. 006160011272
CUSTOMER NAME :. RICKS,D
SERVICE ADDRESS: 1211 HELEN ST
DDATE :. 12/13/01
TYPE :. 34
COPER :.
COMMENT :. CUSTOMER CALLED TO REPORT LEAK AT CORNER OF HELEN & ANNA.
. WATER BUBBLING UP OUT OF ASPHALT
. PAGED TO CHARLIE
RESOLUTION :. 1" GALVINIZED SERVICE BROKE INSTALLED 2 REPAIR CLAMPS
. ?/LYN
RDATE :. 12/13/01

SUBDIVISION :. 00618
ROUTE :.

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(91) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07-01-02

SERVICE ORDER# :. 501964
ACCOUNT# :. 006180000000
CUSTOMER NAME :. ,
SERVICE ADDRESS :.
DATE :. 01/03/01
TYPE :. 43
FUPER :.
COMMENT :. FOUR CUSTOMERS CALLED ANSWERING SERVICE 1/3/00 BETWEEN 6:20 AM AND 7:14
: AM TO COMPLAIN OF LOW OR NO WATER PRESSURE.
: PLEASE PROVIDE RESOLUTION.
RESOLUTION :. MIKE G CHECKED EVERYTHING - CHECKED OK. UNKNOWN PROBLEM.
: 1/3/00
RDATE :. 01/03/01

SUBDIVISION :. 00618
ROUTE :.
SERVICE ORDER# :. 553245
ACCOUNT# :. 006180000000
CUSTOMER NAME :. ,
SERVICE ADDRESS :.
DATE :. 08/13/01
TYPE :. 32
FUPER :.
COMMENT :. SEVERAL CUSTOMERS HAVE CALLED OVER THE WEEKEND AND TODAY COMPLAINING
: THAT THE CL2 RESIDUAL IS TOO HIGH. THIS HAS BEEN A PROBLEM SINCE FRIDAY
: 8/10/01.
RESOLUTION :. CL2 PUMP MALFUNCTIONING DUE TO LIGHTNING
: LINES HAVE BEEN FLUSHED. PUMP RESET.
: MG/FT
RDATE :. 08/13/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 505169
ACCOUNT# :. 006180010073
CUSTOMER NAME :. FENDLETON,STEPHANIE
SERVICE ADDRESS :. 6134 LINNEAL BEACH DR
DATE :. 01/17/01
TYPE :. 32
FUPER :.
COMMENT :.
: CUSTOMER CALLED COMPLAINING OF ROTTEN EGG SMELL IN THE WATER. WATER AND
: ICE TASTE TERRIBLE.
: PAGED TO MIKE G.
RESOLUTION :. 1/17/01 CL2 RESIDUAL 1.0. SPOKE WITH CUSTOMER. HE HAS A RAIN SOFT
: SOFTNER WITH IN HOUSE FILTER. NO SMELL WHEN I ARRIVED.
: MIKE 1/17/01
: FT
RDATE :. 01/17/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 511177
ACCOUNT# :. 006181010787

(71) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB: 18:50:20 07/01/02

CUSTOMER NAME :. NEWMAN,DAVID C
SERVICE ADDRESS:.. 6008 LINNEAL BEACH DR
DDATE :. 02/13/01
TYPE :. 29
FOOPER :.
COMMENT :. DAVE NEWMAN CALLED ANSWERING SERVICE AT 7:23 PM 2/13/01 (COMPLAINING UP
. BROWN WATER COMING FROM FAUCETS.
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. FLUSHED SYSTEM. HAD TO REPAIR 2" MAIN DAY BEFORE. INFORMED CUSTOMER
. SHE MAY HAVE GOTTEN SOME DIRTY IN HER HOME LINE.
. MIKE G/FT
. 2/14/01
RDATE :. 02/14/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 511221
ACCOUNT# :. 006181010752
CUSTOMER NAME :. COHAN,SHELDON
SERVICE ADDRESS:.. 6011 LINNEAL BEACH DR
DDATE :. 02/14/01
TYPE :. 29
FOOPER :.
COMMENT :. MS. CALLED TO REPORT HER WATER IS BROWN.
. SHE WANTS SOMEONE TO COME OUT AND CHECK IT OUT.
. (407) 297-7751
RESOLUTION :. FLUSHED SYSTEM. TALKED WITH THE CUSTOMER ABOUT 2" BREAK WE HAD THE DAY
. BEFORE.
. MIKE G/FT
. 2/14/01
RDATE :. 02/14/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 513728
ACCOUNT# :. 006180010190
CUSTOMER NAME :. MAIER,BRUCE
SERVICE ADDRESS:.. 6170 LINNEAL BEACH DR
DDATE :. 02/26/01
TYPE :. 27
FOOPER :.
COMMENT :. CUSTOMER CALLED DUE TO HE NOTICED A SERVICE LINE LEAK ON THE
. CORNER OF HIS STREET. PAGED OUT TO JOHN.
RESOLUTION :. READ 1191670 REPAIED LEAK IN THE ROAD. 2" LINE. REPAIR CLAMP
. JEFF/KEVIN/FT 3/2/01
RDATE :. 03/02/01

SUBDIVISION :. 00618
ROUTE :. 618
SERVICE ORDER# :. 515278
ACCOUNT# :. 006181011070
CUSTOMER NAME :. MATARAZA,FRANK
SERVICE ADDRESS:.. 9414 SOMBRERO AVF

SUBDIVISION : 00602
ROUTE :
SERVICE ORDER# : 515287
ACCOUNT# : 006020000000
CUSTOMER NAME :
SERVICE ADDRESS :
DDATE : 03/02/01
TYPE : 26
FOOPER :
COMMENT : MAIN BREAK IN WATER LINE. CUT BY SUBCONTRACTOR FOR SPRINT.
HE CAME TO THE OFFICE TO REPORT THE CUT LINE.
RESOLUTION : INSTALLED CLAMP AROUND 6" AL. MAIN REPAIRED.
JEFF ELDER/JEFF PINDER/JAMES YINGLING
RDATE : 03/02/01

SUBDIVISION : 00602
ROUTE :
SERVICE ORDER# : 519827
ACCOUNT# : 006020000000
CUSTOMER NAME :
SERVICE ADDRESS :
DDATE : 03/18/01
TYPE : 36
FOOPER :
COMMENT : JOHN CALLED STATING KEVIN HAS SEWER BACK UP ON NOTRE DAME. I CALLED
KEVIN AND HE HAD 3 MANHOLES SURCHARGED WITH SEWAGE.
RESOLUTION : TOOK LINE TRUCK OVER TO MANHOLE IN FRONT OF 405 NOTRE DAME. RAN 10'
OF HOSE TILL I HIT BLOCKAGE OF GREASE. CLEARED BLOCKAGE. RESTORED FLOW
JEFF PINDER,FT
RDATE : 03/18/01

SUBDIVISION : 00602
ROUTE :
SERVICE ORDER# : 551940
ACCOUNT# : 006020000000
CUSTOMER NAME :
SERVICE ADDRESS :
DDATE : 08/04/01
TYPE : 39
FOOPER :
COMMENT : ALARM GOING OFF AT WEATHERSFIELD DUKE LIFT STATION.
FROM ANSWERING SERVICE 8/4/01 3:15 AM, 4:15 AM AND 5:45 AM.
RESOLUTION : #1 CHECK VALVE STUCK OPEN DUE TO BROKEN SPRING. PUT #2 ON LEAK AND
TURNED #1 OFF.
BH/FT
RDATE : 08/04/01

SUBDIVISION : 00602
ROUTE : 602
SERVICE ORDER# : 501712
ACCOUNT# : 006022010433
CUSTOMER NAME : HILL, ANITA
SERVICE ADDRESS : 124 OAK DR
DDATE : 01/03/01

(011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY OUR 16:50:37 07-01-01

TYPE : 28
FOFPR :
COMMENT : CUSTOMER IS STATING THAT WATER PRESSURE IS STEADILY DECREASING. PLEASE
: CHECK WATER PRESSURE AND TAG THE CUSTOMER'S DOOR WITH FINDINGS.
RESOLUTION : READ 1282460 MEASURED 56 PSI WHICH IS GOOD FOR AREA. LEFT TAG.
: JAMES Y/FT
RDATE : 01/03/01

SUBDIVISION : 00602
ROUTE : 602
SERVICE ORDER# : 504233
ACCOUNT# : 006020040476
CUSTOMER NAME : KING,SUMMER
SERVICE ADDRESS : 617 DUNN DR
DDATE : 01/11/01
TYPE : 43
FOFPR :
COMMENT : CUST WAS SUPPOSED TO BE TURNED ON 1/11/01. SHE CALLED ANSWERING SERV
: TO REPORT THAT SHE HAD NOT BEEN TURNED ON YET.
RESOLUTION : CUSTOMER WAS TURNED ON. WAS TURNED OFF AT CUSTOMER'S CUT OFF.
RDATE : 01/11/01

SUBDIVISION : 00602
ROUTE : 602
SERVICE ORDER# : 504550
ACCOUNT# : 006020010745
CUSTOMER NAME : POWELL,MICHELLE
SERVICE ADDRESS : 314 TULANE DR
DDATE : 01/14/01
TYPE : 41
FOFPR :
COMMENT : JUDITH SACCETT CALLED ANSWERING SERVICE AT 9:16AM SAYING PLUMBER TRYING
: TO REPIPE MAIN LINE TO SEWER.
: PLEASE PROVIDE RESOLUTION
RESOLUTION : TALKED WITH THE PLUMBER AND INFORMED HIM WE TV'D THE LINE AND IT IS
: ABOUT 7 1/2 FT DEEP. FLAGS MARKED THE AREA.
: JM/FT
RDATE : 01/13/01

SUBDIVISION : 00602
ROUTE : 602
SERVICE ORDER# : 505974
ACCOUNT# : 006022010781
CUSTOMER NAME : PHILLIPS,MARK
SERVICE ADDRESS : 177 JAY DR
DDATE : 01/22/01
TYPE : 44
FOFPR :
COMMENT : CUST HAS HAD LOW PRESSURE SINCE THE BOIL ORDER TAG WAS PLACED ON HER
: DOOR TINA 407-786-0312.X
RESOLUTION : 1/22/01 READ 842190 WATER PRESSURE 56 PSI WHICH IS NORMAL FOR AREA.
: JY/FT
RDATE : 01/22/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 514590
ACCOUNT# :. 006020040271
CUSTOMER NAME :. ALFIERI, LOUIS J
SERVICE ADDRESS :. 320 DUKE AVE
DDATE :. 02/28/01
TYPE :. 27
SUPER :. 602
COMMENT :. CUSTOMER CALLED AND STATED THAT THERE IS A LINE BETWEEN HER HOUSE AND
. THE NEIGHBORS HOUSE ON THE RIGHT HAND SIDE. THERE IS A HOLE THAT IS
. FORMING THERE AND IT IS GETTING LARGER. THE LINE IS LEAKING WATER
. PH# 407-869-9516
. PAGED JAMES YINGLING
RESOLUTION :. 2/28/01 READ 433410 HOLE NOT CAUSED BY WATER OR ANYTHING TO DO WITH
. UTILITIES INC. LEFT TAG.
. JY/FT
DATE :. 02/28/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 514654
ACCOUNT# :. 006020011244
CUSTOMER NAME :. RAMSEY, CARLA
SERVICE ADDRESS :. 406 NOTRE DAME DR
DDATE :. 03/01/01
TYPE :. 36
SUPER :.
COMMENT :. CUST HAD ROTO ROOTER OUT AND LINE WAS SNAKED OUT 65'
. THEY TOLD HER THAT IT WAS ROOTS IN OUR LINE.
. SHE WOULD LIKE TO BE REIMBURSED FOR THE ROTO ROOTER BILL.
. CARLA 407-869-7684.
. LEAVE A TAG W/FINDINGS.
RESOLUTION :. ROOTS IN LATTER OUR SIDE PIPE SHOULD BE REPLACED ASAP. ROOT INTRUSIONS
. ON AT LEAST 2 JOINTS AT DIFFERENT BELLS.
. DALE/FT 3/1/01
. .
. 3/6/01 SERVICE ORDER STILL OPEN PENDING REPLACEMENT OF THIS LINE.
. SUNSHINE BUILDERS REPLACED LINE ON SAT 3/24/01 FROM CUSTOMER'S LINE
. TO MAIN. 3/26/01 JP/FT
DATE :. 03/26/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 515282
ACCOUNT# :. 006020011003
CUSTOMER NAME :. ATWELL, LORINA
SERVICE ADDRESS :. 344 NOTRE DAME DR
DDATE :. 03/06/01
TYPE :. 36
SUPER :.
COMMENT :. CUSTOMER HAS BACKUP WHEN WASHING DISHES OR CLOTHES. WHEN USING THE
. BATH SHE CANNOT FLUSH TOILETS. PLEASE CHECK OUT AND TAG DOOR.
. WK# 407-295-2202
. LORINA ATWELL

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 18:50:27 07-01-02

RESOLUTION :. ADVISED CUSTOMER TO CALL PLUMBER AND HAVE HER LINE CHECKED.
: CS/FT
:
: 3/6/01
: CUSTOMER CALLED STATING HER NEIGHBOR'S SEWER IS CLOGGED ALSO.
: CHARLIE STAATS WILL GET SOME TO CHECK THIS TODAY. MH
: 3/7/01 UNABLE TO VIDEO. NO PLACE TO ACCESS SEWER LINE. CUSTOMER NOT AT
: HOME& UNABLE TO REACH VIA PHONE. HUNG DOOR TAG EXPLAINING TO CUST SHE
: WILL NEED TO CALL PLUMBER OUT TO CLEAN LINE. VIDEO NEIGHBOR AT 327 WEST
: ALSO BACKING UP. SHE HAD ROOTS IN HER LINE. ADVISED TO CALL PLUMBER RJJ
DATE :. 03/06/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 515422
ACCOUNT# :. 006022010558
CUSTOMER NAME :. BUTLER, MARY D
SERVICE ADDRESS :. 176 RONNIE DR
DATE :. 03/02/01
TYPE :. 43
FOFPR :.
COMMENT :. CALLED ANSWERING SERVICE AT 6:26PM TO ADVISE THAT THEY HAVE NO WATER
: NOR DO THEIR NEIGHBORS.
RESOLUTION :. MAIN BREAK. SERVICE RESTORED.
DATE :. 03/02/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 518366
ACCOUNT# :. 006020011066
CUSTOMER NAME :. QUICK, CAROL R
SERVICE ADDRESS :. 356 NOTRE DAME DR
DATE :. 03/17/01
TYPE :. 36
FOFPR :.
COMMENT :. JOHN QUICK CALLED ANSWERING SERVICE SUNDAY 3/18/01 COMPLAINING OF SEWER
: BACKING UP IN HOUSE AND WATER COMING FROM MANHOLE COVER.
: PLEASE PROVIDE RESOLUTION
RESOLUTION :. CLOGGED SEWER LINE. PICKED UP LINE . PICKED UP LINE TRUCK RAN 50' OF
: LINE AND CLEARED BLOCKAGE.
: JP/FT
DATE :. 03/18/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 522106
ACCOUNT# :. 006020011238
CUSTOMER NAME :. SMITH, HUGH
SERVICE ADDRESS :. 390 LYNCHFIELD AVE
DATE :. 04/04/01
TYPE :. 36
FOFPR :.
COMMENT :. SEWER BACKUP. STEVE 407-962-2292 EXT 20
: PAGED TO CHARLIE S.

RESOLUTION :. CUSTOMER NOTIFIED THAT PROBLEM IS ON THEIR SIDE.
 :. CALLED STEVE WHO IS WITH THE PROPERTY MANAGEMENT COMPANY.
 :. CS/FT
 RDATE :. 04/04/01

SUBDIVISION :. 00602
 ROUTE :. 602
 SERVICE ORDER# :. 522322
 ACCOUNT# :. 006020023407
 CUSTOMER NAME :. GONZALEZ, FRANCISCO A
 SERVICE ADDRESS :. 481 CITABEL DR
 RDATE :. 04/04/01
 TYPE :. 36
 SUPER :. 602
 COMMENT :. CUSTOMER CALLED AND STATED THAT SHE HAVE SEWER COMING INTO THE HOUSE
 :. PH# 407-862-1443
 :. PAGED CHARLIE STAATS
 RESOLUTION :. CHECK LIFT STATION AND MANHOLES. NO PROBLEMS FOUND. INFORMED CUSTOMER
 :. TO CONTACT PLUMBER.
 :. ND/FT
 RDATE :. 04/04/01

SUBDIVISION :. 00602
 ROUTE :. 602
 SERVICE ORDER# :. 522763
 ACCOUNT# :. 006020023283
 CUSTOMER NAME :. RATTANAVONG, KEN
 SERVICE ADDRESS :. 520 AUBURN DR
 RDATE :. 04/05/01
 TYPE :. 26
 SUPER :.
 COMMENT :. KEN RATTANAVONG CALLED ANSWERING SERVICE AT 5:24 PM 4/5/01 TO REPORT
 :. A WATER MAIN LINE BROKEN. HE CALLED BACK AT 6:03
 :. PLEASE PROVIDE RESOLUTION.
 RESOLUTION :. JEFF GOT CALLED. ON THE WAY TO THE CALL SARAH CALLED HIM BACK AND
 :. CANCELLED THE CALL. JM/FT 4/5/01
 RDATE :. 04/05/01

SUBDIVISION :. 00602
 ROUTE :. 602
 SERVICE ORDER# :. 530384
 ACCOUNT# :. 006022010325
 CUSTOMER NAME :. MONROE, RAYMOND G
 SERVICE ADDRESS :. 144 RONNIE DR
 RDATE :. 05/10/01
 TYPE :. 43
 SUPER :.
 COMMENT :. CUST HAS NO WATER.
 RESOLUTION :. CUSTOMER HAS NO WATER BECAUSE WE HAVE NO APPLICATION OR DEPOSIT ON THIS
 :. ACCOUNT. NICK TAGGED DOOR TO ADVISE OF PROBLEM.
 :. FT
 RDATE :. 05/10/01

SUBDIVISION :. 00602

ROUTE : 602
 SERVICE ORDER# : 535031
 ACCOUNT# : 006020011542
 CUSTOMER NAME : YORK,BETTY
 SERVICE ADDRESS: 487 NOTRE DAME DR
 DDATE : 05/29/01
 TYPE : 26
 FUPER :
 COMMENT : DEBBIE BLAIR CALLED ANSWERING SERVICE 5/29/01 AT 4:01PM TO REPORT
 . LEAK.
 . PLEASE PROVIDE RESOLUTION
 RESOLUTION : 4" AC WATER MAIN BUSTED IN FRONT YARD. DUG UP AND REPAIRED
 . WATER.
 . 5/31/01
 . JP/FT
 RDATE : 05/31/01

SUBDIVISION : 00602
 ROUTE : 602
 SERVICE ORDER# : 546380
 ACCOUNT# : 006020034093
 CUSTOMER NAME : SINGH,PERTAB
 SERVICE ADDRESS: 547 NOTRE DAME DR
 DDATE : 07/14/01
 TYPE : 36
 FUPER :
 COMMENT : CUSTOMER CALLED ANSWERING SERVICE 7/14/01 TO REPORT SEWER BACK UP
 . NICK INFORMED CUSTOMER TO CALL PLUMBER AND WE WILL INVESTIGATE DURING
 . BUSINESS HOURS.
 . PLEASE PROVIDE RESOLUTION
 RESOLUTION : NEIGHBOR NOT HAVING PROBLEM. NO PROBLEMS FOUND IN OUR LINE. APPEARS TO
 . BE CUSTOMER'S PROBLEM.
 . JP/FT
 RDATE : 07/18/01

