

ORIGINAL

**BEFORE THE FLORIDA
PUBLIC SERVICE COMMISSION**

**DOCKET NO. 060368-WS
AQUA UTILITIES FLORIDA, INC.**

**IN RE: APPLICATION FOR INCREASE IN WATER AND
WASTEWATER RATES IN ALACHUA, BREVARD,
HIGHLANDS, LAKE, LEE, MARION, ORANGE, PALM
BEACH, PASCO, POLK, PUTNAM, SEMINOLE, SUMTER,
VOLUSIA, AND WASHINGTON COUNTIES BY AQUA
UTILITIES FLORIDA, INC.**

DECEMBER 1, 2006

DIRECT TESTIMONY & EXHIBITS OF:

JOHN M. LIHVARCIK

CMP _____
COM 5 _____
CTR SRG _____
ECR _____
GCL 1 _____
OPC _____
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SGA _____
SEC 1 _____
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1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

2 **AQUA UTILITIES FLORIDA, INC.**

3 **DIRECT TESTIMONY OF JOHN M. LIHVARIK**

4 **DOCKET NO. 060368-WS**

5 **December 1, 2006**

6 **Q. Please state your name and business address.**

7 A. My name is John M. Lihvarcik. My business address is 1100 Thomas Avenue,
8 Leesburg, FL, 34749.

9 **Q. By whom are you employed and what is your position?**

10 A. I am employed by Aqua Utilities Florida, Inc. ("AUF") as its Vice-President and
11 Chief Operating Officer ("COO").

12 **Q. Please describe your duties and responsibilities in that position.**

13 A. As Chief Operating Officer I am responsible for the overall direction and
14 administration of this company in accordance with the policies and directives of
15 the Board of Directors. The COO shall serve as state operating president and
16 direct and train the staff for the efficient operation of the company to ensure
17 quality customer and community service, employee satisfaction and appropriate
18 shareholder return. The COO is responsible for growing the customer base and
19 for acquiring additional systems to make company operations more efficient.

20 **Q. Please describe your educational background and professional experience.**

21 A. I received a Bachelor of Science degree in Architecture from the University of
22 Memphis in 1975. I have a W-2 Distribution System License from the State of
23 New Jersey and hold and FCC Restricted Radiotelephone Operator's License.

1 My career in the water industry began in 1979 when I was hired as engineer for
2 the Trenton Water Works in Trenton, New Jersey. In this position I was
3 responsible for the day-to-day management and operations of 170 miles of water
4 main providing service to 195,000 people and a staff of 100.

5 In 1991 I was hired by Consumers New Jersey Water Company (“CNJ”)
6 where I was employed as Vice-President and Division Manager of its Southern
7 Division. I was responsible for Customer Service Distribution and Production for
8 the Southern Division which serves 49,000 people. Subsequently, I became Vice-
9 President of Growth and Development for CNJ and its successor, Aqua New
10 Jersey, Inc. In this role, my primary responsibilities were the acquisition of new
11 water and wastewater systems and contract operations. I was also responsible for
12 developer negotiations and I acted as CNJ’s liaison to various state agencies. In
13 May 2005 I became the Vice-President and Chief Operating Officer of AUF.

14 **Q. Please describe your professional affiliations.**

15 A. I am a member of the American Water Works Association – New Jersey Chapter
16 and am past Chairman of its Water Utility Council Legislative Committee. I am
17 also a member of the New Jersey Utilities Association and am a member of its
18 Legislative Affairs Committee. I am also a member of the South Jersey Water
19 Superintendents.

20 I am a member of the American Water Works Association – Florida
21 Chapter and serve on the Florida Water Utility Council Legislative Committee. I
22 am also a member of the Florida Rural Water Association. I am also on the

1 Advisory Board at Hillsborough County Community College for the Water and
2 Wastewater Licensing Curriculum.

3 **Q. Before what regulatory agencies have you previously appeared and**
4 **presented expert testimony?**

5 A. I have testified in several civil cases as a witness for the City of Trenton, New
6 Jersey. I have also testified in a rate case before a Hearing Examiner appointed
7 by the Sarasota County Board of Commissioners.