SUBDIVISION : 00602
 ROUTE : 602
 SERVICE ORDER# : 548042
 ACCOUNT# : 006020023203
 CUSTOMER NAME : SCHRYVER,WILLARD G
 SERVICE ADDRESS: 469 CITADEL DR
 DDATE : 07/23/01
 TYPE : 36
 FUPER :
 COMMENT : PLEASE CHECK SEWER LINE THE CUSTOMER HAD SEWER BACK UP OVER THE
 . WEEKEND.
 . CUSTOMER HAS ALREADY HAD PLUMBER OUT TO SNAKE LINES. PER PLUMBER,
 . IT SEEMS TO BE ON OUR SIDE.
 . PAGED TO CHARLIE
 RESOLUTION : CAMERAD SEWER LINE HIT BLOCKAGE 25' FROM HOUSE. CUSTOMER WAS ON SITE
 . AND IS AWARE THE PROBLEM IS HIS.
 . JP/LYN
 RDATE : 07/23/01

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OLD SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:20 07-01-01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 549951
ACCOUNT# :. 006020023203
CUSTOMER NAME :. SCHRYVER,WILLARD G
SERVICE ADDRESS :. 469 CITADEL DR
DDATE :. 07/28/01
TYPE :. 36
FOOPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE 7/28/01 TO REPORT SEWER BACK UP
 . AT HIS HOME.
 . PLEASE PROVIDE RESOLUTION
RESOLUTION :. CUSTOMER HAS CALLED BEFORE. BLOCKAGE ON HIS SIDE NEAR DRIVEWAY. WE
 . CAMERAED HIS LINE TO THAT POINT. CUSTOMER'S PROBLEM.
 . JP/FT
RDATE :. 07/31/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 551461
ACCOUNT# :. 006020040141
CUSTOMER NAME :. NALBONE,JOSEPH M
SERVICE ADDRESS :. 308 NORTHWESTERN AVE
DDATE :. 08/06/01
TYPE :. 36
FOOPER :.
COMMENT :. CUST SAYS THE SEWER IS OVERFLOWING.
 . IT IS IN FRONT OF HER NEIGHBORS HOUSE, AND HER CONCERN IS THAT IT WILL
 . MESS UP HER PLANTS.
RESOLUTION :. NOT OUR SEWER. THIS IS STORM WATER.
 . ?/FT
RDATE :. 08/06/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 552714
ACCOUNT# :. 006020010459
CUSTOMER NAME :. ANDERSON JR,MELVIN
SERVICE ADDRESS :. 387 TULANE DR
DDATE :. 08/09/01
TYPE :. 30
FOOPER :. 602
COMMENT :. CUSTOMER HAS PARTICLES IN THEIR WATER AND HAS SAVED SAMPLES
 . PAGED BG @ 12:55 PM
RESOLUTION :. 8/9/01 THIS IS A PLANT PROBLEM- NOT FOR FIELD.
 . JP/FT
 . BRIAN WAS PAGED OUT. PUT IN HIS BOX FOR RESOLUTION. JEFF
RDATE :. 08/09/01

SUBDIVISION :. 00602
ROUTE :. 602
SERVICE ORDER# :. 559147
ACCOUNT# :. 006020011602
CUSTOMER NAME :. BECERRA,JACQUELINE

SERVICE ADDRESS: 401 BAYLOR AVE
 DATE : 09/06/01
 TYPE : 36
 PAPER :
 COMMENT : PAGED TO CHARLIE G.
 . OWNER MARLENE TIMBLEY, CAME INTO THE OFFICE TO REPORT ROOTS IN OUR
 . LINE. PLUMBER CAMERATED SEWER. 407-866-0216.
 RESOLUTION : 9/11/01 MET W/CUSTOMER AND PLUMBER. ROOTS IN OUR LINE. PLUMBER WAS
 . ABLE TO CUT ROOTS OUT TO RESTORE FLOW FOR THE WEEKEND. WE WILL REPLACE
 . BAD SECTION OF PIPE ON 9/11/01.
 . 9/7/01 JP/FT
 RDATE : 09/11/01

SUBDIVISION : 00602
 ROUTE : 602
 SERVICE ORDER# : 567150
 ACCOUNT# : 006020011979
 CUSTOMER NAME : FOUNDER, ALVIS
 SERVICE ADDRESS: 300 CLEMSON DR
 DATE : 10/12/01
 TYPE : 36
 PAPER : 602
 COMMENT : CUSTOMER HAD A SEWER BACKUP AND CALLED A PLUMBER TO FIX THE BACKED UP
 . SEWER. ROOTS WERE IN THE LINE WHICH CAUSED THE BACKUP. PLUMBER STATED
 . THAT ROOTS IN LINE WERE IN OUR LINE.
 . PLEASE CHECK OUT WHOSE RESPONSIBILITY THE BACK UP IS
 . CONTACT PERSON : TRACY BRAGG @ 407-862-2476.
 RESOLUTION : CAMERA'D SEWER LINE. UNABLE TO DETERMINE WHERE PROBLEM WAS DUE TO LINE
 . BEING BLOCKED UP. CALLED TOMS SEWER & CAMERA OUT TO ROD (CLEAN) LINE.
 . RE-CAMERED LINE AND FOUND PROBLEM FOR CUSTOMER. ROOT COMING INTO HIS
 . LINE FROM TREE IN HIS YARD. SPOKE WITH CUSTOMER , TRACY BRAGG, AND HE
 . IS AWARE OF PROBLEM. 10/15/01 JP/FT
 RDATE : 10/15/01

SUBDIVISION : 00602
 ROUTE : 602
 SERVICE ORDER# : 570563
 ACCOUNT# : 006020010597
 CUSTOMER NAME : KOHLBECK, FRANCES
 SERVICE ADDRESS: 352 TULANE DR
 DATE : 10/25/01
 TYPE : 28
 PAPER : 602
 COMMENT : CUSTOMER HAS VERY LOW WATER PRESSURE SINCE LAST NIGHT
 . FRANCES @ 407-865-7570
 . PAGED CS AT 10:45 AM
 RESOLUTION : READ 147140 10/25/01
 . CHECKED WATER PRESSURE AT 60 PSI. NO PROBLEM. SPOKE W/CUSTOMER, THE
 . ONLY PROBLEM SHE HAD WAS IN KITCHEN FAUCET. TOLD HER HOW TO CLEAN THE
 . SCREEN.
 . JP/FT
 RDATE : 10/25/01

SUBDIVISION : 00602

ROUTE : 602
 SERVICE ORDER# : 571567
 ACCOUNT# : 006020040055
 CUSTOMER NAME : CABALLERO,FABLAN
 SERVICE ADDRESS: 380 NORTHWESTERN AVE
 DDATE : 10/31/01
 TYPE : 46
 FOPER :
 COMMENT : READ AND LOCK OFF. TAG FOR NEW.
 RESOLUTION : CUSTOMER CANCELLED SO WHEN TECH. ARRIVED AT HOUSE.
 : JY/FT
 RDATE : 10/31/01

SUBDIVISION : 00602
 ROUTE : 602
 SERVICE ORDER# : 574491
 ACCOUNT# : 006020040503
 CUSTOMER NAME : CALHOUN,DARRELL F
 SERVICE ADDRESS: 350 DUKE AVE
 DDATE : 11/10/01
 TYPE : 39
 FOPER :
 COMMENT : CHRIS VEST CALLED THE ANSWERING SERVICE AT 12:06PM 11/10/01 TO
 : REPORT ALARM GONG OFF AT CORNER OF WEATHERSFIELD & DUKE
 : PLEASE PROVIDE RESOLUTION
 RESOLUTION : HIGH LEVEL ALARM ON LIFT STAT DUE TO HIGH FLOW AT STATION. NO OVERFLOW
 : 11/10/01 ND/FT
 RDATE : 11/10/01

SUBDIVISION : 00602
 ROUTE : 602
 SERVICE ORDER# : 577768
 ACCOUNT# : 006020010665
 CUSTOMER NAME : COVINGTON,SABRINA D
 SERVICE ADDRESS: 334 TULANE DR
 DDATE : 11/28/01
 TYPE : 43
 FOPER :
 COMMENT : CUSTOMER CALLED STATING SHE HAS NO WATER.
 : PAGED TO JEFF.
 RESOLUTION : READ 393461 CUSTOMERS SERVICE LINE TO HOUSE BROKEN. SHUT OFF WATER AT
 : METER AND INFORMED CUSTOMER. 11/28/01 JF/FT
 RDATE : 11/28/01

SUBDIVISION : 00602
 ROUTE : 602
 SERVICE ORDER# : 582033
 ACCOUNT# : 006020010253
 CUSTOMER NAME : RIVERA,LEONARDO
 SERVICE ADDRESS: 434 TULANE DR
 DDATE : 12/19/01
 TYPE : 36
 FOPER :
 COMMENT : CUST HAD SEWER LINES CLEANED. ARS TOLD HER TO HAVE US CAMERA THE LINES.

RESOLUTION : . BECAUSE THEY SAY THE CLOG IS ON OUR SIDE.
: . LEO 407-774-8164
: . 12/31/01 CHECKED LINE WITH CAMERA & FOUND NO PROBLEM. HAVE VIDEO.
: . CHARLIE 12/31/01
RDATE : . 12/19/01

SUBDIVISION : . 00604
ROUTE : .
SERVICE ORDER# : . 513392
ACCOUNT# : . 006040000000
CUSTOMER NAME : . ,
SERVICE ADDRESS : .
DDATE : . 02/22/01
TYPE : . 26
FUPER : .
COMMENT : . HAD CALLED TO ANSWERING SERVICE FROM FOLLOWING ADDRESSES DUE TO NO WATER
: . BETWEEN 5:19 AND 5:28 PM 2/22/01:
: . 700 OAKLAND RD
: . 1075 GREGORY DR
: . 1065 GREGORY DR
RESOLUTION : . THIS WAS DUE TO MAIN BREAK AT PLANT.
: . OPERATORS WERE ON SITE MAKING REPAIRS AT THAT TIME.
: . FT
RDATE : . 02/22/01

SUBDIVISION : . 00604
ROUTE : . 604
SERVICE ORDER# : . 505171
ACCOUNT# : . 006040010981
CUSTOMER NAME : . SHUE, THOMAS E
SERVICE ADDRESS : . 501 OAK LN
DDATE : . 01/18/01
TYPE : . 29
FUPER : . 604
COMMENT : . CUSTOMER HAS MUD COLORED WATER AND HAS BEEN THIS WAY FOR A LONG
: . TIME.
: . PLEASE TALK TO CUSTOMER RE: SITUATION IF CUSTOMER IS NOT HOME TAG
: . HOUSE WITH SOLUTION.
RESOLUTION : . FLUSHED LINE. TALKED WITH THE CUSTOMER .
: . LINE CLEARED UP. END OF LINE.
: . MIKE G/FT
RDATE : . 01/18/01

SUBDIVISION : . 00604
ROUTE : . 604
SERVICE ORDER# : . 506189
ACCOUNT# : . 006040010981
CUSTOMER NAME : . SHUE, THOMAS E
SERVICE ADDRESS : . 501 OAK LN
DDATE : . 01/23/01
TYPE : . 31
FUPER : .
COMMENT : . CUSTOMER SAID THAT EVERY SINCE WE FLUSHED THE LINES HE HAD A PROBLEM
: . WITH AIR IN THE LINES.

CALL SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:00 07-01-02

RESOLUTION : (HE SAID THE PUMPING STATION IS PUMPING AIR IN HIS LINES.)
: CALLED TO MIKE G. HE WILL CHECK THIS OUT.
: JM/FT
ROATE : 01/23/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 509450
ACCOUNT# : 006040022855
CUSTOMER NAME : FREEMAN,PAUL
SERVICE ADDRESS: 1060 DRUID DR
DATE : 02/06/01
TYPE : 27
FOPER :
COMMENT : CUSTOMER HAS A BROKEN WATER LINE BY THE STREET.
: CONTACT LISA FREEMAN @ 407-875-5000 EXT. 5240
: CALLED TO JOHN.

RESOLUTION : REPAIRED 3" AC MAIN BREAK.
: READ 1617880
: DALE/KEV/FT
: 2/6/01
ROATE : 02/06/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 513181
ACCOUNT# : 006040022334
CUSTOMER NAME : GAIDRY,JOSEPH T
SERVICE ADDRESS: 1035 DRUID DR
DATE : 02/22/01
TYPE : 43
FOPER : 604
COMMENT : CUSTOMER CALLED AND STATED THAT SHE HAVE NO WATER
: PAGED JAMES Y

RESOLUTION : PLANT PROBLEM. APPROX 60 HOMES WITHOUT WATER. HUNG WATER TAGS.
: JY/FT
ROATE : 02/22/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 513690
ACCOUNT# : 006040022862
CUSTOMER NAME : PHILLIPS,EDWARD
SERVICE ADDRESS: 1050 DRUID DR
DATE : 02/24/01
TYPE : 28
FOPER :
COMMENT : EDWARD PHILLIPS CALLED THE ANSWERING SERVICE AT 11:47 AM NAT 2/24/01 TO
: REPORT LOW PRESSURE.
: PLEASE PROVIDE RESOLUTION

RESOLUTION : CHANGED OUT VALVES AT PLANT. CHECKED CLAY VALVE.
: MG/FT
ROATE : 02/24/01

0410 SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 040 BY SUB 1645000 07-01-02

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 523914
ACCOUNT# : 006040010981
CUSTOMER NAME : SHUE, THOMAS E
SERVICE ADDRESS : 501 OAK LN
DDATE : 04/12/01
TYPE : 29
FOFFER : 604
COMMENT : CUSTOMER HAS RED SEDIMENT IN THEIR WATER
PLEASE FLUSH SYSTEM AND TAG HOUSE WHEN COMPLETED.
RESOLUTION : MIKE G FLUSHED LINES 4/12/01 AND TAGGED THE HOUSE.
RDATE : 04/12/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 525179
ACCOUNT# : 006040010981
CUSTOMER NAME : SHUE, THOMAS E
SERVICE ADDRESS : 501 OAK LN
DDATE : 04/17/01
TYPE : 28
FOFFER : 604
COMMENT : CUSTOMER HAS VERY LOW PRESSURE AND STILL HAS RED MUD IN HIS LINE
PLEASE RESOLVE AND TAG HOUSE WHEN COMPLETED
PAGED MG @ 3:25 PM
RESOLUTION : MIKE FLUSHED THE LINE AND WE WILL INSTALL A BLOW OFF SO WE CAN FLUSH
THE LINE EVERY WEEK. INSTALLED IN LINE BLOW OFF AND FLUSHED SYSTEM.
4/17/01
DALE/KEVIN/FT
RDATE : 04/17/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 524991
ACCOUNT# : 006040011564
CUSTOMER NAME : ARCH, JAMES
SERVICE ADDRESS : 605 LAKE SHORE DR
DDATE : 04/17/01
TYPE : 32
FOFFER : 604
COMMENT : MS. ARCH CALLED SHE SAID HER WATER HAS TOO MUCH CHLORINE IN IT.
SHE TOOK HER SHOWER AND THE WATER IS LIKE WATER FROM A POOL.
SHE CANNOT DRINK THE WATER AND IT HAS TO BE BAD FOR YOUR SKIN.
PLEASE CHECK IT OUT. PAGED TO MIKE GAVALETZ.
RESOLUTION : FLUSHED THE SYSTEM AND HUNG DOOR TAG TO INFORM THE CUSTOMER
MG/FT
RDATE : 04/19/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 529749
ACCOUNT# : 006040011554
CUSTOMER NAME : LOFFER, EDNA

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUR 16:50:22 07:01:01

SERVICE ADDRESS: 603 LAKE SHORE DR
DDATE : 05/09/01
TYPE : 28
RUPER : 604
COMMENT : MS. CALLED WANTING HER WATER PRESSURE CHECKED. SHE SAID SHE CANNOT RUN
HER DISHWASHER AND HAVE WATER SOMEWHERE ELSE. PLEASE SPEAK WITH CUSTOMER
OR TAG DOOR WITH FINDINGS. SHE SAID THIS IS AN EVERY DAY PROBLEM...
RESOLUTION : READ 2309830
CUSTOMER HAS 36 PSI AT HOSE BIB. NEIGHBOR AT 601 HAS 52PSI AT HOSE BIB.
NOT A LOT OF FLOW ON SERVICE LINE WHEN I PULLED METER AND HOOKED RISER U
UP AND FLOWED LINE FREELY OUT OF METER BOX. HOUSE IS SPLIT INTO 2 UNITS.
TALKED WITH THE CUSTOMER.
KEVIN/FT
RDATE : 05/10/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 532225
ACCOUNT# : 006040010582
CUSTOMER NAME : GRUNDERMAN,LEONE
SERVICE ADDRESS: 510 FAITH TER
DDATE : 05/18/01
TYPE : 28
RUPER : 604
COMMENT : PLEASE CHECK FOR LOW WATER PRESSURE
PH. 407-834-5268
RESOLUTION : CHECKED PRESSURE 51 PSI LOWEST 57 PSI HIGHEST
PRESSURE OK READ 2029910
METER #6031766
JH/FT
5/21/01 READ 2031380 PH/FT
RDATE : 05/18/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 539886
ACCOUNT# : 006040010981
CUSTOMER NAME : SHUE,THOMAS E
SERVICE ADDRESS: 501 OAK LN
DDATE : 05/25/01
TYPE : 29
RUPER :
COMMENT : CUSTOMER CALLED DUE TO MUD IN THE WATER.
PLEASE BLOW OFF FOR CUSTOMER. TAG DOOR TO LET HIM KNOW YOU WERE THERE.
PAGED TO MIKE G.
RESOLUTION : HUNG DOOR TAG INFORMING CUSTOMER WE FLUSHED THE LINE FOR 30 MIN.
M GAVALETZ 5/25/01
FT
RDATE : 05/25/01

SUBDIVISION : 00604
ROUTE : 604
SERVICE ORDER# : 542869

COLD SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY JOB 162501 07/01/01

ACCOUNT# : 006040011341
 CUSTOMER NAME : JAEB,CHARLES
 SERVICE ADDRESS: 638 WOODLEY RD
 DOATE : 06/29/01
 TYPE : 28
 FOPER :
 COMMENT : CUSTOMER IS EXPERIENCING LOW WATER PRESSURE
 . PAGED TO JOHN HE WILL CALL THE CUSTOMER.
 RESOLUTION : CUSTOMER PROBLEM. HAD PLUMBING DONE. THEY ARE CALLING PLUMBER BACK.
 . JM/FT
 RDATE : 06/29/01

SUBDIVISION : 00604
 ROUTE : 604
 SERVICE ORDER# : 544019
 ACCOUNT# : 006040010571
 CUSTOMER NAME : WINNINGHAM,CLAUDE
 SERVICE ADDRESS: 508 FAITH TER
 DOATE : 07/05/01
 TYPE : 43
 FOPER :
 COMMENT : CUSTOMER CALLED ANSWERING SERVICE COMPLAINING OF NO WATER
 . CALL CAME IN AT 6:00PM 7/5/01
 RESOLUTION : SOMEONE SHUT OFF THE HOUSE VALVE.
 . TURNED VALVE ON.
 . JE/FT
 RDATE : 07/05/01

SUBDIVISION : 00604
 ROUTE : 604
 SERVICE ORDER# : 546097
 ACCOUNT# : 006040022268
 CUSTOMER NAME : ATORRESAGASTI,BEATRIZ
 SERVICE ADDRESS: 1025 GREGORY DR
 DOATE : 07/16/01
 TYPE : 28
 FOPER :
 COMMENT : CUSTOMER CALLED DUE TO LOW WATER PRESSURE.
 . PAGED TO MIKE G.
 RESOLUTION : CUSTOMER CALLED BACK TO SAY HE HAS RESOLVED PROBLEM
 RDATE : 07/16/01

SUBDIVISION : 00604
 ROUTE : 604
 SERVICE ORDER# : 546242
 ACCOUNT# : 006040010311
 CUSTOMER NAME : MATHENS,GEORGE
 SERVICE ADDRESS: 522 LAKE SHORE DR
 DOATE : 07/14/01
 TYPE : 28
 FOPER :
 COMMENT : RICHARD & SHEILA MATTHEWS CALLED THE ANSWERING SERVICE AT 11:47 AM ON
 . SAT. 7/14/01 COMPLAINING OF LOW WATER PRESSURE.
 . 407-628-0931

RESOLUTION : . PLEASE PROVIDE RESOLUTION.
: . 7/14/01 NICK CALLED THE CUSTOMER AND SHE INFORMED HIM THAT HAS AN UN-
: . GOING PROBLEM. WE WILL CHECK IT OUR AND GET RESURE READ).
: .
: . 7/19/01 READ 831630 N/A. 69PSI SPOKE WITH CUSTOMER. THEY BYPASSED
: . WATER SOFTNER AND HAD THE PRESSURE BACKED TO NORMAL. THIS IS A CUSTOMER
: . PROBLEM. PH/FT
RDATE : . 07/14/01

SUBDIVISION : . 00604
ROUTE : . 604
SERVICE ORDER# : . 553011
ACCOUNT# : . 006040011093
CUSTOMER NAME : . DICE,NANCY
SERVICE ADDRESS : . 518 GRANOLE RD
DDATE : . 08/10/01
TYPE : . 32
ROPER : .
COMMENT : . 5/29/01 R=504350
: . 8/1/01 R=515400 H/C
: . LEAK?

RESOLUTION : . READ=516880
: . NO LEAKS.
: . PH/FT/LW
: .
: .

RDATE : . 08/09/01

SUBDIVISION : . 00604
ROUTE : . 604
SERVICE ORDER# : . 556287
ACCOUNT# : . 006040022133
CUSTOMER NAME : . FACE,TARA
SERVICE ADDRESS : . 1075 GREGORY DR
DDATE : . 08/27/01
TYPE : . 28
ROPER : . 604
COMMENT : . CUSTOMER COMPLAINS OF CONTINUAL LOW PRESHURE PROBLEMS
: .
: . PLEASE CHECK AND TAG HOME WITH FINDINGS
: .
: .

RESOLUTION : . 40 PSI @ 10:30 AM
: . MR 1999570

RDATE : . 08/27/01

SUBDIVISION : . 00604
ROUTE : . 604
SERVICE ORDER# : . 560284
ACCOUNT# : . 006040011451
CUSTOMER NAME : . MULVANEY,KEITH
SERVICE ADDRESS : . 623 WOODLEY RD
DDATE : . 09/13/01
TYPE : . 29

FOPER :.
 COMMENT :. CUSTOMER CALLED ON 9/12/01 @ 2:00PM DUE TO BROWN WATER. THE CUSTOMER
 . WILL RUN WATER AT HOSE BIB TO SEE IF CLEAR UP. TALKED WITH JOHN WILL
 . ****FLUSH LINE IN THE MORNING ON 9/13/01****
 RESOLUTION :. FLUSHED THE SYSTEM. TALKED WITH THE CUSTOMER
 . 10:00AM
 . MIKE 9/13/01
 RDATE :. 09/13/01

SUBDIVISION :. 00604
 ROUTE :. 60
 SERVICE ORDER# :. 564563
 ACCOUNT# :. 006040011193
 CUSTOMER NAME :. WYMAN,RICHARD M
 SERVICE ADDRESS :. 638 MAGNOLIA DR
 DDATE :. 10/01/01
 TYPE :. 28

FOPER :.
 COMMENT :. CUSTOMER HAS HAD A DROP IN WATER PRESSURE.
 . PAGED TO DALE
 RESOLUTION :. READ 630750 CUSTOMER'S HOUSE VALVE WAS HALF WAY OFF. 50 PSI AT HOSE
 . BIB. 10/1/01 DALE/FT
 RDATE :. 10/01/01

SUBDIVISION :. 00604
 ROUTE :. 604
 SERVICE ORDER# :. 565963
 ACCOUNT# :. 006040010981
 CUSTOMER NAME :. SHUE,THOMAS E
 SERVICE ADDRESS :. 501 OAK LN
 DDATE :. 10/05/01
 TYPE :. 29
 FOPER :. 604

COMMENT :. CUSTOMER HAS MUD IN THEIR LINES
 . SYSTEM NEEDS TO BE FLUSHED.
 . PAGED JM @ 10:00 AM
 RESOLUTION :. FLUSHED THE LINES ON 10/4/01 & MAY HAVE GOT A LITTLE DIRT INTO HIS LINES
 . RAN THE OUTSIDE HOSEBIB & THE WATER WAS CLEAR.
 . MG/LYN
 RDATE :. 10/05/01

SUBDIVISION :. 00604
 ROUTE :. 604
 SERVICE ORDER# :. 568228
 ACCOUNT# :. 006040011109
 CUSTOMER NAME :. CARDINALE,NANCY
 SERVICE ADDRESS :. 520 ORANOLE RD
 DDATE :. 10/16/01
 TYPE :. 29
 FOPER :. 604

COMMENT :. CUSTOMER HAS BROWN WATER
 . SYSTEM MAY NEED TO BE FLUSHED
 RESOLUTION :. CALLED MIKE G AND HE FLUSHED THE LINES.
 . MG/JM/FT

RODATE : 10/17/01

SUBDIVISION : 00604
 ROUTE : 604
 SERVICE ORDER# : 582448
 ACCOUNT# : 006040010443
 CUSTOMER NAME : BROOKS,MICHAEL L
 SERVICE ADDRESS: 507 LAKE SHORE DR
 DOATE : 12/20/01
 TYPE : 32
 SUPER : 604
 COMMENT : CSUTOMER STATES THAT THE CHLORINE IS VERY STRONG AND HAS BEEN SO FOR
 . THE PAST 2 YEARS. PLEASE TEST CHLORINE LEVEL AT THE CUSTOMERS HOUSE
 . PLEASE SPEAK TO THE CUSTOMER ABOUT THE PROBLEM
 RESOLUTION : CALLED MIKE & HE CHECKED
 . THE HOUSE HAD 1.7 RESIDUAL YESTERDAT 12/19/01 .M/FT
 RODATE : 12/19/01

SUBDIVISION : 00606
 ROUTE : 606
 SERVICE ORDER# : 540885
 ACCOUNT# : 006060010683
 CUSTOMER NAME : REYNOLDS,CHERYL
 SERVICE ADDRESS: 804 RICHBEE DR
 DOATE : 06/26/01
 TYPE : 30
 SUPER :
 COMMENT : CUST SAYS THAT HER SERV WAS TURNED ON ON 6/22/01. THERE WAS SO MUCH
 . SAND IN THE LINE THAT IT DESTROYED THE INSIDE OF THE TOILET AND
 . POSSIBLY THE ICE MAKER. SHE WOULD LIKE TO BE REIMBURSED. ALSO SHE
 . WAS TOLD THAT A NOTE WAS LEFT ON THE DOOR BY US. BUT SHE HAS ONLY TOLD
 . ABOUT IT & DID NOT SEE IT. CHERYL 407-774-7460
 RESOLUTION : READ 1744940 TALKED WITH CUSOTMER AND EXPLAINED WHAT WE DID. CUSTOMER
 . IS SATISFIED THAT WE DID NOT CAUSE PROBLEM.
 . CS/FT
 RODATE : 06/26/01

SUBDIVISION : 00606
 ROUTE : 606
 SERVICE ORDER# : 568119
 ACCOUNT# : 006060010065
 CUSTOMER NAME : PARISH,DANNY
 SERVICE ADDRESS: 803 RICHBEE DR
 DOATE : 10/16/01
 TYPE : 32
 SUPER :
 COMMENT : PAGED GREG LEC
 . CUST STATES HER WATER TASTES LIKE CLR.
 . THE SMELL IS MAKING HER SICK.
 RESOLUTION : 10/16/01 READ 2436550 N/L
 . CLR AT PLANT 1.5. CHECKED CLR AT CUSTOMER OUTSIDE TAP 1.5. (0.8 RESIDU-
 . UAL SAME AS PLANT). SPOKE WITH CUSTOMER AN EXPLAINED THAT CLR RESIDUAL
 . OBTAINED IS NORMAL FOR PLANT AND SERVICE AREA.
 . MG/FT

RODATE : 10/16/01

SUBDIVISION : 00608
ROUTE : 608
SERVICE ORDER# : 511859
ACCOUNT# : 006080010289
CUSTOMER NAME : CONGDEN,MILD
SERVICE ADDRESS: 112 LAKE MINNIE DR
DDATE : 02/19/01
TYPE : 36
FOPER :
COMMENT :
. CUSTOMER AT 114 LAKE MINNIE SAID SHE WAS TOLD HER SEWER PROBLEMS WERE
. CAUSED BY PROBLEMS AT 112 LAKE MINNIE. THE OWNER OF THIS HOUSE, JUDY
. RYAN, CALLED AND ASKED IF WE COULD TV HER LINE AND FIND OUT WHAT THE
. PROBLEM MAY BE. SHE MAY BE REACHED AT 407-420-9533 WK #407-336-3330
. CELL PHONE #407-342-8785
RESOLUTION : CUSTOMER PROBLEM. ROOTS IN LATERAL IN YARD OF 114 LAKE MINNIE NEAR
. 112 LATERAL. JEFF AND DALE 2/19/01
. BELONGS TO CITY OF SANFORD.
. 2/19/01
RODATE : 02/19/01

SUBDIVISION : 00608
ROUTE : 608
SERVICE ORDER# : 559435
ACCOUNT# : 006080010037
CUSTOMER NAME : OMEY,BRENDA
SERVICE ADDRESS: 104 S DRIFTWOOD LN
DDATE : 09/07/01
TYPE : 28
FOPER : SAN
COMMENT :
. MR. HAS VERY, VERY LOW WATER PRESSURE.
. .
. .
. PAGED TO JOHN
RESOLUTION : SPOKE WITH THE CUSTOMER AND HE HAD A LIGHTNING HIT AND I INFORMED HIM I
. CHECK HIS AERATORS AND HE CLEANED THEM AND THE PRESS WAS OK. JM/FT
RODATE : 09/07/01

SUBDIVISION : 00608
ROUTE : 608
SERVICE ORDER# : 560382
ACCOUNT# : 006080010037
CUSTOMER NAME : OMEY,BRENDA
SERVICE ADDRESS: 104 S DRIFTWOOD LN
DDATE : 09/12/01
TYPE : 28
FOPER : SAN
COMMENT :
. CUSTOMER CALLED AND STATED THAT HE HAS VERY LOW WATER PRESSURE.
. PH# 407-321-8589
. PAGED TO FIELD ON CALL
RESOLUTION : CUSTOMER STATED PRESSURE AT CURB STOP WAS 18 LBS. INFORMED CUSTOMER I
. WOULD WRITE SERVICE ORDER UP ON IT AND SOMEONE WOULD BE OUT AS SOON AS

. THEY COULD.
. BUCK H/FT
. 9/13/01 READ 447350 PRESSURE AT 9:30 AM 20 PSI - 3 HOURES ON THE CUL
. DE SAC AND THEY ALL HAVE 20 PSI ON A 2" MAIN LINE. THE MAIN LINE HAS
. 60 PSI. WE ARE STILL INVESTIGATING WHY. TALKED TO CUSTOMER. JM/FT

RDATE : 09/12/01

SUBDIVISION : 00608
ROUTE : 608
SERVICE ORDER# : 567164
ACCOUNT# : 006080011022
CUSTOMER NAME : WATSON,ROBERT G
SERVICE ADDRESS: 433 RIDGE DR
RDATE : 10/11/01
TYPE : 28
FOPER : SAN

COMMENT : MR. CALLED STATING THEY HAVE VERY LOW PRENSURE. HE RECENTLY HAD SOME
. WORK DONE AND REPAIRS WERE MADE. HOWEVER, HE THINKS OUR VALVE IS NOT
. ON ALL THE WAY.
. PLEASE CHECK TO SEE IF VALVE IS ON AND WHY CUSTOMER HAS LOW PRESSURE.
. PAGED TO JOHN

RESOLUTION : 10/17/01 INSTALLED A NEW 3/4" ANGLE CURBSTOP.
. DALE/KEVIN/CLAY

RDATE : 10/11/01

SUBDIVISION : 00610
ROUTE : 610
SERVICE ORDER# : 507626
ACCOUNT# : 006101010913
CUSTOMER NAME : DIAMOND,KYLE E
SERVICE ADDRESS: 101 PAR PL
RDATE : 01/26/01
TYPE : 43

COMMENT : CUST HAS NOTHING BUT AIR COMING OUT OF HER TAP.
. PAGED TO JOHN M.

RESOLUTION : ROBERT WAS FLUSHING THE SYSTEM AND FILLING THE HYDRO TANK CAUSING LOW
. PRESSURE IN THIS AREA. INFORMED THE CUSTOMER.
. JE/FT 1/26/01

RDATE : 01/26/01

SUBDIVISION : 00610
ROUTE : 610
SERVICE ORDER# : 527047
ACCOUNT# : 006101010714
CUSTOMER NAME : CALHOUN,TIMOTHY E
SERVICE ADDRESS: 517 RANTOUL LN
RDATE : 04/22/01
TYPE : 28

COMMENT : CUSTOMER CALLED COMPLAINING OF LOW PRESSURE
RESOLUTION : LOW PRESSURE CAUSED BY A PLANT PROBLEM.
. NICK/FT

. (THIS SERVICE ORDER FROM THE SERVICE CALL RESPONSE FORM. I NEVER
. RECEIVED ANYTHING FROM THE ANSWERING SERVICE.)

RDATE :. 04/27/01

SUBDIVISION :. 00610

ROUTE :. 610

SERVICE ORDER# :. 529388

ACCOUNT# :. 006101010956

CUSTOMER NAME :. DYCUS,TIMOTHY A

SERVICE ADDRESS :. 109 PAR PL

DDATE :. 05/05/01

TYPE :. 29

PAPER :.

COMMENT :. BRIDGET DYCUS CALLED THE ANSWERING SERVICE ON 5/5/01 AT 9:53AM (H)

. COMPLAIN OF VERY YELLOW WATER.

. PLEASE PROVIDE RESOLUTION

. 407-324-5502

RESOLUTION :. READ 1612260 5/5/01

. FRANK CHECKED OUT THE YELLOW WATER AND FLUSHED THE SYSTEM.

. CUSTOMER WAS HAPPY.

. FRANK/FT

RDATE :. 05/08/01

SUBDIVISION :. 00610

ROUTE :. 610

SERVICE ORDER# :. 530687

ACCOUNT# :. 006101010956

CUSTOMER NAME :. DYCUS,TIMOTHY A

SERVICE ADDRESS :. 109 PAR PL

DDATE :. 05/11/01

TYPE :. 29

PAPER :.

COMMENT :. PAGED TO JOHN M.

. TIM 407-324-5502 EXTREMELY YELLOW WATER. LINES USED TO BE FLUSHED OFTEN.

. CUST REQUESTS A CALL FROM FIELD SUPERVISOR. PLEASE GO BACK TO FLUSHING

. OFTEN. THIS IS AN ON GOING PROBLEM.

. GIVEN TO FRANK MCCORD. HE WILL GO OUT.

RESOLUTION :. PROBLEM IN CUSTOMER'S PLUMBING. (JUST HAVO WATER SOFTNER SERVICE).

. FRANK PULLED METER. SHOWED CUSTOMER THAT WATER GOING INTO HOUSE WAS

. CLEAN. CUSTOMER AGREED - WILL CALL SOFTNER MANUFACTURER.