8 **Q. What is the purpose of your testimony?**

9 A. The purpose of my testimony is to provide the Commissioners an overview of
10 how AUF operates and manages our water and wastewater systems on a day-to-
11 day basis, to provide support for recovery of our requested operations and
12 maintenance (“O&M”) expenses, and to demonstrate that we provide an excellent
13 product and excellent customer service to our customers.

14 **Q. Are you sponsoring any exhibits in this case?**

15 A. Yes, I am sponsoring Composite Exhibit ____, which consists of Exhibits JML-1
16 and JML-2, which are attached to my testimony.

17 **Q. Were these exhibits prepared by you or under your direction and**
18 **supervision?**

19 A. Yes, they were.

20 **Q. In connection with your responsibilities with AUF, are you the sponsor of**
21 **any of the schedules from the MFRs?**

22 A. Yes, I am the co-sponsor of the following Net Operating Income Schedules in
23 Volume 1 of the MFRs: B-1, B-2, B-3, B-5, B-6, B-7, B-7 Supplement, B-8, B-8

1 Supplement, and B-11. In addition, I am a co-sponsor of Schedules B-1 and B-2
2 in Volume 2 (County Summary) of the MFRs.

3 **Q. Please describe the AUF filing in this case.**

4 A. Through this filing, AUF is seeking rates to produce additional annual water and
5 wastewater revenue of \$9,133,000 and \$5,818,000, respectively, a total of
6 \$14,951,000 for the projected test year ending December 31, 2007. The filing
7 was prepared in accordance with the Commission's MFRs and other applicable
8 rules. The filing is based on an historic base year ending December 31, 2005 and
9 projected test years for the twelve month periods ending December 31, 2006 and
10 December 31, 2007 for final rates.

11 **Q. What are the principal causes of the AUF rate filing?**

12 A. The primary reasons for the AUF rate filing are addressed in the testimony of Mr.
13 Schreyer. However, I wish to emphasize that one of the primary drivers of AUF's
14 need for rate relief arises from our significant level of capital investment to
15 enhance our quality of service and comply with applicable federal, state and local
16 regulations. In fact, AUF will have invested approximately \$6.5 million in our
17 water facilities, \$10.7 million in our wastewater facilities and \$1.3 million in
18 general plant facilities since January 1, 2005 through December 31, 2007 for the
19 various systems in this proceeding. These capital investments, including the
20 reasons for many of the major capital investments, are addressed in more detail in
21 Mr. Connolly's testimony.

1 **Q. Please provide a general description of how AUF's water and wastewater**
2 **system in the 15 counties subject to the Commission's jurisdiction are**
3 **organized and operated?**

4 A. AUF consists of several divisions located in fifteen counties, some of which
5 provide water and wastewater service and some of which provide only water
6 services. Each individual system, at present, has its own separate tariff.

7 In this filing, AUF is proposing to move to county-wide rates, whereby all
8 systems within a County would have the same tariff and the same rates.

9 I have attached Exhibit JML-1 to my testimony which provides a listing of the
10 water and wastewater systems, by county, that are under the Commission's
11 jurisdiction and included in this rate filing.

12 **Q. Please provide a general overview of the manner in which AUF provides for**
13 **the operations and maintenance of its facilities?**

14 A. Generally speaking, we seek to employ the most qualified personnel available.
15 We stress and assure that all of our employees attend the necessary training
16 courses (Continuing Education Units) to maintain their licenses. Management
17 works with operators to review and assess how operations are conducted and
18 various ways that our operators can perform more efficiently. AUF's operators are
19 included and have input in the engineering design of facilities for which they will
20 be responsible, including equipment selection and distribution and collections
21 system upgrades or improvements.

1 **Q. What role does the corporate office in Leesburg play in providing**
2 **operational and technical support for the provision of utility services in**
3 **Florida?**

4 A. The corporate office in Leesburg provides the operational and technical support
5 for all of the water and wastewater systems and operators throughout Florida. The
6 office provides the engineering, permitting, environmental compliance,
7 operational and secretarial support and is a resource for the operators, field
8 workers, and meter readers.