. SCOTTY/FT

RDATE :. 05/11/01

SUBDIVISION :. 00610

ROUTE :. 610

SERVICE ORDER# :. 539534

ACCOUNT# :. 006101010956

CUSTOMER NAME :. DYCUS,TIMOTHY A

SERVICE ADDRESS :. 109 PAR PL

DDATE :. 05/23/01

TYPE :. 46

PAPER :. SAN

COMMENT :. MS. CALLED BECAUSE HER WATER IS BROWN & CHUNKY. SHE WANTS US TO COME

. OUT & FLUSH THE LINES. SHE ALSO REQUESTS THAT SOMEONE COME OUT FRIDAY

. TO MEET WITH HER WATER SOFTNER COMPANY TO POSSIBLY ELIMINATE THIS
 . PROBLEM
 . PAGED TO FRANK McCORD
 RESOLUTION : . CUSTOMER HAS WATER SOFTNER- (CUSTOMER WAS TOLD TO HAVE IT CHECKED). MITTE
 . WAS PULLED - WATER WAS CLEAR. SHOWED & EXPLAINED TO CUSTOMER.
 . NOT OUR PROBLEM.
 . FRANK/FT
 RDATE : . 06/25/01

SUBDIVISION : . 00610
 ROUTE : . 610
 SERVICE ORDER# : . 536235
 ACCOUNT# : . 006101010913
 CUSTOMER NAME : . DIAMOND,KYLE E
 SERVICE ADDRESS : . 101 PARR PL
 DATE : . 06/05/01
 TYPE : . 29
 FOPER : .
 COMMENT : . CUSTOMER CALLED ANSWERING SERVICE AT 7:13PM 6/4/01 TO COMPLAIN THAT THE
 . WATER IS ORANGE.
 RESOLUTION : . FLUSHED THE LINE ON PARR AT 2 DIFFERENT FLUSHING POINTS-
 . FM/FT
 . 6/5/01
 RDATE : . 06/05/01

SUBDIVISION : . 00610
 ROUTE : . 610
 SERVICE ORDER# : . 541078
 ACCOUNT# : . 006100020021
 CUSTOMER NAME : . AGEE,JAMES W
 SERVICE ADDRESS : . 505 N COUNTRY CLUB RD
 DATE : . 06/23/01
 TYPE : . 29
 FOPER : .
 COMMENT : . CUSTOMER CALLED ANSWERING SERVICE COMPLAINING OF YELLOW WATER.
 RESOLUTION : . FLUSH THE BLOW OFF. CUSTOMER WAS SATISFIED.
 . MICKEY/FT
 . 6/23/01
 RDATE : . 06/23/01

SUBDIVISION : . 00610
 ROUTE : . 610
 SERVICE ORDER# : . 547405
 ACCOUNT# : . 006101010111
 CUSTOMER NAME : . STEELE,VONCILLE M
 SERVICE ADDRESS : . 103 KINGSWOOD CT
 DATE : . 07/19/01
 TYPE : . 28
 FOPER : .
 COMMENT : . MRS STEELE HAS LOW PRESSURE. TAG DOOR W/FINDINGS.
 . 407-322-7297
 RESOLUTION : . FRANK CHECK THE HOUSE AND SPOKE WITH THE CUSTOMER. PRESSURE SPROU AT
 . 9:00AM. SHE HAD LOW PRESSURE AT 1:00 AM NO KNON REASON.
 . JM/FT

RDATE :. 07/19/01

SUBDIVISION :. 00610
ROUTE :. 610
SERVICE ORDER# :. 557138
ACCOUNT# :. 006101010775
CUSTOMER NAME :. LEHMAN,MURIEL G
SERVICE ADDRESS :. 563 RANTOUL LN
DDATE :. 08/28/01
TYPE :. 29
OPER :. SAN
COMMENT :. CUSTOMERS WATER IS A RUST COLOR
. CUSTOMER WASHED CLOTHES AND REQUEST FOR PHOSPHATE TO RESTORE DISCOLORED
. CLOTHES. PAGED JM @ 9:40 AM
RESOLUTION :. CALLED FRANK HE SPOKE WITH THE CUSTOMER & SUPPLIED HER WITH RUST OUT
. FLUSHED THE LINES
. FRANK & JOHN/LYN
RDATE :. 08/28/01

SUBDIVISION :. 00610
ROUTE :. 610
SERVICE ORDER# :. 557187
ACCOUNT# :. 006101010722
CUSTOMER NAME :. WHITCOMB,A J
SERVICE ADDRESS :. 525 RANTOUL LN
DDATE :. 08/28/01
TYPE :. 43
OPER :. SAN
COMMENT :. CUSTOMER CALLED AND STATED THAT HE HAVE NO WATER
. PAGED JOHN M
RESOLUTION :. FRANK WAS FLUSHING THE SYSTEM AND CUSTOMER WAS EXPERIENCING LOW
. PRESSURE. 9:50 AM 8/28/01
. JM/FT
RDATE :. 08/28/01

SUBDIVISION :. 00610
ROUTE :. 610
SERVICE ORDER# :. 558208
ACCOUNT# :. 006101010044
CUSTOMER NAME :. BAILEY,LORRAINE
SERVICE ADDRESS :. 106 KINGSWOOD CT
DDATE :. 09/04/01
TYPE :. 31
OPER :.
COMMENT :. CUSTOMER SAID EVERY SINCE THEY HAD WATER TURNED ON IT HAS BEEN CLOUDY.
. PAGED TO JOHN
RESOLUTION :. READ 257880 9/4/01
. WATER AT THE OUTSIDE HOSE BIB IS CLEAR. NO ONE WAS HOME. LEFT TAG ON
. DOOR. FRANK/FT
RDATE :. 09/04/01

SUBDIVISION :. 00610
ROUTE :. 610
SERVICE ORDER# :. 574926

ACCOUNT# : 006100010742
CUSTOMER NAME : EVERETT,MARGARET J
SERVICE ADDRESS: 409 CRYSTAL DR
DATE : 11/13/01
TYPE : 29
FOOPER :
COMMENT : ROGER EVERETT CALLED ANSWERING SERVICE AT 7:32 AM TO REPORT YELLOW
WATER.
PLEASE PROVIDE RESOLUTION
RESOLUTION : READ 1314650 FLUSHED THE SYSTEM & SPOKE WITH THE CUSTOMER.
JM/FT
DATE : 11/13/01

SUBDIVISION : 00610
ROUTE : 610
SERVICE ORDER# : 575859
ACCOUNT# : 006101010980
CUSTOMER NAME : KELLER,HEIDI M
SERVICE ADDRESS: 110 PAR PL
DATE : 11/16/01
TYPE : 29
FOOPER : SAN
COMMENT : CUSTOMER SAYS THE WATER IS YELLOW, PLEASE CHECK.
PH. 407-322-0072
RESOLUTION : 12/7/01 CALLED CUSTOMER ON PHONE AND EXPLAINED THAT SYSTEM HAD JUST
BEEN FLUSHED THE DAY THAT SHE CALLED.. I TOLD HER THAT LINES HAD
BEEN STIRRED UP AND THAT SHE WOULD HAVE TO OPEN FRONT TAP AT HOUSE AND
FLUSH UNTIL CLEAR. CUSTOMER DID NOT HAVE ANY FURTHER PROBLEMS. MG/FT
DATE : 12/07/01

SUBDIVISION : 00612
ROUTE :
SERVICE ORDER# : 549975
ACCOUNT# : 006120000000
CUSTOMER NAME :
SERVICE ADDRESS:
DATE : 07/29/01
TYPE : 26
FOOPER :
COMMENT : 4" MAIN BREAK AT UPSALA AND 46 A
SUNDAY 7/29/01
RESOLUTION : REPAIRS MADE. 40 HOMES WERE EFFECTED. POIL ORDER NOTICES WERE HUNG,
LINES DISINFECTED AND FLUSHED & DEP NOTIFIED. THE CAUSE MAY HAVE BEEN
CONTRIBUTED TO A HOLE THAT JOHN BUSH HAD DONE FRIDAY, CAUSING A VOID.
S. HAWS/FT
REPAIRED 4" AC PIPE W/4" REPAIR CLAMP. PH/FT
DATE : 07/29/01

SUBDIVISION : 00612
ROUTE :
SERVICE ORDER# : 556294
ACCOUNT# : 006120000000
CUSTOMER NAME :

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(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY DDB 16:50:11 07-01-01

SERVICE ADDRESS: .
DDATE :. 08/23/01
TYPE :. 29
FOPER :.
COMMENT :. 5 CUSTOMERS IN THE AREA CALLED THE ANSWERING SERVICE COMPLAINING OF
: BROWN OR SPUTTERING WATER.
: PLEASE PROVIDE RESOLUTION.
RESOLUTION :. DID TIE-IN ON THE 46A PROJECT. HUNG DOOR TAGS INFORMING CUSTOMERS OF
: THE WATER OUTAGE. JM/FT
RDATE :. 09/06/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 516144
ACCOUNT# :. 006120022470
CUSTOMER NAME :. CAHILL,MARK
SERVICE ADDRESS: 212 SUNSET DR
DDATE :. 03/07/01
TYPE :. 32
FOPER :. SAN
COMMENT :. CUSTOMER CALLED AND STATED THAT THE WATER SMELLS LIKE CHLORINE
: PAGED ROBERT RISNER
RESOLUTION :. PROBLEM TAKEN CARE OF
: DISPATCHED TO RR
: SG
RDATE :. 03/07/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 518344
ACCOUNT# :. 006120011013
CUSTOMER NAME :. LEHMAN,RAY
SERVICE ADDRESS: 228 SUNSET DR
DDATE :. 03/17/01
TYPE :. 32
FOPER :.
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE AT 9:36AM SAT. 3/17/01 TO REPORT
: WATER HAS A VERY FOUL ODOR.
: PLEASE PROVIDE RESOLUTION
RESOLUTION :. 3/17/01 INCREASED CL2 FEED RATE ON PUMP AT PLANT
: RR/FT
RDATE :. 03/17/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 519354
ACCOUNT# :. 006120022470
CUSTOMER NAME :. CAHILL,MARK
SERVICE ADDRESS: 212 SUNSET DR
DDATE :. 03/17/01
TYPE :. 32
FOPER :.
COMMENT :. MARK CAHILL CALLED ANSWERING SERVICE AT 9:43 AM SAT 3/17/01 COMPLAINING
: OF BAD ODOR IN WATER.
: PLEASE PROVIDE RESOLUTION.

RESOLUTION :. 3/17/01 INCREASED CL2 FEED RATE ON PUMP AT PLANT.
: RR/FT
RDATE :. 03/17/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 521560
ACCOUNT# :. 006120011002
CUSTOMER NAME :. GORDON, JAMES W
SERVICE ADDRESS :. 229 SUNSET DR
DDATE :. 04/03/01
TYPE :. 11
FUPER :. SAN
COMMENT :. CUSTOMER STATES THAT HIS ORANGE TREE IS DEAD FROM OUR BUG SPRAYING
: PLEASE SPEAK WITH CUSTOMER ABOUT THE SITUATION. THE CUSTOMER
: WILL BE HOME ON 4/3/01.

RESOLUTION :. UTILITIES INC. HAS NOT SPRAYED THE AREA FOR ANY REASON.
: TALKED TO CUSTOMER. SCOTTY H/FT
RDATE :. 04/04/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 523028
ACCOUNT# :. 006120022470
CUSTOMER NAME :. CAHILL, MARK
SERVICE ADDRESS :. 212 SUNSET DR
DDATE :. 04/08/01
TYPE :. 32
FUPER :.
COMMENT :. MARK CAHILL CALLED TO TELL US THE CL2 VALVE AT THE LIFT STATION (S) BAD
: AGAIN. CALLED ANSWERING SERVICE AT 10:10 AM SUNDAY 4/8/01
: PLEASE PROVIDE RESOLUTION.

RESOLUTION :. SMELL WAS COMING FROM WATER PLANT. CALLED ROBERT RISNER. HE TOOK CARE
: OF PROBLEM. JE/FT
:
: LEAK AT CL2 PUMP REPAIRED. RR/FT
RDATE :. 04/08/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 524824
ACCOUNT# :. 006120024053
CUSTOMER NAME :. EHRENREICH, PHYLLIS
SERVICE ADDRESS :. 118 UPSALA RD
DDATE :. 04/17/01
TYPE :. 29
FUPER :.
COMMENT :. CUSTOMER HAS CLOUDY WATER. THE CUSTOMER (S) REQUESTING THAT SOMEONE
: COMES OUT AFTER LUNCH. SHE WILL BE HOME THEN.
RESOLUTION :. CALLED FRANK, THE OPERATOR, HE WILL TALK WITH THE CUSTOMER AND FINISH
: LINES. CUSTOMER NOT HOME. FRANK HUNG DOOR TAG.
: FRANK/FT
RDATE :. 05/04/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 535877
ACCOUNT# :. 006120022470
CUSTOMER NAME :. CAHILL, MARK
SERVICE ADDRESS :. 212 SUNSET DR
DDATE :. 06/03/01
TYPE :. 32
FOOPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE 6/3/01 AT 12:38PM TO SAY
. THE WATER STINKS AGAIN. WANTS THE PRESIDENT TO CALL HIM.
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. TALKED WITH ROBERT, HE HAS A PROBLEM WITH CLORINE ANALYZER ON SUNDAY.
. PROBLEM TAKEN CARE OF
. JM/FT
RDATE :. 06/06/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 538422
ACCOUNT# :. 006120024073
CUSTOMER NAME :. SWAIN, LEON M
SERVICE ADDRESS :. 106 UPSALA RD
DDATE :. 06/15/01
TYPE :. 29
FOOPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE AT 6:58 PM WED. JUNE 13 TO REPORT
. THEY HAVE YELLOW WATER.
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. FLUSHED THE SYSTEM. SYSTEM DOWN DUE TO CONSTRUCTION OF 4" VALVE OF
. RIDGE. BACT. SAMPLES WERE TAKEN.
. JM/ FT 6/15/01
. 6/13/01 ADVISED CUSTOMER TO FLUSH AT HOSE BIB. ND/FT
RDATE :. 06/15/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 546259
ACCOUNT# :. 006120022470
CUSTOMER NAME :. CAHILL, MARK
SERVICE ADDRESS :. 212 SUNSET DR
DDATE :. 07/16/01
TYPE :. 32
FOOPER :.
COMMENT :. MARK CAHILL CALLED ANSWERING SERVICE AT 10:38 AM SUNDAY 7/15/01 COM-
. PLAINING OF THE ODOR OF THE WATER.
. THIS WAS DISPATCHED TO NICK. HE SAID IT WAS WATER QUALITY AND CALLED IT
. TO FRANK
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. FRANK FLUSHED THE SYSTEM AND TALKED WITH THE CUSTOMER. HAD A BROKEN
. CL2 LINE.
. JM/FT
RDATE :. 07/16/01

(71) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07-01-02

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 549135
ACCOUNT# :. 006120011401
CUSTOMER NAME :. BAKER,BENNETT
SERVICE ADDRESS :. 421 LAKE BLVD
DDATE :. 07/26/01
TYPE :. 32
SUPER :.
COMMENT :. CUST HAS WAY TOO MUCH CHLORINE IN HIS WATER, AND STATES THAT IT IS THE
. END OF THE LINE. 407-323-5334 BENNET. PAGED TO FRANK MCCORD.
RESOLUTION :. FRANK FLUSHED THE LINE & HUNG THE DOOR TAG - CUSTOMER WAS NOT HOME
. AT THE TIME OF FLUSHING
. FRAN/LYN
EDATE :. 07/26/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 549907
ACCOUNT# :. 006120023592
CUSTOMER NAME :. SECHREST SR,JAMES
SERVICE ADDRESS :. 154 BUNKER LN
DDATE :. 07/30/01
TYPE :. 32
SUPER :.
COMMENT :. THE CUSTOMER CALLED DUE TO ODOR IN WATER.
. PAGED TO JOHN
RESOLUTION :. CALLED FRANK AND HE FLUSHED THE SYSTEM. NO ONE HOME. TAGGED THE DOOR.
. JM/FT
. 8/20/01 PER JOHN M. THIS WAS FLUSED THROUGH THIS CUSTOMER'S HOSE TUB AND
. WE SHOULD MAKE AN ADJUSTMENT. X
EDATE :. 07/30/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 549948
ACCOUNT# :. 006120023862
CUSTOMER NAME :. ONZIK,R
SERVICE ADDRESS :. 107 FAIRWAY DR
DDATE :. 07/29/01
TYPE :. 43
SUPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE 7/29/01 AT 8:33 PM TO REPORT NO WATER
RESOLUTION :. WATER WAS THROTTLED BACK DUE TO BREADK IN 4" MAIN ON 46A-
. RESTORED BY 9:00 PM. DOOR TAGS HUNG FOR BOIL WATER NOTICE AND TAKE
. SAMPLES.
. JM/FT
EDATE :. 07/29/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 550608

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FIELD SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY 100 1635011 07-01-01

ACCOUNT# :. 006120023987
CUSTOMER NAME :. VARNER,DALE N
SERVICE ADDRESS: 155 FAIRWAY DR
DDATE :. 08/02/01
TYPE :. 32
COPER :. SAN
COMMENT :. CUSTOMER STATES THAT SHE IS AT THE END OF THE LINE
SHE REQUEST FOR THE LINE TO BE FLUSHED
RESOLUTION :. 8/2/01 READ 842580 FLUSHED LINES. FRANK MCCORD/FT
RDATE :. 08/02/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 555255
ACCOUNT# :. 006120023592
CUSTOMER NAME :. SECHREST SR,JAMES
SERVICE ADDRESS: 154 BUNKER LN
DDATE :. 08/21/01
TYPE :. 32
COPER :.
COMMENT :. GERTIS 407-330-1924 STILL HAS PROBLEMS WITH HER WATER SMELLING SO BAD
THAT SHE CANNOT DRINK IT.
RESOLUTION :. FRANK WILL FLUSH THEY SYSTEM AND TALK WITH THE CUSTOMER. 1.2 RESIDUAL
READ 313470
FRANK/FT
RDATE :. 08/21/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 556211
ACCOUNT# :. 006120022092
CUSTOMER NAME :. KELLY,DEBRA
SERVICE ADDRESS: 200 VINEWOOD DR
DDATE :. 08/23/01
TYPE :. 29
COPER :. SAN
COMMENT :. CUSTOMER CALLED TO REPORT THAT HER WATER IS BROWN AND IS SPUTTING OUT OF
THE FAUCET
PAGED CHARLIE S
RESOLUTION :. SUNSHINE DEV. BLEW OF THE 4" LINE TO BE PUT IN SERVICE ON MONDAY AND
CAUSED THE SYSTEM INTERCONNECT TO OPEN CAUSING BROWN WATER. FRANK
FLUSHED THE AREA AND WE INFORMED THE CUSTOMER TO RUN THE WATER AND IT
SHOULD CLEAR UP.
JM/FRANK/FT
2/23/01 5:00PM
RDATE :. 08/23/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 557080
ACCOUNT# :. 006120011154
CUSTOMER NAME :. EVANS,L D
SERVICE ADDRESS: 211 FORREST DR
DDATE :. 08/28/01

(911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB: 18:50:27 07-01 02

TYPE :. 30
TYPED :. SAN
COMMENT :. CUSTOMER HAS SEDIMENT IN HER WATER
 . SHE HAS A SAMPLE AND WOULD LIKE TO TALK TO THE OPERATOR
 . MRS. EVENS @ 407-622-0933 OR CELL# 407-416-0841
 . PAGED CS @ 8:25 AM
RESOLUTION :. FRANK TALKED WITH THE CUSTOMER WATER WAS CLEAR
 . FOREST DR. BETWEEN RIDGE - NO FLUSH POINT
 . WE NEED TO INSTALL A FLUSH POINT
 . WILL SEE THE BEST PLACE TO INSTALL
 . FRANK & JOHN/ LYN
RDATE :. 08/28/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 558631
ACCOUNT# :. 006120010292
CUSTOMER NAME :. PHARIS,FRANKLIN E
SERVICE ADDRESS :. 218 FORREST DR
DATE :. 09/05/01
TYPE :. 28
TYPED :.
COMMENT :. CUSTOMER HAS LOW WATER PRESSURE. THE CUSTOMER IS NOTICING DISCOLOURED
 . WATER.
 . PAGED TO JOHN
RESOLUTION :. LIGHTNING STRIKE AT HOUSE. READ 1885270
 . HELPED CUSTOMER CLEAN AERATORS ON FAUCETS.
 . FRANK/FT
RDATE :. 09/05/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 567271
ACCOUNT# :. 006120011013
CUSTOMER NAME :. LEHMAN,RAY
SERVICE ADDRESS :. 228 SUNSET DR
DATE :. 10/11/01
TYPE :. 29
TYPED :. SAN
COMMENT :. MR. CALLED DUE TO DIRT, AIR, HAIR & MUD IS IN HIS WATER.
 . PLEASE CHECK IT OUT.
 .
 . PAGED TO JOHN
RESOLUTION :. FRANK LEFT THE COMPRESSOR ON AT THE CRYSTAL PLANT AND CAUSED THE PROBLEM
 . AIR IN THE LINE. FLUSHED THE SYSTEM. IT WAS TAKEN CARE OF BY 6:00 PM.
 . JM/FT
RDATE :. 10/12/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 567366
ACCOUNT# :. 006120011604
CUSTOMER NAME :. MATHENY,VIRGINIA I
SERVICE ADDRESS :. 401 LAKE BLVD

DDATE : 10/12/01
TYPE : 28
SUPER : SAN
COMMENT : CUSTOMER CALLED AND STATED THAT HER WATER PRESSURE IS LOW AND THE WATER
IS CLOUDY
PAGED JOHN M
RESOLUTION : CALLED FRANK AND HE FLUSHED THE LINE THE PROBLEM WAS ON 10/11/01 WHEN
WE HAD TROUBLE WITH THE CRYSTAL PLANT. FRANK FLUSHED THE SYSTEM & GOT
THE PLANT BACK ON LINE. FRANK/JM/FT
RDATE : 10/15/01