9 The diversity and geographic reach of AUF's systems throughout Florida
10 provide an operational challenge, as we are charged with the responsibility for the
11 operations and maintenance of water and wastewater systems that stretch from
12 Captiva Island in Southwest Florida to Sunny Hills in Washington County. The
13 major challenge is ensure that our systems are operating in compliance with
14 environmental regulations, that our customers are provided with a high level of
15 water and wastewater services, as well as responsive and efficient customer
16 service, and to ensure that each system is operated consistent with corporate
17 policies and procedures.

18 AUF's corporate office employs a consistent set of policies and
19 procedures that apply to a broad spectrum of tasks necessary to efficient
20 operations such as the purchase of supplies, the establishment of standard
21 construction specifications, standard criteria for requesting capital projects,
22 management of the operating budget, and other operational policies and

1 procedures. It is the goal of the corporate office to see that these policies and
2 procedures are followed.

3 Capital projects are bid, designed and permitted through the Leesburg
4 corporate office. As a standard practice, operators assigned to various systems
5 assist engineering personnel in the corporate office in the design of a project. The
6 operators provide their input, review and comments to assure the responsible AUF
7 engineer has a correct design. Once the contract has been awarded, the operator
8 remains involved and will be included in the pre-construction meeting and serve
9 as the on-site manager of the project.

10 **Q. What functions does AUF's Operations Manager perform?**

11 A. AUF's Operations Manager oversees the development of operating and capital
12 budgets. As a part of that process, the Operations Manager solicits input from
13 area managers, field coordinators and operators on the specific needs of the
14 systems falling under their responsibility including such items as facilities
15 improvements, upgrades and replacement of equipment within facilities. Once a
16 draft budget is created, the Operations Manager reviews the draft budget with the
17 specific area manager, field coordinator and operator for a system or a particular
18 group of systems to insure that the draft budget is complete. Upon approval of the
19 budget by the Aqua America Board of Directors, the Operations Manager
20 assumes responsibility for the management of operations consistent with the
21 budget. The Operations Manager provides broad oversight to attempt to insure
22 that various projects are scheduled, commenced and concluded on time and within
23 the budget. The Operations Manager also is responsible for providing monthly

1 status reports regarding the capital and operating budgets and explaining any
2 variances in the budgets.

3 **Q. Does AUF operate its facilities in conformance with applicable**
4 **environmental rules?**

5 A. Yes, we do. General overall responsibility for that function rests with AUF's
6 Environmental Compliance Specialist.

7 **Q. What are the responsibilities of the Environmental Compliance Specialist**

8 A. The Environmental Compliance Specialist's responsibility is to make sure that
9 AUF maintains compliance with applicable statutes, rules and directives of the
10 Florida Department of Environmental Protection ("DEP") and the governing
11 Water Management Districts ("WMD"). The Environmental Compliance
12 Specialist also serves as a resource to our area manager, field coordinators and
13 operators to assist them in sampling requirements, techniques, monthly reporting
14 and annual DEP inspections. In this capacity, the Environmental Compliance
15 Specialist will monitor changes, improvements and additions to federal, state and
16 local compliance requirements and inform all those involved. He also
17 recommends training and education courses for the field personnel to attend to
18 keep up with the ever changing regulations. It is his responsibility to maintain a
19 relationship with DEP and WMD representatives.

20 **Q. You mentioned the geographic diversity of AUF's service areas in Florida.**
21 **How do you manage to operate efficiently across such a large geographic**
22 **base?**

1 A. We divide the State of Florida into 5 areas: (1) Sunny Hills, Volusia, Palatka,
2 Brevard and Putnam Counties; (2) Marion, Lake, Orange, Sumter and Brevard
3 Counties; (3) Seminole County; (4) Polk and Pasco Counties; and (5) Highland,
4 Hardee, DeSoto and Lee Counties. By dividing the State this way, we are able to
5 utilize existing offices, employees and facilities to maximize the sharing of
6 manpower, equipment and supplies, while also allowing us to efficiently respond
7 to emergencies. The benefit of having these geographically diverse satellite
8 systems is we can share manpower, supplies and resource easily throughout the
9 state. Vacations and vacant positions can be efficiently addressed by transferring
10 personnel from one area to another. The satellite offices also are utilized to store
11 parts and materials that are distributed on an as-needed-basis rather than stocking
12 each and every office with equipment and materials. The satellite offices also
13 serve as a staging area for our construction equipment, generators, and vehicle in
14 the event of an emergency.

15 **Q. How does AUF's in-house maintenance group in the corporate office**
16 **interface with maintenance employees throughout the state to operate and**
17 **maintain facilities?**

18 A. Our in-house maintenance group has broad responsibility for the maintenance of
19 our water and wastewater treatments facilities, wells, pumps and motors, sewer
20 lift stations, and electrical support for our systems. The supervisor of maintenance
21 works closely with the area manager, field coordinators, and operators to perform
22 preventive maintenance, emergency maintenance, and outside contractor
23 oversight.

1 **Q. Are maintenance employees cross trained so that they are able to perform a**
2 **variety of operations and maintenance functions?**

3 A. Yes, they are. Our personnel do not have just one specific job. They have a
4 major responsibility such as meter reading, plant operations or utility work, and,
5 in addition, they will perform a variety of other tasks including customer service
6 work, addressing customer complaints, new meter installation, shut-offs, mark-
7 outs, main and service line leaks, and meter changes. Here again, the diversity of
8 our service area coupled with the cross training of our employees allows us the
9 flexibility to bring additional employees in, as necessary, to a specific service area
10 or facility to address a particular problem.

11 **Q. In your opinion, does the interface and coordination between the Leesburg**
12 **corporate office and the area managers and operators in the field enhance**
13 **AUF's ability to respond to emergencies and maintain or quickly restore**
14 **service in the face of severe weather events?**

15 A. Absolutely. Prior to a hurricane, we have the ability to coordinate and mobilize
16 our forces and generators throughout the state. An "emergency trailer" that is
17 maintained at the Leesburg office is stocked with any and all equipment needed in
18 the event of an emergency. After each emergency, we review the situation and
19 determine how well we performed and if the trailer had the needed equipment or
20 supplies. The hurricane is tracked and depending on the area of landfall we
21 transport our equipment to a staging area just outside of the limits of the storm.
22 Typically this is one of our systems near the projected landfall. Once the storm
23 has passed, we respond to any and all types of emergencies.

1 **Q. Does AUF attempt to take advantage of economies of scale by contracting for**
2 **various products and services in bulk?**

3 A. Yes, we do. We have developed national contracts for items such as meters,
4 hydrants, pipe and fittings, meter reading equipment, purchasing of vehicles, and
5 vehicle maintenance. We also have state wide contracts for laboratory services,
6 utility contracting, and supplies. In addition, to expedite purchases, we have
7 issued purchase cards to our employees so they can purchase materials or supplies
8 while on the road rather than having to return to the office and pick up the
9 materials. Our objective is to continue to standardize these purchasing practices
10 and purchase in bulk, where possible, for items and services that we use on a daily
11 basis thereby achieving the lowest possible price and improve services and
12 response time.

13 **Q. Have you prepared specific operating information concerning each system in**
14 **this case?**

15 A. Yes. Exhibit JML-2 provides the following information for each water and
16 wastewater system in this case: a description of the water supply and treatment
17 facilities and wastewater treatment and lift station facilities, type of chemical
18 treatment, chemical treatment information, operator requirements and operator
19 duties.

20 **Q. Are you familiar with certain O&M expenses that the Company is seeking to**
21 **recover in this case?**

22 A. Yes, I am.

1 **Q. Would you generally describe the adjustment to O&M expenses for pro**
2 **forma Labor Expense?**

3 A. Yes. The employee compliment as adjusted to include the filling of open
4 positions was priced out at wage rates that assumed a 4% pay increase effective
5 January 1, 2007 for hourly and salaried employees. A capitalization rate of
6 14.45% was used in calculating the non-O&M expense portion of Labor Expense.

7 **Q. Has the Company filed MFR Schedules addressing and justifying O&M**
8 **expenses that exceed the level of the prior five years' growth and inflation?**

9 A. Yes. These O&M expenses and justifications are presented in MFR Schedules B-
10 7 Supplement (Water) and B-8 Supplement (Wastewater) in Volume 1 of the
11 MFRs. I am sponsoring the expense items and justifications as such may pertain
12 to the following O&M expenses: labor, purchase water and sewage, sludge
13 removal, purchase power, chemicals and advertising.