SUBDIVISION : 00612
ROUTE : 612
SERVICE ORDER# : 567674
ACCOUNT# : 006120022801
CUSTOMER NAME : SENKARIK,CHARLES
SERVICE ADDRESS: 104 SUNSET DR
DDATE : 10/11/01
TYPE : 28
SUPER :
COMMENT : CUSTOMER CALLED ANSWERING SERVICE AT 5:30 PM COMPLAINING OF LOW PRESSURE
PLEASE PROVIDE RESOLUTION
RESOLUTION : THIS IS THE DAY WE HAD TROUBLE WITH THE CRYSTAL PLANT. FRANK WAS
FLUSHING THE LINE AND CAUSED THE CUSTOMER TO HAVE LOW PRESSURE. TALKED
WITH THE CUSTOMER AND EXPLAINED THE SITUATION.
JM/FT
10/11/01
RDATE : 10/11/01

SUBDIVISION : 00612
ROUTE : 612
SERVICE ORDER# : 569714
ACCOUNT# : 006120023921
CUSTOMER NAME : WARD,WADE J
SERVICE ADDRESS: 125 FAIRWAY DR
DDATE : 10/22/01
TYPE : 43
SUPER :
COMMENT : CUST HAS NO WATER. CAROLYN 407-322-9086
PAGED TO DALE W.
RESOLUTION : PLANNED OUTAGE CUSTOMER LOST NOTICE OF OUTAGE. LOWERED THE SANFORD
INTERCONNECT FOR THE 46a PROJECT
JM/FT
RDATE : 10/22/01

SUBDIVISION : 00612
ROUTE : 612
SERVICE ORDER# : 569894
ACCOUNT# : 006120022801
CUSTOMER NAME : SENKARIK,CHARLES
SERVICE ADDRESS: 104 SUNSET DR
DDATE : 10/23/01
TYPE : 28

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(011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB: 16:50:20 07-01-00

SUPER :. SAN
COMMENT :. CUSTOMER CALLED AND STATED THAT SHE HAD LOW WATER PRESSURE
: . PAGED JOHN M
RESOLUTION :. FRANK WAS FLUSHING THE SYSTEM CAUSING LOW PRESSURE. HE SPOKE WITH THE
: . CUSTOMER.
: . JM/FT
DATE :. 10/23/01

SUBDIVISION :. 00612
ROUTE :. 612
SERVICE ORDER# :. 580650
ACCOUNT# :. 006120022470
CUSTOMER NAME :. CAHILL, MARK
SERVICE ADDRESS :. 212 SUNSET DR
DATE :. 12/11/01
TYPE :. 32
SUPER :.
COMMENT :. MARK CAHILL CALLED THE ANSWERING SERVICE 12/11/01 AT 6:57AM TO INFORM
: . US THE WATER IS BAD, THE CL2 VALVE IS BROKE AGAIN.
: . PLEASE PROVIDE RESOLUTION
RESOLUTION :. LEAK AT DISCHARGE LINE AT CRYSTAL PLANT. REPLACED THE LINE. 12/11/01
: . MIKE/FT
DATE :. 12/11/01

SUBDIVISION :. 00613
ROUTE :. 1
SERVICE ORDER# :. 522151
ACCOUNT# :. 006130010931
CUSTOMER NAME :. ENGELL, WAYNE
SERVICE ADDRESS :. 2336 LEMUR DR
DATE :. 04/04/01
TYPE :. 29
SUPER :.
COMMENT :. CUSTOMER CALLED OFFICE COMPLAINING THAT DISCOLORED WATER HAS RUINED A
: . LOAD OF CLOTHES.
RESOLUTION :. STEVE WILL DELIVER 2 BOTTLES OF PHOSPHATE.
: . SH/FT
DATE :. 04/04/01

SUBDIVISION :. 00613
ROUTE :. 1
SERVICE ORDER# :. 523940
ACCOUNT# :. 006130010881
CUSTOMER NAME :. MCCARRON, DOROTHY
SERVICE ADDRESS :. 2337 LEMUR DR
DATE :. 04/12/01
TYPE :. 29
SUPER :.
COMMENT :. MS. CALLED SHE HAS HAD VERY BROWN WATER (LAST WEEK) AND NOW SHE HAS
: . YELLOW WATER. SHE IS AFRAID TO DRINK IT AND WANTS SOMEONE TO COME OUT
: . TO TEST IT FOR HER.
: . (727) 942-6343
: .
: . PAGED TO TOM
RESOLUTION :. WATER CLEAR, ONLY IN THE MORNING, IT HAS COLORED CL2 0.5

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY OUI: 16:50:22 07 01 01

SH/KJK
RDATE :. 04/12/01

SUBDIVISION :. 00613
ROUTE :. 1
SERVICE ORDER# :. 524752
ACCOUNT# :. 006130011121
CUSTOMER NAME :. BERNIER,ROGER
SERVICE ADDRESS:.. 2346 BARON DR
RDATE :. 04/15/01
TYPE :. 43
SUPER :.
COMMENT :. CUST CALLED ANSWERING SERV ABOUT NOT HAVING ANY WATER.
RESOLUTION :. CUST TURNED OFF HIS VALVE AT THE TRAILER. I WENT OUT AND SHOWED HIM THE
PROBLEM. CUST WAS DRUNK.
TS/KJK
RDATE :. 04/15/01

SUBDIVISION :. 00613
ROUTE :. 1
SERVICE ORDER# :. 564332
ACCOUNT# :. 006130010881
CUSTOMER NAME :. MCCARRON,DOROTHY
SERVICE ADDRESS:.. 2337 LEMUR DR
RDATE :. 09/28/01
TYPE :. 29
SUPER :.
COMMENT :. PLEASE CHECK FOR RUSTY WATER AND STAINED CLOTHS.
PH. 727-942-6343 DISPATCHED TO STEVE
RESOLUTION :. GAVE R-BE-GONE TO CUST. TOLD HER WE WOULD FLUSH HYDRANTS.
CL/KJK
RDATE :. 09/28/01

SUBDIVISION :. 00613
ROUTE :. 1
SERVICE ORDER# :. 576412
ACCOUNT# :. 006130010881
CUSTOMER NAME :. MCCARRON,DOROTHY
SERVICE ADDRESS:.. 2337 LEMUR DR
RDATE :. 11/20/01
TYPE :. 29
SUPER :. UTER
COMMENT :. CUSTOMER CALLED AND STATED THAT THERE IS GRIT LIKE PARTICLES IN HER
WATER.
PAGED JAY H
RESOLUTION :. CUST CALLED TO CANCEL S/O.
KJK
RDATE :. 11/20/01

SUBDIVISION :. 00613
ROUTE :. 2
SERVICE ORDER# :. 548277
ACCOUNT# :. 006130020231

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011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07-01-02

CUSTOMER NAME :. MAULLUCCI,JOSEPH
SERVICE ADDRESS:.. 2542 FLINTWOOD DR
DDATE :. 07/23/01
TYPE :. 36
RUFER :.
COMMENT :.
:. PAGED TO STEVE H.
:. SEWER BACK-UP.
:. 727-934-8177
RESOLUTION :. OUR PUMP STATION IS WORKING. TOLD CUST ABOUT OUR LIFT STATION
:. WORKING. TOLD HIM THAT HE PROBABLY NEEDS TO CALL ROTO ROOTER.
:. SH/KJK
RDATE :. 07/23/01

SUBDIVISION :. 00613
ROUTE :. 2
SERVICE ORDER# :. 554701
ACCOUNT# :. 006130020231
CUSTOMER NAME :. MAULLUCCI,JOSEPH
SERVICE ADDRESS:.. 2542 FLINTWOOD DR
DDATE :. 08/17/01
TYPE :. 36
RUFER :.
COMMENT :. CUSTOMER CALLED DUE TO SEWER BACK UP
:. PAGED OUT TO CHRIS.
:
:. PLEASE RESOLVE
RESOLUTION :. CLOGGED GRAVITY SEWER MAIN. CALLED JETTER TO CLEAN OUT. ALL SEWERS ARE
:. FREE FLOWING.
:. CL/KJK
RDATE :. 08/17/01

SUBDIVISION :. 00614
ROUTE :.
SERVICE ORDER# :. 506036
ACCOUNT# :. 006140000000
CUSTOMER NAME :. ,
SERVICE ADDRESS:..
DDATE :. 01/16/01
TYPE :. 43
RUFER :.
COMMENT :. SHUT WATER MAIN DOWN FOR INSTALL OF NEW WATER MAIN.
:. 100 SERVICES WITH NO WATER. CUSTOMER WERE NOTIFIED WITH DOOR TAGS.
RESOLUTION :. SHUT DOWN WATER MAIN FOR INSTALLATION OF NEW WATER MAIN UNDER 40 FT.
:. IN SANFORD. INSPECT INSTALLATION AND ACTIVATED NEW MAIN. PLUGGED
:. RAVENNA PARK SUBDIVISION. BOIL ORDER WAS ISSUED BY DOOR TAG.
:. JEFF FENDER/FT
RDATE :. 01/16/01

SUBDIVISION :. 00614
ROUTE :. 614
SERVICE ORDER# :. 503233
ACCOUNT# :. 006141020288
CUSTOMER NAME :. RATANAVONG,KONGKHAM
SERVICE ADDRESS:.. 105 VIHLEN RD

DDATE :. 01/09/01
 TYPE :. 43
 CUPPER :. SAN
 COMMENT :. CUSTOMER CALLED AND STATED THAT HE HAVE CONNECTED TO THE METER NOW HE
 . HAVE NO WATER.
 . PAGED JOHN M
 RESOLUTION :. NEEDED TO TURN CURBSTOP ON
 . READ 10
 . JEFF/FT
 . 1/9/01
 .
 RDATE :. 01/09/01

SUBDIVISION :. 00614
 ROUTE :. 614
 SERVICE ORDER# :. 503758
 ACCOUNT# :. 006140010655
 CUSTOMER NAME :. SHEETS, JAMES R
 SERVICE ADDRESS :. 214 TANGERINE DR
 DDATE :. 01/11/01
 TYPE :. 41
 CUPPER :.
 COMMENT :. MRS. ERNA SHEETS 407-323-4256 SAYS TAHT A GREASE TRAP IN THE SEWER
 . HAS BEEN EMPTIED IN THE PAST, AND NEEDS TO BE EMPTIED AGAIN.
 . SHE SAYS THERE IS WATER SEEPAGE AND ALSO AN ODDOR PROBLEM. MOST OF THE
 . HOUSE IS HOOKED UP, ALL EXCEPT THE KITCHEN AND LAUNDRY ROOM.
 . CUST WILL BE HOME TOMMORROW AFTER 12 NOON. KJK
 RESOLUTION :. SHE STATES WE HOOKED HER UP TO THE CITY FROM SEPTIC BUT FAILED TO HOOK
 . UP GRAY WATER IN AUGUST 1997.
 . 1/12/00 CALLED MRS SHEETS AND LET HER KNOW THAT SHE SHOULD CALL A
 . PLUMBER AND HAVE THE GREY WATER LINE TIED INTO THE EXISTING CONNECTION.
 . ASKED HER TO GIVE US A CALL TO INSPECT THE CONNECTION.
 . DAVID ORR/FT
 RDATE :. 01/12/01

SUBDIVISION :. 00614
 ROUTE :. 614
 SERVICE ORDER# :. 508240
 ACCOUNT# :. 006141010874
 CUSTOMER NAME :. HUNT SR, O DELL
 SERVICE ADDRESS :. 2943 TRUMAN BLVD
 DDATE :. 02/01/01
 TYPE :. 36
 CUPPER :.
 COMMENT :. MR O'DELL CALLED ANSWERING SERVICE AT 9:11PM MONDAY TO REPORT SEWAGE
 . LINE PROBLEMS. HE STATED 5 OR 6 HOUSES HAVING BACKUPS.
 . PLEASE PROVIDE RESOLUTION.
 RESOLUTION :. CALLED TOTAL SEPTIC TO CLEAN BETWEEN MANHOLES
 . A LOT OF GREASE IN MANHOLES - NO OVER FLOW REPORTED.
 . NICK/LYN
 RDATE :. 02/01/01

SUBDIVISION :. 00614
 ROUTE :. 614

RESOLUTION :. US OR THE CUSTOMER HAS CONTACTED US AND NOTHING WAS DONE. "STEVE" PER
 . OUR CONVERSATION, PLEASE CHECK AND ALSO SPEAK TO THE CUSTOMER IF
 . POSSIBLE CONCERNING THE PROBLEM AT THE RESIDENCE. "THANKS!"
 :. STEVE SPOKE WITH MR GOOD. HE TOOK A SAMPLE AT THE HOSE BOB. THE GLS WAS
 . 0.8. THERE WAS NOT ANY ODOR DETECTED.MR GOOD SAID THAT THE BAD SMELL
 . IS NOTICED WHEN HE IS SHOWERING. IT COULD BE THE CUSTOMER'S WATER HEATER
 . SINCE THE SMELL IS ONLY AT THAT TIME.THE CUSTOMER WILL LET THE HOT WATER
 . RUN FOR A FEW MINS BEFORE USING.THERE ARE 3 PEOPLE AT THIS RESIDENCE.
 . RUTH BARROWS, MARY ALICE JACOBS AND PERRY GOOD. STEVE COULD NOT GET
 . ANY INFORMATION FROM MR GOOD AS TO WHO HE CALLED "SEVERAL TIMES" BEFORE
 . ABOUT THIS PROBLEM. STEVE ASKED IF HE CALLED UTILITIES, INC. HE TOLD
 . STEVE NO. NO FURTHER ACTION WAS TAKEN BY THE FIELD.
 . SH/EC
 RDATE :. 01/17/01

SUBDIVISION :. 00626
 ROUTE :. 626
 SERVICE ORDER# :. 576341
 ACCOUNT# :. 006260012951
 CUSTOMER NAME :. REEVES,CLIFFORD
 SERVICE ADDRESS :. 11926 BAYONET LN
 DDATE :. 11/20/01
 TYPE :. 29
 FUPER :.

COMMENT :. CUST SAYS HER WATER IS BROWN.
 . PAGED TO CHRIS L.
 RESOLUTION :. 6" MAIN BREAK IN ORANGEWOOD.
 . CUST WAS INFORMED TO FLUSH LINES.
 . CL/KJK
 RDATE :. 11/20/01

SUBDIVISION :. 00626
 ROUTE :. 626
 SERVICE ORDER# :. 576434
 ACCOUNT# :. 006260013182
 CUSTOMER NAME :. KINNEY,JOHN A
 SERVICE ADDRESS :. 11843 BAYONET LN
 DDATE :. 11/20/01
 TYPE :. 29
 FUPER :.

COMMENT :. CUSTOMER CALLED DUE TO BROWN WATER. PROBLEM BEGAN THIS MORNING.
 . PAGED TO J.HAHN
 RESOLUTION :. J ALDRICH HANDLED THIS CALL AND WE WILL BRING THEM PHOSPHATE TOMORROW.
 . I WILL ALSO FLUSH EXTENSIVELY AROUND SYSTEM.
 . PW/CHRIS
 RDATE :. 11/21/01

SUBDIVISION :. 00626
 ROUTE :. 626
 SERVICE ORDER# :. 576476
 ACCOUNT# :. 006260012812
 CUSTOMER NAME :. GIAMBURRO,LOUIS
 SERVICE ADDRESS :. 11842 BAYONET LN
 DDATE :. 11/20/01
 TYPE :. 29
 FUPER :.

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0711) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:20 07-01-02

COMMENT :. CUSTOMER CALLED DUE TO BROWN WATER. CUSTOMER WAS WASHING WHITES
AND MESSED UP LAUNDRY.
. PAGED TO JAY A.
RESOLUTION :. TALKED TO THE CUSTOMER FLUSHED HOUSE SHE NEEDED SOME IRON OUT D.I.I.
. CHRIS WILL BRING THE IRON OUT BACK TO THE CUSTOMER.
. JH/KIM
RDATE :. 11/20/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 577871
ACCOUNT# :. 006260020431
CUSTOMER NAME :. PAUL,KENNETH
SERVICE ADDRESS: 11526 PAMPAS DR
DATE :. 11/24/01
TYPE :. 26
FOPER :.

COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE @ 6:58PM DUE TO LEAK BEHIND
BACK FLOW PREVENTOR.
. PAGED TO ON CALL
. PLEASE RESOLVE
RESOLUTION :. 2" MAIN BREAK OFF 12" MAIN
. REPAIRED
. SH/KIM
RDATE :. 11/24/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 578796
ACCOUNT# :. 006260020151
CUSTOMER NAME :. GIGANTE,FRANK
SERVICE ADDRESS: 11508 YELLOW BIRCH DR
DATE :. 12/04/01
TYPE :. 28
FOPER :. 626

COMMENT :. PLEASE CHECK FOR LOW WATER PRESSURE
. PH. 727-856-4708
RESOLUTION :. R=122710
. TALCHRIS TALKED WITH THE CUSTOMER. PSI 50 INFORMED THE CUSTOMER GOOD
. PSI PROBLEM MUST BE INTERNAL. ADVISED THE CUSTOMER TO CHECK ALL FILTER
DEVICES AND ALL SCREENS @ SINK FAUCETS.
. CL/KIM
RDATE :. 12/04/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 578587
ACCOUNT# :. 006260020823
CUSTOMER NAME :. JOHNSON,BETTY J
SERVICE ADDRESS: 11701 SCOTCH PINE DR
DATE :. 12/03/01
TYPE :. 32
FOPER :. 626

CALL SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:20 07-01-01

COMMENT :. PLEASE CHECK FOR ODOR IN WATER.
 . DISPATCHED TO CHRIS PH. 727-856-6083
RESOLUTION :. TALKED WITH CUSTOMER ODOR IS GONE
 . JH/KIM
RODATE :. 12/03/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 581128
ACCOUNT# :. 006260024251
CUSTOMER NAME :. BARROWS,RUTH L
SERVICE ADDRESS :. 12139 LOBLOLLY PINE DR
DDATE :. 12/13/01
TYPE :. 29
FOPER :. 626
COMMENT :. CUSTOMER CALLED AND STATED THAT HE HAVE GREEN WATER IN THE WASHING
 . MACHINE

RESOLUTION :. WENT OUT HOT WAS COLORED NOT COLD AT HOSE BIB.
 . RT/KIM
RODATE :. 12/13/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 581713
ACCOUNT# :. 006260021262
CUSTOMER NAME :. DUSHA,GEORGE W
SERVICE ADDRESS :. 11608 ASPENWOOD DR
DDATE :. 12/18/01
TYPE :. 32
FOPER :.

COMMENT :. CUSTOMER CALLED COMPLAINING OF ODOR OF THE WATER.
 . PLEASE CHECK OUT AND TALK TO CUSTOMER
RESOLUTION :. R=300920 NO SMELL AT HOSE BIB CL2 1.5 TALK WITH CUSTOMER IT WAS
 . THEIR HOT WATER TANK.
 . SH/KIM

RODATE :. 12/18/01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 581752
ACCOUNT# :. 006260024090
CUSTOMER NAME :. PANNIER,RUSSELL
SERVICE ADDRESS :. 12132 LOBLOLLY PINE DR
DDATE :. 12/19/01
TYPE :. 32
FOPER :. 626

COMMENT :. CUSTOMER HAS BAD ODOR ON WATER
 . CHECK WATER AND TAG HOUSE
RESOLUTION :. R=42420 CHECKED WATER, NO ODOR, RESIDUAL @ HOSE BIB. TAGGED WITH
 . FINDINGS AND SUGGESTION TO CHECK HOT WATER TANK.
 . CL/KIM
RODATE :. 12/19/01

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OLD SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 14:50:00 07-01-01

SUBDIVISION :. 00626
ROUTE :. 626
SERVICE ORDER# :. 588168
ACCOUNT# :. 006260024080
CUSTOMER NAME :. GALLAGHER,LAWRENCE
SERVICE ADDRESS :. 12201 LOBLOLLY PINE DR
DDATE :. 12/27/01
TYPE :. 29
FOPER :.
COMMENT :. CUST STILL HAS BROWNISH WATER. HE COMPLAINED IN AUGUST & SEPT &
. WANTS A PERMANENT RESOLUTION TO THIS PROBLEM.
. 727-857-0216 MR. GALLAGHER.
RESOLUTION :. R=47580 TALKED WITH THE CUSTOMER HE STATES THAT THE PROBLEM IS NOT
. AS BAD AS IT WAS. I SHOWED THE CUST. MY BOTTLE TEST FROM HIS HOME BID
. IT WAS CRYSTAL CLEAR. GOOD RESIDUAL AS WELL. I SUGGESTED CHECKING
. ALL FILTERS, SOFTENERS, ETC.
. FLUSHED NEAREST 2" BLOW OFF AS WELL.
. CUST. OK.
. CL/KIM
ROUTE :. 12/27/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 512382
ACCOUNT# :. 006290004144
CUSTOMER NAME :. PANZELLA,PATRICK
SERVICE ADDRESS :. 4646 ABDELLA LN
DDATE :. 02/20/01
TYPE :. 43
FOPER :.
COMMENT :. CUSTOMER CALLED ON 2/15/01 FOR WATER TO BE TURNED ON AND THE NEIGHBOR
. CALLED AND WATER IS NOT ON. CAN WE CHECK AND SEE IF METER IS UNLOCKED
. AND TURNED ON. (THANKS)
RESOLUTION :. MR = 77600
. TURNED ON
. SG/DW
ROUTE :. 02/20/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 514821
ACCOUNT# :. 006290002341
CUSTOMER NAME :. O'CONNOR,JAMES A
SERVICE ADDRESS :. 4916 FRUITWOOD LOOP
DDATE :. 03/01/01
TYPE :. 28
FOPER :. 629
COMMENT :. MR. CALLED DUE TO LOW PRESSURE. HE SAID HIS PRESSURE WAS SO LOW HE
. COULD NOT TAKE A SHOWER.
. PLEASE SPEAK WITH THE CUSTOMER OR TAG DOWN WITH YOUR FINDINGS.
RESOLUTION :. FOUND NOTHING WRONG OPERATOR TO CUSTOMER
. SG/TS
ROUTE :. 03/01/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 515632
ACCOUNT# :. 00629000142
CUSTOMER NAME :. HELEN ELLIS MEMORIAL HOSPITAL
SERVICE ADDRESS :. 2280 US HWY 19
DDATE :. 03/06/01
TYPE :. 44
OPER :.
COMMENT :. CUST HAS VERY LOW PRESSURE.
. PAGED TO R. THOMAS
RESOLUTION :. OPERATOR CHECKED METER CONNECTIONS ON OUR SIDE OF THE METER. OUR SIDE
. IS OK. MAINTANANCE MAN FROM ELLIS ON SITE LOOKING FOR THEIR PROBLEM.
. SG/SH
RDATE :. 03/06/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 516477
ACCOUNT# :. 006290001372
CUSTOMER NAME :. LEONARD, DAVID J
SERVICE ADDRESS :. 4335 FOOTHILL DR
DDATE :. 03/07/01
TYPE :. 29
OPER :. 629
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE STATING THEY HAD BROWN
. WATER.
. DISPATCHED TO AFTER HOURS.
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. CHECKED CUSTOMERS HOSE BIB NO BROWN WATER.
. OPERATOR SPOKE WITH THE CUSTOMER
. SG/SH
RDATE :. 03/07/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 519614
ACCOUNT# :. 006290004394
CUSTOMER NAME :. HOLT, JERRY A
SERVICE ADDRESS :. 4635 ARDELLA LN
DDATE :. 03/23/01
TYPE :. 43
OPER :. 629
COMMENT :. CUSTOMER CALLED AND STATED THAT SHE HAVE NO WATER
. PAGED STEVE H
RESOLUTION :. WATER WAS TURNED OFF AT CUSTOMER HOSE BID
. TURNED BACK ON
. SH/LYN
RDATE :. 03/23/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 521426
ACCOUNT# :. 006295010143

CUSTOMER NAME :. KAISER FAMILY LTD PARTNERSHIP,
SERVICE ADDRESS: 2338 US HWY 19
DDATE :. 04/02/01
TYPE :. 43
RUPER :. 629
COMMENT :. ANNA THE PROPERTY MANAGER CALLED AND STATED THAT THEY HAVE NO WATER.
. PH# 352-686-5179
. PAGED RICHARD THOMAS
RESOLUTION :. VALVE WAS OFF DUE TO BROKEN PIPE ON CUSTOMERS SIDE
. OPERATOR SPOKE TO CUSTOMER RE SITUATION.
. MR = 55290
. SG/RT
RDATE :. 04/02/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 528722
ACCOUNT# :. 006290003753
CUSTOMER NAME :. JEWELIKIDES,GEORGE
SERVICE ADDRESS: 2520 BAYWOOD DR
DDATE :. 05/03/01
TYPE :. 29
RUPER :.
COMMENT :. CUSTOMER CALLED COMPLAINING OF DIRTY WATER. HAS BEEN DIRTY FOR ABOUT
. A YEAR.
. CALL CUSTOMER AT 943-2322 TO ARRANGE TO MEET WITH HER. IF BEFORE
. 11:00AM YOU DON'T NEED TO CALL, THEY WILL BE THERE.
RESOLUTION :. A FILTER IN THE LINE THAT HASNT BEEN CHANGED IN OVER A YEAR.
. TAGGED HOUSE WITH THE FINDINGS.
. SG/SH
RDATE :. 05/03/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 529358
ACCOUNT# :. 006290004111
CUSTOMER NAME :. KENT,ROBB
SERVICE ADDRESS: 4647 ABDELLA LN
DDATE :. 05/07/01
TYPE :. 28
RUPER :. 629
COMMENT :. MR. CALLED STATING HE HAS VERY VERY LOW WATER PRESSURE. STATES THERE WAS
. A LINE BREAK BEFORE DOWN THE STREET AND HE THINKS IT HAS HAPPENED AGAIN.
RESOLUTION :. CUSTOMER HAS 45 PSI
. TALKED TO THE CUSTOMER
. CUSTOMER SATISIED
. SG/RT
RDATE :. 05/07/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 533775
ACCOUNT# :. 006290004963
CUSTOMER NAME :. JOCHEN,FRANK

(911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:27 07-01-02

SERVICE ADDRESS: 4531 AEGEAN AVE
DDATE : 05/24/01
TYPE : 29
RUPER : 629
COMMENT : CUSTOMER HAS DARK COLORED WATER
: PAGED SH @ 12:50 PM
RESOLUTION : FIRE DEPT USED THE FIRE HYDRANT WHICH STIRRED UP THE WATER.
: SG/SH
DDATE : 05/24/01

SUBDIVISION : 00629
ROUTE : 629
SERVICE ORDER# : 533779
ACCOUNT# : 006295000086
CUSTOMER NAME : KILLECN,DR. ROBERT B
SERVICE ADDRESS: 2520 US HWY 19
DDATE : 05/24/01
TYPE : 29
RUPER :
COMMENT : CUSTOMER HAS BROWN WATER COMING OUT OF ALL FAUCETS.
: WANTS SOMEONE TO STOP BY AND LET THEM KNOW WHAT IS GOING ON.
RESOLUTION : FIRE DEPT PULLED OFF HYDRANT
: WILL CLEAR UP IN A COUPLE OF HOURS
: SG/SH
DDATE : 05/24/01

SUBDIVISION : 00629
ROUTE : 629
SERVICE ORDER# : 533820
ACCOUNT# : 006290002721
CUSTOMER NAME : STANCHFIELD,OMAR
SERVICE ADDRESS: 2521 TEMPLEWOOD DR
DDATE : 05/24/01
TYPE : 29
RUPER : 629
COMMENT : PLEASE CHECK FOR DIRTY WATER.
: PH. 727-934-5304 DISPATCHED TO STEVE
RESOLUTION : FIRE DEPT PULLED FROM HYDRANT.
: WILL CLEAR IN A FEW HRS.
: SG/JAY HAUN
DDATE : 05/24/01

SUBDIVISION : 00629
ROUTE : 629
SERVICE ORDER# : 536118
ACCOUNT# : 006290003082
CUSTOMER NAME : TAGLIANETTI,KATHLEEN A
SERVICE ADDRESS: 2540 LIMWOOD DR
DDATE : 06/05/01
TYPE : 43
RUPER :
COMMENT : CUSTOMER CALLED DUE TO NO WATER
: CALLED TO RICHARD.
RESOLUTION : WATER IS ON AT THE METER. CUSTOMER NEEDS TO TURN ON WATER AT THE HOUSE
: SG/CHANNI
DDATE : 06/05/01

0911) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY JBB 16:50:22 07-01-02

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 540809
ACCOUNT# :. 006290004618
CUSTOMER NAME :. WITOWSKI,ROBERT J
SERVICE ADDRESS :. 4551 TARAY LN
DDATE :. 06/23/01
TYPE :. 29
FOPER :. 629
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE STATING THAT THEY HAD BROWN WATER
.: CALLED 6/23/01 @ 12:54 PM
.: PLEASE PROVIDE RESOLUTION
RS-SOLUTION :. OPERATOR SPOKE TO THE CUSTOMER AND TOLD THEM TO FLUSH THEIR SYSTEM
.: BECAUSE THEY HAVE BEEN OUT OF TOWN
.: SG/TS
RDATE :. 06/23/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 545078
ACCOUNT# :. 006290003627
CUSTOMER NAME :. MATHIEU,ANITA M
SERVICE ADDRESS :. 2516 CHANCERY DR
DDATE :. 07/11/01
TYPE :. 43
FOPER :. 629
COMMENT :. CALLED ANSWERING SERVICE
.: NO WATER
.: PROVIDE RESOLUTION
RS-SOLUTION :. CUSTOMER HAS WATER. THIS WAS ALREADY RESOLVED ON STAND BY
.: SG/LANNI
RDATE :. 07/11/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 564823
ACCOUNT# :. 006295000086
CUSTOMER NAME :. KILLEEN,DR. ROBERT B
SERVICE ADDRESS :. 2520 US HWY 19
DDATE :. 10/02/01
TYPE :. 29
FOPER :. 629
COMMENT :. CUSTOMER STATES THE WATER IS BROWNISH GRAY COLOR
.: PAGED SH @ 8:40 AM
RS-SOLUTION :. WATER IS CLEAR
.: OPERATOR SPOKE WITH THE CUSTOMER
.: SG/SH
RDATE :. 10/02/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 570481
ACCOUNT# :. 006290005991
CUSTOMER NAME :. HALL,ARMAND J

SERVICE ADDRESS: 4718 FOOTHILL DR
DDATE : 10/25/01
TYPE : 43
FOPER : 629
COMMENT : CUSTOMER CALLED AND STATED THAT HE HAVE NO WATER
 . PAGED STEVE H
RESOLUTION : CUSTOMER TURNED OFF HIS HOME VALVE
 . SG/JH
RDATE : 10/25/01

SUBDIVISION : 00629
ROUTE : 629
SERVICE ORDER# : 574636
ACCOUNT# : 006290005612
CUSTOMER NAME : SPROWLS,RANDY
SERVICE ADDRESS: 2435 FLINTWOOD DR
DDATE : 11/13/01
TYPE : 28
FOPER : 629
COMMENT : PLEASE CHECK FOR LOW WATER PRESSURE
 . PH. 727-942-1697
RESOLUTION : MR = 310680
 . WATER SOFTENER NEEDED TO BE BY PASSED.
 . SG/JH
RDATE : 11/13/01

SUBDIVISION : 00629
ROUTE : 629
SERVICE ORDER# : 574302
ACCOUNT# : 006290004187
CUSTOMER NAME : MCCOY,ANGELA M
SERVICE ADDRESS: 4711 DARLINGTON RD
DDATE : 11/20/01
TYPE : 27
FOPER : 629
COMMENT : CUSTOMER CALLED AND STATED THAT THERE IS A BROKEN WATER LINE BEHIND
 . HER HOUSE.
 . PAGED TO CHRIS
RESOLUTION : 6" MAIN BREAK REPAIRED BY KENS BUSH HOG SYSTEM TOTALLY DOWN FOR HOURS
 . WHILE REPAIRS WERE BEING COMPLETED. MAIN HAS BEEN FIXED AND SYSTEM IS
 . BACK UP.
 . SG/CL
RDATE : 11/20/01

SUBDIVISION : 00629
ROUTE : 629
SERVICE ORDER# : 576334
ACCOUNT# : 006295000086
CUSTOMER NAME : KILLEEN,DR. ROBERT B
SERVICE ADDRESS: 2520 US HWY 19
DDATE : 11/20/01
TYPE : 29
FOPER : 629
COMMENT : PLEASE CHECK FOR DIRTY WATER

011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 000 BY DATE 16:00:00 07 01 01

PH. 727-934-6905 DISPATCHED TO CURT
RESOLUTION :. I EXPLAINED TO CUSTOMER THAT WE ARE CURRENTLY
EXPERIENCING A WATER MAIN BREAK (6")
AND THAT THE WATER IS BEING STERRED UP
IN THE SYSTEM - HER WATER WILL CLEAR UP.
CHRIS/LYN
RDATE :. 11/20/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 579847
ACCOUNT# :. 006290005792
CUSTOMER NAME :. GALLAY,ELIZABETH H
SERVICE ADDRESS :. 4913 ANN DR
RDATE :. 12/03/01
TYPE :. 28
FOPER :. 629
COMMENT :. CUSTOMER CALLED STATING THEY HAVE LOW PRESSURE
RESOLUTION :. MR = 1476340
CUSTOMER HAS 57 PSI AT THE HOSE BIB.
OPERATOR SPOKE WITH THE CUSTOMER. SHE BELIEVES HER PRESSURE WAS LOW
WHEN THE NEIGHBORS WERE WATERING THEIR LAWNS.
LOCATION = ON EASEMENT RIGHT BACK CORNER OF FENCE.
VERY HARD TO FIND METER.
SG/CL
RDATE :. 12/03/01

SUBDIVISION :. 00629
ROUTE :. 629
SERVICE ORDER# :. 579911
ACCOUNT# :. 006290003788
CUSTOMER NAME :. SHAPPELL,SUSAN M
SERVICE ADDRESS :. 4711 ACGEAN AVE
RDATE :. 12/07/01
TYPE :. 29
FOPER :. 629
COMMENT :. CUSTOMER STATES HER WATER IS BROWN AND HER CLOTHES ARE STAINED
PAGED CL @ 12:30 PM
RESOLUTION :. COLD WATER CLEAR OPERATOR TOLD THE CUSTOMER TO FLUSH HOT WATER TANK
SG/RICH
RDATE :. 12/07/01

SUBDIVISION :. 00630
ROUTE :.
SERVICE ORDER# :. 508033
ACCOUNT# :. 006300000000
CUSTOMER NAME :.
SERVICE ADDRESS :.
RDATE :. 01/29/01
TYPE :. 26
FOPER :. GH
COMMENT :. MAIN BREAK ALONG THE ROAD NEAR 5188 NN 75TH CT. CALLED IN TO THE
ANSWERING SERVICE.
PLEASE PROVIDE RESOLUTION

(11) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16:50:22 07-01-01

RESOLUTION :. CALLED BY DISPATCHER AT 8:00 PM
: LEAK ON NW 78TH CT AT 5400.
: 5188 NW 78TH ADDRESS OF CALLER.
: CALLED EMERGENCY LOCATES FOR ELLZEY PLUMBING TO REPAIR LEAK
: SG/DT
RDATE :. 01/29/01

SUBDIVISION :. 00630
ROUTE :.
SERVICE ORDER# :. 523678
ACCOUNT# :. 006300000000
CUSTOMER NAME :. ,
SERVICE ADDRESS :.
RDATE :. 04/11/01
TYPE :. 27
FOPER :. GH
COMMENT :. NW 80TH AVE - 2" BROKEN LINE
: WATER SHUT DOWN @ APROX. 11:00 AM FOR REPAIRS.
: APROX. 25 CUSTOMERS WITH OUT WATER.
: BOIL ORDERS TO BE ISSUED
: PLEASE PROVIDE RESOLUTION.
RESOLUTION :. SHUT DOWN MAIN @ 11:00 AM. PUT CORPORATION STOPS ON 2 - 2" SERVICE
: LINES (FOR CONSTRUCTION) LINE ON AT 12:00 PM. FLUSHED 3,000 GALLONS
: 80TH AVE HYDRANT. 31 BOIL ORDERS ISSUED. CALLED DEP. SAMPLES TAKEN.
: ALL RESOLVED.
: SG/DA
RDATE :. 04/11/01

SUBDIVISION :. 00630
ROUTE :.
SERVICE ORDER# :. 557936
ACCOUNT# :. 006300000000
CUSTOMER NAME :. ,
SERVICE ADDRESS :.
RDATE :. 08/30/01
TYPE :. 27
FOPER :. GH
COMMENT :. 6" WATER LINE LEAK AT GH WTP
: SHUT DOWN SERVICE ON 14 CUSTOMERS TO REPAIR LEAK
: ARRIVED AT LOCATION @ 9:00 AM / COMPLETED @ 14:00PM
: NOTIFIED DEP NO BOIL ORDERS ISSUED.
RESOLUTION :. OPERATOR REPAIRED THE LEAK
: SG/DA
RDATE :. 08/30/01

SUBDIVISION :. 00630
ROUTE :. 1
SERVICE ORDER# :. 522932
ACCOUNT# :. 006300301410
CUSTOMER NAME :. ALLEN,GARY
SERVICE ADDRESS :. 5270 NW 75TH AVE
RDATE :. 04/09/01
TYPE :. 28
FOPER :. GH

COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE STATING THAT THEY HAVE HAD VERY
 . LOW PRESSURE SINCE ANOTHER HOUSE WAS CONNECTED TO OUR LINES. ALSO
 . THE WATER HAS SLIME AND THE CUSTOMER WOULD LIKE AN EXPLANATION
 . AND THE HYDRANT FLUSHED .
 . PAGED DA
 RESOLUTION :. MR = 5455550
 . GOOD PRESSURE / FLOW BOH HOSES. (FRONT/SIDE) .
 . FLUSHED 2500 GALLONS THROUGH MAIN HYDRANT .
 . STILL GOOD PRESSURE FLOW.
 . TAGGED HOME FOR MEETING.
 . OPERATOR METER WITH THE CUSTOMER (ORANGE SAND IS CHEMICAL FROM WATER
 . SOFTENER. BYPASSED UNIT WATER CLEAR
 . CUSTOMER SATISFIED
 . SG/DA
 RDATE :. 04/09/01