14 **Q. Please describe AUF's general approach to customer service.**

15 A. AUF has a challenge operating and maintaining 80 water and wastewater
16 systems in 15 counties while providing excellent customer service to our
17 customers. The diverse customer base of full time residents and seasonal
18 customers require and present issues not experienced by water and wastewater
19 operators in other locations or states.

20 AUF has a strong commitment to customer service; we have 4 Customer
21 Service Specialists ("CSSs") answering phones to assist customer with bill
22 complaints, water quality issues, transfer of service and initiating new service.
23 Through this commitment we have consolidated our customer service to a call

1 center located in Cary, North Carolina. This center has the ability to enhance
2 customer service by allowing excessive calls to be automatically routed to two
3 other call centers located in Pennsylvania and Illinois. The transfer of calls to
4 these centers will be seamless to the customer and because we are standardized
5 the CSSs will have the ability to answer all questions.

6 **Q. Does this conclude your direct testimony?**

7 **A.** Yes, it does.

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80 systems - detail						
	This version updated by DTF		10/18/2006			
Acct Unit	System Name w/suffix	County	Group	Type	iling#	
6389	Arredondo Farms - Sewer	Alachua	ASI	Sewer	1	
6569	Arredondo Estates/Farms - Water	Alachua	ASI	Water	1	
6439	Beecher's Point - Sewer	Putnam	FWS	Sewer	2	
6438	Beecher's Point - Water	Putnam	FWS	Water	2	
6405	Carlton Village - Water	Lake	FWS	Water	3	
6457	Chuluota - Sewer	Seminole	FWS	Sewer	4	
6456	Chuluota - Water	Seminole	FWS	Water	4	
6406	East Lake Harris Estates - Water	Lake	FWS	Water	5	
6407	Fern Terrace - Water	Lake	FWS	Water	6	
6461	FI Central Commerce Park - Sewer	Seminole	FWS	Sewer	7	
6408	Friendly Center - Water	Lake	FWS	Water	8	
6433	Gibsonia Estates - Water	Polk	FWS	Water	9	
6409	Grand Terrace - Water	Lake	FWS	Water	10	
6556	Haines Creek - Water	Lake	ASI	Water	11	
6462	Harmony Homes - Water	Seminole	FWS	Water	12	
6440	Hermits Cove - Water	Putnam	FWS	Water	13	
6410	Hobby Hills - Water	Lake	FWS	Water	14	
6412	Holiday Haven - Sewer	Lake	FWS	Sewer	15	
6411	Holiday Haven - Water	Lake	FWS	Water	15	
6413	Imperial Mobile Terrace - Water	Lake	FWS	Water	16	
6441	Interlachen Lake/Park Manor - Water	Putnam	FWS	Water	17	
6391	Jasmine Lakes - Sewer	Pasco	ASI	Sewer	18	
6574	Jasmine Lakes - Water	Pasco	ASI	Water	18	
6597	JS - 48 Est - Water	Lake	ASI	Water	19	
6395	JS - Kings Cove - Sewer	Lake	ASI	Sewer	20	
6595	JS - Kings Cove - Water	Lake	ASI	Water	20	
6396	JS - Summit Chase - Sewer	Lake	ASI	Sewer	21	
6596	JS - Summit Chase - Water	Lake	ASI	Water	21	
6468	Jungle Den - Sewer	Volusia	FWS	Sewer	22	
6467	Jungle Den - Water	Volusia	FWS	Water	22	
6401	Kingswood - Water	Brevard	FWS	Water	23	
6435	Lake Gibson Estates - Sewer	Polk	FWS	Sewer	24	
6434	Lake Gibson Estates - Water	Polk	FWS	Water	24	
6589	Lake Josephine - Water	Highlands	ASI	Water	25	
6558	Lake Osborne Est - Water	Palm Beach	ASI	Water	26	
6404	Leisure Lakes - Sewer	Highlands	FWS	Sewer	27	
6403	Leisure Lakes - Water	Highlands	FWS	Water	27	
6415	Morningview - Sewer	Lake	FWS	Sewer	28	
6414	Morningview - Water	Lake	FWS	Water	28	
6402	Oakwood - Water	Brevard	FWS	Water	29	
6577	Ocala Oaks - Water	Marion	ASI	Water	30	
6436	Orange Hill/Sugar Creek - Water	Polk	FWS	Water	31	
6445	Palm Port - Sewer	Putnam	FWS	Sewer	32	
6444	Palm Port - Water	Putnam	FWS	Water	32	
6430	Palm Terrace - Sewer	Pasco	FWS	Sewer	33	
6429	Palm Terrace - Water	Pasco	FWS	Water	33	
6416	Palms MHP - Water	Lake	FWS	Water	34	
6443	Park Manor - Sewer	Putnam	FWS	Sewer	17	
6417	Picciola Island - Water	Lake	FWS	Water	35	
6418	Piney Woods - Water	Lake	FWS	Water	36	

Acct Unit	System Name w/suffix	County	Group	Type	iling#
6446	Pomona Park - Water	Putnam	FWS	Water	37
6419	Quail Ridge - Water	Lake	FWS	Water	38
6561	Ravenswood - Water	Lake	ASI	Water	39
6447	River Grove - Water	Putnam	FWS	Water	40
6386	Rosalie Oaks - Sewer	Polk	ASI	Sewer	41
6562	Rosalie Oaks - Water	Polk	ASI	Water	41
6933	Sebring Lakes - Water	Highlands	ASI	Water	42
6420	Silver Lake Est/Western Shores - Water	Lake	FWS	Water	43
6449	Silver Lake Oaks - Sewer	Putnam	FWS	Sewer	44
6448	Silver Lake Oaks - Water	Putnam	FWS	Water	44
6421	Skycrest - Water	Lake	FWS	Water	45
6831	South Seas - Sewer	Lee	ASI	Sewer	46
6450	St. John's Highlands - Water	Putnam	FWS	Water	47
6422	Stone Mountain - Water	Lake	FWS	Water	48
6472	Sunny Hills - Sewer	Washington	FWS	Sewer	49
6471	Sunny Hills - Water	Washington	FWS	Water	49
6428	Tangerine - Water	Orange	FWS	Water	50
6388	The Woods - Sewer	Sumter	ASI	Sewer	51
6564	The Woods - Water	Sumter	ASI	Water	51
6469	Tomoka/Twin Rivers - Water	Volusia	FWS	Water	52
6424	Valencia Terrace - Sewer	Lake	FWS	Sewer	53
6423	Valencia Terrace - Water	Lake	FWS	Water	53
6426	Venetian Village - Sewer	Lake	FWS	Sewer	54
6425	Venetian Village - Water	Lake	FWS	Water	54
6390	Village Water - Sewer	Polk	ASI	Sewer	55
6571	Village Water - Water	Polk	ASI	Water	55
6451	Welaka/Saratoga - Water	Putnam	FWS	Water	56
6453	Wootens - Water	Putnam	FWS	Water	57
6432	Zephyr Shores - Sewer	Pasco	FWS	Sewer	58
6431	Zephyr Shores - Water	Pasco	FWS	Water	58
		Count of Acct Unit	Type		
Systems consolidated:		County	Water	Sewer	Total
Aredondo Estates 6567-->6569		Alachua	1	1	2
Aredondo Farms 6568-->6569		Brevard	2		2
Park Manor 6442-->6441		Highlands	3	1	4
Saratoga Harbour 6452-->6451		Lake	23	6	29
Sugar Creek 6437-->6436		Lee		1	1
Western Shores 6427-->6420		Marion	1		1
		Orange	1		1
		Palm Beach	1		1
		Pasco	3	3	6
		Polk	5	3	8
		Putnam	10	4	14
		Seminole	2	2	4
		Sumter	1	1	2
		Volusia	2	1	3
		Washington	1	1	2
		Total	56	24	80

Jasmine Lakes (Pasco County)

Water System: 1 water treatment plant
4 production wells

Chemical Treatment: Chlorine for disinfection
Aqua Mag to coat the lines for Lead & Copper violation.