SUBDIVISION :. 00630
 ROUTE :. 1
 SERVICE ORDER# :. 536898
 ACCOUNT# :. 006300303020
 CUSTOMER NAME :. MURPHY HOMES INC,
 SERVICE ADDRESS :. 5689 NW 80TH AVE RD
 DATE :. 06/08/01
 TYPE :. 42
 SUPER :.
 COMMENT :. MURPHY HOMES 352-622-1924 (PAT) REQUESTED TO HAVE THE METER PUT IN
 . STRAIGHT. THE HOMEOWNER WAS ON SITE AND SAID IT IS VERY CROOKED.
 RESOLUTION :. MR = 1770
 . METER BOX STRAIGHTENED
 . SG/DA
 RDATE :. 06/08/01

SUBDIVISION :. 00630
 ROUTE :. 1
 SERVICE ORDER# :. 559224
 ACCOUNT# :. 006300303020
 CUSTOMER NAME :. MURPHY HOMES INC,
 SERVICE ADDRESS :. 5689 NW 80TH AVE RD
 DATE :. 08/14/01
 TYPE :. 28
 SUPER :.
 COMMENT :. PLEASE CHECK WATER PRESSURE IT SEEMS TO BE LOW PER MR HAROLD EHRICH
 . NEW OWNER.
 . SERVICES ARE STILL UNDER MURPHYS HOMES
 RESOLUTION :. PSI = 57
 . OPERATOR SPOKE WITH THE CUSTOMER
 . RESOLVED
 . SG/DA
 RDATE :. 08/14/01

SUBDIVISION :. 00630
 ROUTE :. 630
 SERVICE ORDER# :. 518045
 ACCOUNT# :. 006300301307

CUSTOMER NAME :. NORMAN, JIM K
 SERVICE ADDRESS :. 4480 NW 80TH TER
 DDATE :. 03/16/01
 TYPE :. 32
 PIPER :. GH
 COMMENT :. CUSTOMER CALLED AND STATED THAT THERE IS A VERY STRONG SMELL OF CHLORINE
 . CUSTOMER CALLED AND STATED THAT SHE HAVE BEEN BRUING TEA AND THE TEA
 . HAVE BEEN TURNING VERY DARK AND CLOUDY. WANTS WATER ANALYSES.
 . PH# 352-867-7096
 . PAGED FRANKIE G
 RESOLUTION :. NR = 2988760
 . TOOK CL2 RESIDUAL
 . .6 RESIDUAL OPERATOR COULD NOT FIND ANYTHING WRONG
 . NO LEKS OR CROSS CONNECTIONS
 . SG/DA
 RDATE :. 03/16/01

SUBDIVISION :. 00630
 ROUTE :. 630
 SERVICE ORDER# :. 523303
 ACCOUNT# :. 006300301861
 CUSTOMER NAME :. CLARK, RICHARD K
 SERVICE ADDRESS :. 7575 NW 56TH PL
 DDATE :. 04/06/01
 TYPE :. 28
 PIPER :. GH
 COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE STATING THAT THEY HAD LOW WATER
 . PRESSURE AND SEDIMENT IN THEIR LINE.
 . DISPATCHED TO DA
 . PLEASE PROVIDE RESOLUTION.
 RESOLUTION :. 4/7/01
 . CUSTOMER WAS CALLED BY THE OPERATOR. EXPLAINED DUB CONTRACTOR FOR COX
 . CALDE HAD BROKEN THE CUSTOMERS LINE TWICE, ALLOWING SEDIMENT, DIRT,
 . AND POSSIBLE LAWN CHEMICALS INTO THE HOMEOWNERS LINE.
 . RESOLVED ON OUR PARTY
 . SG/DA
 RDATE :. 04/06/01

SUBDIVISION :. 00630
 ROUTE :. 630
 SERVICE ORDER# :. 524474
 ACCOUNT# :. 006300101846
 CUSTOMER NAME :. PHILBROOK, TIG
 SERVICE ADDRESS :. 4343 NW 80TH AVE #8
 DDATE :. 04/17/01
 TYPE :. 30
 PIPER :.
 COMMENT :. CUST IS CONCERNED THAT THERE ARE PARTICLES IN THE WATER EVER SINCE
 . THE MAIN BREAK. EILEEN 312-402-0455. PLEASE FLUSH HYDRANTS.
 RESOLUTION :. FLUSHED SYSTEM
 . TAGGED HOUSE
 . SG/DA
 RDATE :. 04/17/01

(011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 18:50:22 07-01-02

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 528010
ACCOUNT# :. 006300101281
CUSTOMER NAME :. DUDLEY, J C
SERVICE ADDRESS :. 5511 NW 78TH CT
DDATE :. 04/30/01
TYPE :. 29
PIPER :. GH
COMMENT :. PLEASE CHECK FOR DISCOLORATION AND SAND IN WATER.
: . DISPATCHED TO DANIEL ANDERSON
RESOLUTION :. OPERATOR FLUSHED SYSTEM
: . SG/DA
: . PROBLEM WAS THE CUSTOMERS WATER CONDITIONER.
: . CUSTOMER RESOLVED THE PROBLEM.
: . SG/DA
ROATE :. 04/30/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 527746
ACCOUNT# :. 006300201322
CUSTOMER NAME :. POE, CHARLES R
SERVICE ADDRESS :. 4740 NW 80TH CT
DDATE :. 04/30/01
TYPE :. 45
PIPER :. GH
COMMENT :. CUSTOMER STATES THAT WE NEED TO REMOVE BARRICADES AND PUT ASPHALT
: . DOWN. PAGED DA @ 11:20 AM
RESOLUTION :. 4/30/01 ALREADY CONTACTED PAVING CREW. REPAIR WILL BE DONE ASAP.
: . BARACADES WILL STAY UNTIL WORK IS COMPLETED.
: . SG/DA
ROATE :. 04/30/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 528087
ACCOUNT# :. 006300302071
CUSTOMER NAME :. GLASSMAN, JUDITH S
SERVICE ADDRESS :. 5500 NW 78TH CT
DDATE :. 05/01/01
TYPE :. 26
PIPER :. GH
COMMENT :. CUSTOMER CALLED TO REPORT A WATER MAIN BREAK
: . IN FRONT OF THIS ADDRESS
: .
: . PAGED TO DANIEL ANDERSON
RESOLUTION :. MAIN BREAK. EMERGENCY LOCATES.
: . REPAIR WITH EILEZY PLUMBING. BOIL ORDERS ISSUED.
: . OPERATOR SENT SERVICE RESPONSE REPORT.
: . SG/DA
ROATE :. 05/01/01

SUBDIVISION :. 00630
ROUTE :. 630

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CALL SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 000 BY CUR 16:59:21 07-01-02

SERVICE ORDER# : 531460
ACCOUNT# : 006300201492
CUSTOMER NAME : MYERS, JOHN E
SERVICE ADDRESS: 8141 NW 43RD LN
DATE : 05/16/01
TYPE : 28
SUPER : GH
COMMENT : CUSTOMER IS GOING TO INSTALL AN IRRIGATION SYSTEM BUT HE NEEDS TO
: KNOW HIS WATER PRESSURE. PLEASE CHECK AND NOTIFY CUSTOMER.
RESOLUTION : PSI = 40 - 60 OPERATOR TESTED THE NEIGHBORS HOUSE,
: TALKED TO THE CUSTOMER
: CUSTOMER IS SATISFIED.
: SG/DA
DATE : 05/23/01

SUBDIVISION : 00630
ROUTE : 630
SERVICE ORDER# : 532722
ACCOUNT# : 006300302340
CUSTOMER NAME : SANTIAGO, ANTHONY M
SERVICE ADDRESS: 4725 NW 78TH AVE
DATE : 05/21/01
TYPE : 32
SUPER :
COMMENT : BAD TASTE & ODOR IN WATER.
: SEGRID 352-629-5395
: PAGED DAN A.
RESOLUTION : MR = 177970
: TASTE AND ODOR DETECTED IN WATER WAS CL2.
: OPERATOR ANSWERED QUESTIONS CONCERNING SCALE, HARDNESS, CONDITIONS,
: AND FILTERS. FLUSHED MAIN LINE FOR ANY POSSIBLE SAND GRANULALS,
: CUSTOMER SATISFIED.
: SG/DA
DATE : 05/21/01

SUBDIVISION : 00630
ROUTE : 630
SERVICE ORDER# : 533398
ACCOUNT# : 006300211650
CUSTOMER NAME : KRIMINGER, GEORGE
SERVICE ADDRESS: 4660 NW 80TH CT IRRG
DATE : 05/24/01
TYPE : 40
SUPER : GH
COMMENT : CUSTOMER HAS CALLED SEVERAL TIMES NOW AND WANTS HIS LAWN REPAIRED. WE
: KEEP PROMISING WE WILL BE OUT BUT WE DO NOT SHOW. HE WANTS THE LAWN
: REPAIRED...
RESOLUTION : OPERATOR INFORMED CONTRACT LANDSCAPER AND SPOKE TO THE CUSTOMER RE: LAWN
: REPAIR.
: SG/DA
:
:
: 6/21/01 THE CUSTOMER IS REQUESTING THAT SOMEONE CONTACT HIM TO LET
: HIM KNOW WHEN WILL HIS YARD WILL BE REPAIRED. SINCE ABOVE RESOLUTION
: NO ONE HAS CAME OUT TO REPAIR LAWN. (KIND)
: 6/21/01 OPERATOR CALLED CUSTOMER LEFT MESSAGE ON ANSWERING MACHINE.

. INFORMED OF LANDSCAPER SURVEYING DAMAGE DIRT TO BE REMOVED AND SOIL
. NEEDED TO BE REPAIRED. SG/DA
DATE : 05/24/01

SUBDIVISION : 00630
ROUTE : 630
SERVICE ORDER# : 535305
ACCOUNT# : 006300302811
CUSTOMER NAME : FELLMAN, JAMES P
SERVICE ADDRESS : 9010 NW 49TH STREET RD
DATE : 06/01/01
TYPE : 31
FOPER : GH
COMMENT : PLEASE CHECK FOR LOW WATER PRESSURE AND AIR IN LINE.
. PH. 352-620-8714

RESOLUTION : AT 10:00 AM, CALLED MICHAEL BACK (NAME ON RADIO). AIR IN LINES. FOUND
. AIR COMPRESSION. IMMEDIATELY TURNED OFF, BLEW OUT 1/2 TANK OF AIR.
. IMMEDIATELY BLOWING OFF HYDRANTS TO PURGE AIR. STARTED FAST AND REDUCED
. TO SLOW FLUSHING FROM 10:30 AM CONTINUED UNTIL 1800 HRS.
. CHECKED HOME SIDE TAP AT 2:00 PM, ONE AIR POP THEN CLEAR WATER.
. FLUSHED 1-2 MINUTES. STILL CLEAR. SCOTTY AND DANIEL METER THE CUSTOMER
. AT 16:30 HRS. INSPECTED DAMAGE. SCOTTY CALLED IN CLAIM REPORT TO CNA.
. OPERATOR SPOKE WITH DAVID, SCOTTY, AND BRYAN.
. SG/DA
DATE : 06/01/01

SUBDIVISION : 00630
ROUTE : 630
SERVICE ORDER# : 535386
ACCOUNT# : 006300201313
CUSTOMER NAME : COCHRAN, JOHN
SERVICE ADDRESS : 8140 NW 46TH ST
DATE : 06/01/01
TYPE : 31
FOPER :
COMMENT : CUSTOMER HAS AIR COMING AIR THROUGH LINE. HE FLUSHED HIS OUTSIDE
. FAUCET FOR 5 MINUTES . DID NOT CLEAR UP

RESOLUTION : FLUSHING THE HYDRANTS
. OPERATOR SPOKE WITH THE CUSTOMER
. SG/DA
DATE : 06/01/01

SUBDIVISION : 00630
ROUTE : 630
SERVICE ORDER# : 542401
ACCOUNT# : 006300302422
CUSTOMER NAME : DENTON, WILLIAM
SERVICE ADDRESS : 4946 NW 76TH CT
DATE : 06/29/01
TYPE : 30
FOPER : GH
COMMENT : CUSTOMER WOULD LIKE HARDNESS OF WATER TESTED
. SHE STATES THAT SHE HAS ALOT OF RESIDUE IN HER WATER
. SHE HAS A WATER SOFTNER. PLEASE SPEAK WITH CUSTOMER REGARDING
. SITUATION.

RESOLUTION :. TAGGED HOUSE CUSTOMER NOT AT HOME.
: LEFT LABORATORY SAMPLING REPORT RESULT SHEET OF WATER HARDNESS TESTS.
: SG/DA
RDATE :. 06/29/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 545403
ACCOUNT# :. 006300201655
CUSTOMER NAME :. KRIMINGER,GEORGE
SERVICE ADDRESS :. 4660 NW 80TH CT
RDATE :. 07/13/01
TYPE :. 33
FOPER :.
COMMENT :. GEORGE 352-867-0619 CALLED TO SAY THAT HIS LAWN REPAIR WAS NEVER
: FINISHED AS PROMISED. PLEASE REPAIR & CALL CUST.

RESOLUTION :. TAGGED HOUSE NO ONE PRESENT.
: OPERATOR WILL FINISH SOD
: SG/DA
: 7/27/01 OPERATOR FINISHED LAYING SOD.
: 7/30/01 OPERATOR LEFT A MESSAGE ON CUSTOMERS ANSWERING MACHINE.
: SG/DA
RDATE :. 07/13/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 556754
ACCOUNT# :. 006300201232
CUSTOMER NAME :. CASSONE,JACK
SERVICE ADDRESS :. 4640 NW 80TH CT
RDATE :. 08/27/01
TYPE :. 31
FOPER :. GH
COMMENT :. CUSTOMER HAS AIR IN THEIR WATER
: PLEASE SPEAK WITH THE CUSTOMER
: THE CUSTOMER WILL BE HOME
: PAGED DA
RESOLUTION :. MR = 3273770
: .
: OPERATOR SPOKE WITH THE CUSTOMER.
: FLUSHED 7000 GALLONS OF WATER THROUGH HYDRANT TO ELIMINATE POSSIBLE AIR.
: CUSTOMER SATISFIED.
: SG/DA
RDATE :. 08/27/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 558757
ACCOUNT# :. 006300101804
CUSTOMER NAME :. MCNAMARA,EDWARD J
SERVICE ADDRESS :. 7879 NW 56TH PL
RDATE :. 09/06/01
TYPE :. 28
FOPER :. GH

FIELD SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY DATE 164501.07 07 01 03

COMMENT :. MR. McNAMARA CALLED TO REPORT HE HAS VERY LOW PRESSURE AND REQUESTS
: SOMEONE COME OUT (BEST IN AFTERNOON) AND CHECK THE PRESSURE.
:
: PLEASE SPEAK WITH MR. McNAMARA (352) 368-1367
RESOLUTION :. MR # 832590
: CHECKED PRESSURE AT 65 PSI.
: OUTSIDE HOME ALSO GOOD FLOW.
: OPERATOR SPOKE WITH THE CUSTOMER.
: CUSTOMER IS SATISFIED.
: SG/DA
ROUTE :. 09/06/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 571532
ACCOUNT# :. 006300201756
CUSTOMER NAME :. BYERLY, THAYER L
SERVICE ADDRESS :. 8275 NW 43RD LN
DATE :. 10/30/01
TYPE :. 43
SUPER :. GH
COMMENT :. CUSTOMER STATES THAT THEY HAVE NO WATER
: PLEASE TURN ON WATER IF THE WATER IS OFF
: TAG HOUSE THAT WATER HAS BEEN TURNED ON
: PAGED DA @ 9:30 AM
RESOLUTION :. TURNED WATER ON. 10 GALLONS STEADY LOSS. OPERATOR HAD TO TURN OFF
: WATER. TAGGED HOUSE. VALVE IS UNLOCKED WHEN WATER IS READY TO BE TURNED
: ON.
: SG/DA
ROUTE :. 10/30/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 571821
ACCOUNT# :. 006300302422
CUSTOMER NAME :. DENTON, WILLIAM
SERVICE ADDRESS :. 4946 NW 76TH CT
DATE :. 10/31/01
TYPE :. 28
SUPER :. GH
COMMENT :. MS. CALLED TO REPORT VERY LOW PRESSURE. SHE REQUESTS SOMEONE TO COME OUT
: AND CHECK INTO THIS.
:
: PAGED TO DANIEL
RESOLUTION :. CUSTOMER CALLED AND CANCELED SO
: THEIR VALVE WAS OFF
: SG
ROUTE :. 10/31/01

SUBDIVISION :. 00630
ROUTE :. 630
SERVICE ORDER# :. 574380
ACCOUNT# :. 006300301311

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(41) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 18450188 07-01-02

CUSTOMER NAME :. BURNETTE,WILLIAM A
SERVICE ADDRESS:.. 4606 NW 78TH AVE
DDATE :. 11/11/01
TYPE :. 43
FOPER :. GH
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE STATING THEY HAD NO WATER.
.: PLEASE PROVIDE RESOLUTION.
RESOLUTION :. MR = 4155490
.: SMALL LEAK NEXT TO THE METER TURNED WATER BACK ON . (CUSTOMER
.: PREVIOUSLY ASKED FOR WATER TO BE TURNED OFF TO MAKE REPAIRS).
.: SG/DA
RDATE :. 11/11/01

SUBDIVISION :. 00635
ROUTE :. 635
SERVICE ORDER# :. 544092
ACCOUNT# :. 006350000155
CUSTOMER NAME :. CHAPMAN,JANE
SERVICE ADDRESS:.. 7332 NW 44TH LN
DDATE :. 07/06/01
TYPE :. 33
FOPER :.
COMMENT :. CUSTOMER CALLED COMPLAINING THAT THERE IS A DANGEROUS BIG HOLE IN HER
.: YARD SINCE 7/2/01. HER NEW SHRUBS ARE DYING. SHE IS VERY UPSET!!!
.: 352-351-0912
RESOLUTION :. FILLED IN HOLE
.: ALSO HAD TO REPLACE METER
.: SG/FG
RDATE :. 07/06/01

SUBDIVISION :. 00635
ROUTE :. 635
SERVICE ORDER# :. 580786
ACCOUNT# :. 006350000201
CUSTOMER NAME :. CATALDI,SANDY
SERVICE ADDRESS:.. 7370 NW 44TH LN
DDATE :. 12/13/01
TYPE :. 28
FOPER :.
COMMENT :. CUSTOMER STATES HER WATER PRESSURE IS VERY LOW. PLEASE TEST THE
.: PRESSURE AND TAG DOOR WITH YOUR FINDINGS.
RESOLUTION :. TESTED PRESSURE AT 62 PSI
.: POSSIBLE LOWER PRESSURE WHEN IRRIGATION IS RUNNING.
.: ALSO HOUSE VALVE WAS PARTIALLY CLOSED.
.: SG/DA
RDATE :. 12/13/01

SUBDIVISION :. 00637
ROUTE :. 637
SERVICE ORDER# :. 502739
ACCOUNT# :. 006370013123
CUSTOMER NAME :. FINN,JOHN
SERVICE ADDRESS:.. 42 DELAWARE CT
DDATE :. 01/05/01

011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUP 16:50:20 07-01 02

TYPE :. 43
FOPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE AT 6:54AM TO REPORT NO WATER.
RESOLUTION :. CUSTOMER CALLED BACK AT 8:05 AND SAID TO CANCEL. PIPES WERE BROKEN.
NOW HAS WATER.
ROATE :. 01/05/01

SUBDIVISION :. 00637
ROUTE :. 637
SERVICE ORDER# :. 502741
ACCOUNT# :. 006370012965
CUSTOMER NAME :. MEFFORD,ARTHUR
SERVICE ADDRESS :. 41 HARBOR WAY
DDATE :. 01/05/01
TYPE :. 43
FOPER :.
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE AT 7:06 AM TO REPORT NO WATER.
PLEASE PROVIDE RESOLUTION.
RESOLUTION :. THEY HAVE WATER NOW. READ 277170
TS/FT
ROATE :. 01/05/01

SUBDIVISION :. 00637
ROUTE :. 637
SERVICE ORDER# :. 516234
ACCOUNT# :. 006370015200
CUSTOMER NAME :. LAKE TARPON VILLAGE LC,
SERVICE ADDRESS :. 43 VILLAGE GREEN WAY
DDATE :. 03/08/01
TYPE :. 29
FOPER :.
COMMENT :. JANET WITH LAKE TARPON VILLIAGE CALLED DUE TO DISCOLOURED WATER.
CONTACT # 727-784-5815
PLEASE STOP BY OFFICE.
RESOLUTION :. OFFICE NOT OPEN ON FRIDAYS. NO OUTSIDE HOUSE BIR TO CHECK. LEFT TAG
TO CALL IF PROBLEM PERSIST.
SH/FT
ROATE :. 03/09/01

SUBDIVISION :. 00637
ROUTE :. 637
SERVICE ORDER# :. 521558
ACCOUNT# :. 006370014483
CUSTOMER NAME :. DEGRACE,ANN
SERVICE ADDRESS :. 128 INDEPENDENCE AVE
DDATE :. 04/03/01
TYPE :. 28
FOPER :.
COMMENT :. CUSTOMER IS REQUESTING THAT WATER PRRSSURE BE CHECKED DUE TO IT
HAS BEEN LOW THE (CUSTOMER IS REQUESTING IF SOMEONE CAN COME BY IN
THE AM. (THANKS)
RESOLUTION :. LOW PSI. CONTRACTOR WILL HAVE TO RUN NEW SERVICE. INSTALL NEW SERVICE
LATERAL.
PW/SH

RODATE :. 04/03/01

SUBDIVISION :. 00637
 ROUTE :. 637
 SERVICE ORDER# :. 534997
 ACCOUNT# :. 006370012312
 CUSTOMER NAME :. WESTENFELDER,MILDRED
 SERVICE ADDRESS :. 41 WASHINGTON CT
 DDATE :. 06/01/01
 TYPE :. 44
 SUPER :.
 COMMENT :. CUST HAS LOW PRESSURE MILDRED 727-786-2588
 . LEAVE A DOOR TAG W/ FINDINGS
 RESOLUTION :. READ 1290980 WATER PRESSURE AT HOUSE OK. 58 PSI
 . TAGGED DOOR
 . C.LANNI/FT
 RODATE :. 06/01/01

SUBDIVISION :. 00637
 ROUTE :. 637
 SERVICE ORDER# :. 550483
 ACCOUNT# :. 006370012531
 CUSTOMER NAME :. TENNANT,MARION K
 SERVICE ADDRESS :. 289 SALEM AVE
 DDATE :. 07/31/01
 TYPE :. 43
 SUPER :.
 COMMENT :. CUSTOMER WATER HAS BEEN OFF SINCE 11:00AM NO NOTIFICATION HAS BEEN
 . GIVEN TO THE CUSTOMER THE CUSTOMER STATED THAT ALSO THIS HAS BEEN
 . GOING ON SINCE MONDAY 7/30/01. THE CUSTOMER IS NOT HAPPY AND
 . WANTS TO KNOW WHATS GOING ON. CUSTOMER REQUESTS TO SPEEK TO SOMEONE
 . MRS. TENNANT @ 727-784-4045
 RESOLUTION :. WHILE REPAIRING VALVE CONTRACTOR HAD WATER 3/4 TURNED OFF. THEY HAD
 . WATER BUT LOW PSI. WENT OUT & OPENED VALVE. CUSTOMER OK WITH THE
 . UPGRADES TO SYSTEM.
 . SH/FT
 RODATE :. 07/31/01

SUBDIVISION :. 00637
 ROUTE :. 637
 SERVICE ORDER# :. 555059
 ACCOUNT# :. 006370014624
 CUSTOMER NAME :. ALU,LEONARD G
 SERVICE ADDRESS :. 125 LAKE TARPON DR
 DDATE :. 08/21/01
 TYPE :. 28
 SUPER :. 637
 COMMENT :. CUSTOMER STATES THAT HE SPOKE TO HIS NEIGHBOR WHO HAD HIS LINES REPLACED
 . DUE TO LOW PRESSURE. THIS CUSTOMER WOULD LIKE HIS LINES REPLACED
 . BECAUSE HIS PRESSURE IS VERY BAD.
 . CUSTOMER REQUEST TO SPEAK WITH THE OPERATOR RE: SITUATION.
 . LEONARD ALU @ 727-9772-7067
 RESOLUTION :. RESIDNET HAS A LEGITAMATE COMPLAINT. VERY LOW PRESSURE WITH ONLY ONE
 . SPIGOT OPEN. WILL PROBABLY NEED OLD GALVANIZED REPLACED DUE TO

011) SERVICE ORDERS WITH COMPLAINTS FOR SUBDIVISION 090 BY SUB 16350127 07-01-01

. CORROSION.
. CONTACTED CONTRACTOR. THEY WILL BE OUT TO TAP NEW LINE OFF MAIN. RE/FI
. ***8/24/01 CUSTOMER CALLED & SAYS THERE IS A LEAK AT METER BOX. ALSO
. NEIGHBORS CABLE WAS CUT AND TIME WARNER CAME OUT & SAID IT WAS NOT THEIR
. LINE AND THEY WOULDN'T TOUCH IT. SAID IT WAS VERIZON OR AMERITECH. CALLED
. TO STEVE.
. 8/24/01 SENT CONTRACTOR OUT TO COMPLETE THE LEAK REPAIR AND CABLE
. REPAIR. SH/FT
RDATE : 08/21/01

SUBDIVISION : 00637
ROUTE : 637
SERVICE ORDER# : 561003
ACCOUNT# : 006370012443
CUSTOMER NAME : O'NEIL,DONALD E
SERVICE ADDRESS: 253 SALEM AVE
RDATE : 09/18/01
TYPE : 32
PAPER : 637
COMMENT : CUSTOMER CALLED AND STATED THAT HE HAVE A STRONG SMELL OF CHLORINE IN
. THE WATER.
. RESOLUTION : CUSTOMER NOT HOME. TAGGED. TALKED WITH NEIGHBOR, SHE WILL INFORM HIM
. WHEN SHE SEES HIM THAT I LOWERED CL2 FEED RATE. CL2 WAS HIGH.
. CL/FT
RDATE : 09/18/01

SUBDIVISION : 00637
ROUTE : 637
SERVICE ORDER# : 561114
ACCOUNT# : 006370010982
CUSTOMER NAME : GLENNON,MICHAEL
SERVICE ADDRESS: 121 VILLAGE GREEN WAY
RDATE : 09/18/01
TYPE : 32
PAPER :
COMMENT : CL2 ODOR IS VERY BAD FOR PAST 2 TO 3 DAYS
RESOLUTION : TALKED WITH CUSTOMER REGARDING CL2 ODOR. TOOK 1.0 CL2 FROM HOSE BIB.
. CUSTOMER IS OK NOW AND SAYS PROBLEM ONLY OCCURED FOR ONE DAY.
. CL2 LEVEL AT TARPON WELL IS FIN.
. CL/FT
RDATE : 09/18/01

SUBDIVISION : 00637
ROUTE : 637
SERVICE ORDER# : 564485
ACCOUNT# : 006370013343
CUSTOMER NAME : IAMS,NINA B
SERVICE ADDRESS: 21 CONCORD LN
RDATE : 10/02/01
TYPE : 28
PAPER : 637
COMMENT : CUSTOMER CALLED AND STATED THAT SHE HAVE CORROSION ON THE LINE AND LUN
. WATER PRESSURE.
. NOTE: SHE ALSO WANTS SOMEONE TO SPEAK WITH HER IN REFERENCE TO MOVING

RESOLUTION : HER WATER LINE.
: PAGED STEVE Z
: GALVANIZED LINE CLOGGED. RUNNING NEW SERVICE AND WET TAP.
: SH/FT
ROUTE : 10/02/01

SUBDIVISION : 00637
ROUTE : 637
SERVICE ORDER# : 569686
ACCOUNT# : 006370013231
CUSTOMER NAME : LAYCOCK, CLARENCE
SERVICE ADDRESS : 51 DELAWARE CT
DDATE : 10/22/01
TYPE : 32
FOPER : 637
COMMENT : CUSTOMER STATES THAT SHE BELIEVES THAT HER AND HER HUSBAND ARE SICK FROM
: THE WATER
: PAGED SH
RESOLUTION : CUSTOMER HAD 2.0 CL3
: TOLD CUSTOMER WE HAD TO MAINTAIN A CL2 RESIDUAL. THEY UNDERSTOOD.
: SH/FT
: I TALKED WITH MRS. AND SHE SAID SHE IS GETTING A STOMACH ACHE FROM WATER
: I TESTED WATER AND FOUND ACCEPTABLE CL2 LEVELS(1.5). I TOLD HER THAT
: THE WATER IS SAFE AND EXPLAINED WHY EW NEED TO CHLORINATE AND THAT MAYBE
: SHE SHOULD LOOK INTO BUYING A FILTER IF SHE FEELS SHE IS SENSITIVE TO CL
: CL/FT
ROUTE : 10/22/01

SUBDIVISION : 00637
ROUTE : 637
SERVICE ORDER# : 571742
ACCOUNT# : 006370010132
CUSTOMER NAME : JANDREAU, ELWIN
SERVICE ADDRESS : 147 PHILADELPHIA BLVD
DDATE : 10/31/01
TYPE : 28
FOPER : 637
COMMENT : CUSTOMER STATES THAT HE HAS ALMOST NO WATER PRESSURE EVERY DAY IN THE
: AFTERNOON. CUSTOMER WOULD LIKE SOMETHING DONE ABOUT THIS PROBLEM.
: REFERRED THE CUSTOMER TO PATRICK
RESOLUTION : CHOKED DOWN LATERAL. WILL NEED TO DO WET TAP OF MAIN AND RUN NEW SERVICE
: WILL DO TOMORROW. CUSTOMER OK WITH IT.
: SH/FT
ROUTE : 10/31/01

SUBDIVISION : 00637
ROUTE : 637
SERVICE ORDER# : 574450
ACCOUNT# : 006370011555
CUSTOMER NAME : GIBRALTAR MORTGAGE,
SERVICE ADDRESS : 157 COLONIAL BLVD
DDATE : 11/12/01
TYPE : 43
FOPER :

COMMENT :. CUSTOMER CALLED THEY HAVE NO WATER AND METER IS LOCKED OFF
 . PAGED TO STEVE
 RESOLUTION :. READ 71280
 . SH/FT
 RDATE :. 11/12/01

SUBDIVISION :. 00637
 ROUTE :. 637
 SERVICE ORDER# :. 574540
 ACCOUNT# :. 006370010152
 CUSTOMER NAME :. ORTENSE, ANTHONY N
 SERVICE ADDRESS :. 155 PHILADELPHIA BLVD
 DDATE :. 11/13/01
 TYPE :. 44
 ROPER :.
 COMMENT :. CUST HAS A 1" RES LINE AND HAS BEEN EXPERENCING LOWER AND LOWER
 . WATER PRESSURE. SHE WILL BE HOME AFTER 11 AM.
 RESOLUTION :. GOING TO CALL KEN'S BUS HOG OUT TO FIX AND PUT A NEW LINE IN.
 . ?/FT
 RDATE :. 11/13/01

SUBDIVISION :. 00637
 ROUTE :. 637
 SERVICE ORDER# :. 580983
 ACCOUNT# :. 006370012212
 CUSTOMER NAME :. WALDRUP, JAMES V
 SERVICE ADDRESS :. 44 PLYMOUTH CT
 DDATE :. 12/13/01
 TYPE :. 33
 ROPER :.
 COMMENT :. CUSTOMER SAID TO PICK UP SOG THAT WAS LEFT THERE. HE HAS ST AUGSTINE
 . AND THEY LEFT A DIFFERENT KIND OF GRASS. ALSO CHECK WHERE HOLE WAS
 . FILLED IN; HE CANNOT MOW THAT AREA. TALK W/CUSTOMER
 . 781-7960
 RESOLUTION :. TALKED W CUSTOMER. HE IS SATISFIED WITH WHAT WE DID NON.
 . SH/FT
 RDATE :. 12/13/01

3.8 records listed.

)

(11) SERVICE ORDER RECAP

SUR	ROUTE	SO TYP	COUNT
-----	-----	-----	-----
00602		26	1
00602		36	1
00602		39	1
00602			3
00602	602	26	2
00602	602	27	1
00602	602	28	2
00602	602	30	1
00602	602	36	12
00602	602	39	1
00602	602	41	1
00602	602	43	4
00602	602	44	1
00602	602	46	1
00602	602		26
00602			29

)

(211) SERVICE ORDER RECAP

SUB	ROUTE	SO TYP	COUNT
00604		26	1
00604			1
00604	604	27	1
00604	604	28	9
00604	604	29	6
00604	604	31	1
00604	604	32	3
00604	604	43	2
00604	604		22
00604			23

(711) SERVICE ORDER RECAP

SUB	ROUTE	SO TYP	COUNT
00606	606	30	1
00606	606	32	1
00606	606		2
00606			2

)

0911) SERVICE ORDER RECAP

CLUB	ROUTE	SO TYP	COUNT
----	-----	----	-----
00608	608	28	3
00608	608	36	1
00608	608		4
00608			4

)

0010 SERVICE ORDER RECAP			
SUB	ROUTE	SO TYP	COUNT
---	----	---	-----
00610	610	28	2
00610	610	29	7
00610	610	31	1
00610	610	43	2
00610	610	46	1
00610	610		13
00610			13

)

)

)

(011) SERVICE ORDER RECAP

SUR	ROUTE	SO TYP	COUNT
00612		26	1
00612		29	1
00612			2
00612	612	11	1
00612	612	28	4
00612	612	29	4
00612	612	30	1
00612	612	32	11
00612	612	43	2
00612	612		23
00612			25

)

011) SERVICE ORDER RECAP

JOB	ROUTE	SD TYP	COUNT
00613	1	29	4
00613	1	43	1
00613	1		5
00613	2	36	2
00613	2		2
00613			7

011) SERVICE ORDER RECAP

SUB	ROUTE	SO TYP	COUNT
00614		43	1
00614			1
00614	614	26	1
00614	614	27	2
00614	614	28	3
00614	614	29	4
00614	614	30	1
00614	614	32	1
00614	614	34	1
00614	614	36	6
00614	614	41	1
00614	614	43	2
00614	614	45	1
00614	614		23
00614			24

0011) SERVICE ORDER RECAP

CLUB	ROUTE	SD TYP	COUNT
00615		26	2
00615			2
00615	1	28	1
00615	1	33	1
00615	1	42	1
00615	1	43	5
00615	1	44	1
00615	1		9
00615	2	29	4
00615	2	32	1
00615	2	33	1
00615	2	43	1
00615	2		7
00615	3	27	1
00615	3	28	2
00615	3	29	7
00615	3	43	2
00615	3		12
00615	4	28	1
00615	4	32	2
00615	4	43	2
00615	4	44	2
00615	4		7
00615	5	43	2
00615	5		2
00615	6	43	1
00615	6		1
00615	7	29	3
00615	7		3
00615			43

)

0211 SERVICE ORDER RECAP

SUB	ROUTE	SD TYP	COUNT
---	----	---	----
00616	616	26	1
00616	616	27	1
00616	616	28	2
00616	616	34	1
00616	616	43	1
00616	616		6
00616			6

)

)

(211) SERVICE ORDER RECAP

SO#	ROUTE	SO TYP	COUNT
---	----	---	-----
00618		32	1
00618		43	1
00618			2
00618	618	27	1
00618	618	29	10
00618	618	30	1
00618	618	32	13
00618	618	33	1
00618	618	43	1
00618	618		27
00618			29

)

0411) SERVICE ORDER RECAP

OUR	ROUTE	SO TYP	COUNT
00620	620	43	1
00620	620		1
00620			1

)

(011) SERVICE ORDER RECAP

SUB	ROUTE	SQ TYP	COUNT
00621	621	28	1
00621	621		1
00621			1

)

(71) SERVICE ORDER RECAP

SUB	ROUTE	SO TYP	COUNT
----	-----	----	-----
00623	623	26	1
00623	623	28	2
00623	623	29	1
00623	623	31	1
00623	623	33	2
00623	623	36	4
00623	623	37	1
00623	623	39	1
00623	623	43	3
00623	623		16
00623			16

)

0211) SERVICE ORDER RECAP

CHB	ROUTE	SD TYP	COUNT
00624	624	28	1
00624	624	31	1
00624	624	36	6
00624	624	37	2
00624	624	39	2
00624	624	41	1
00624	624	44	1
00624	624		14
00624			14

)
)
)

G11) SERVICE ORDER RECAP			
JOB	ROUTE	SD TYP	COUNT
----	-----	----	-----
00626		29	1
00626		32	1
00626		39	1
00626		45	1
00626			4
00626	626	11	1
00626	626	26	2
00626	626	27	1
00626	626	28	3
00626	626	29	15
00626	626	30	2
00626	626	32	21
00626	626	36	2
00626	626	42	1
00626	626	43	6
00626	626	44	1
00626	626		55
00626			59

011) SERVICE ORDER RECAP

CLUB	ROUTE	SO TYP	COUNT
00629	629	27	1
00629	629	28	4
00629	629	29	9
00629	629	43	6
00629	629	44	1
00629	629		21
00629			21

0411) SERVICE ORDER RECAP			
018		SO	COUNT
	ROUTE	TYP	
00630		26	1
00630		27	2
00630			3
00630	1	28	2
00630	1	42	1
00630	1		3
00630	630	26	1
00630	630	28	4
00630	630	29	1
00630	630	30	2
00630	630	31	3
00630	630	32	2
00630	630	33	1
00630	630	40	1
00630	630	43	2
00630	630	45	1
00630	630		18
00630			24

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)

(911) SERVICE ORDER RECAP

SUB	ROUTE	SD TYP	COUNT
00637	637	28	4
00637	637	29	1
00637	637	32	3
00637	637	33	1
00637	637	43	4
00637	637	44	2
00637	637		15
00637			15
			=====
			358

358 records listed.