Operations: TThm – last samples were below the MCL
Taste & Odor sampling – quarterly, last samples were below the MCL
Lead & Copper testing – last samples were below the MCL

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Schedule contractor to remove sludge, and removal of grit dumpster.
6. Schedule the delivery of all chemicals.
7. Schedule contactors on a as need basis.
8. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
9. Oversight of lawn maintenance contractor.
10. Meter reading, customer service calls, and new and periodic meter installations.
11. Distribution system mark-outs as required by Florida One Call System.
12. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
13. Schedule the delivery of all chemicals.
14. Schedule contractors on an as needed basis.
15. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant

Percolations ponds

Spray field

7 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Percolation pond and spray field maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Palm Terrace (Pasco County)

Water System: Consecutive system – purchase water from City of Lakeland

Chemical Treatment: None

Operations:

System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant

Percolations ponds

Spray field

4 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 5 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Lake Gibson Estates (Polk County)

Water System: Water treatment plant
2 Production wells

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

Wastewater System: Interconnection with City of Lakeland
4 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 3 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.
6. Lawn maintenance – oversight of contractor.
7. Schedule contractors on an as needed basis.
8. Lawn maintenance – oversight of contractor.

Gibsonia Estates (Polk County)

Water System: Water treatment plant
2 Production wells

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.

5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

Orange Hill/Sugar Hill (Polk County)

Water System: Water treatment plant
2 Production wells

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Transport liquid chlorine from Orange Hill to Sugar Creek because the well location prohibits the chlorine trucks from making the delivery.
6. Meter reading, customer service calls, and new and periodic meter installations.
7. Distribution system mark-outs as required by Florida One Call System.
8. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
9. Schedule the delivery of all chemicals.
10. Schedule contractors on an as needed basis.
11. Lawn maintenance – oversight of contractor.

Zephyr Shores (Pasco County)

Water System: Water treatment plant

1 Production wells

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 6 days/week. This system has numerous complaints because of the transient population. There is an increase of complaints for water quality as the residents do not flush the hot water heaters and ice makers, also meter reading complaints when they leave or arrive.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

Rosalie Oaks (Polk County)

Water System: Water treatment plant
1 Production wells

Chemical Treatment: Chlorine

Operations: System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

Wastewater System: Wastewater Treatment Plant
3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.

6. Wastewater treatment plant maintenance, repairs and inspections.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Village Water (Polk County)

Water System: Interconnected with the City of Lakeland

Operations: System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Schedule contractor to remove sludge, and removal of grit dumpster.
6. Schedule the delivery of all chemicals.
7. Schedule contactors on a as need basis.
8. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
9. Oversight of lawn maintenance contractor.
10. Meter reading, customer service calls, and new and periodic meter installations.
11. Distribution system mark-outs as required by Florida One Call System.
12. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
13. Schedule contractors on an as needed basis.

Wastewater System: Wastewater Treatment Plant
4 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.
6. Wastewater treatment plant maintenance, repairs and inspections.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Lake Suzy (DeSoto County)

Water System: Interconnected with DeSoto County

Operations: System Requirements: Operator must visit the system 2 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Schedule contractor to remove sludge, and removal of grit dumpster.
6. Schedule the delivery of all chemicals.
7. Schedule contactors on a as need basis.
8. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
9. Oversight of lawn maintenance contractor.
10. Meter reading, customer service calls, and new and periodic meter installations.
11. Distribution system mark-outs as required by Florida One Call System.
12. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
13. Schedule contractors on an as needed basis.

Wastewater System: Wastewater Treatment Plant
7 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Lake Josephine (Highlands County)

Water System: Water Treatment Plant
2 production wells

Operations: System Requirements: Operator must visit the system 6 days/week. Numerous customer complaints (avg. 5-10/day) due to shut-offs for non-payment of bills. This is a transient community and we receive water quality complaint because the customers do not flush the hot water heaters or cold water in the refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.

3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule contractors on an as needed basis.

Sebring Lakes (Highlands County)

Water System: Water Treatment Plant
 2 production wells
 Sequestering as a corrosion inhibitor for lead & copper control.

Operations: System Requirements: Operator must visit the system 6 days/week.
 The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Leisure Lakes (Highlands County)

Water System: Water Treatment Plant
 2 production wells

Operations: System Requirements: Operator must visit the system 6 days/week. We contract out the operations of this facility.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.

3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Wastewater System: Wastewater Treatment Plant

7 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week. We contract out the operation of this facility.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Sunny Hills (Washington County)

Water System: 3 water treatment plant
3 production wells
1 Booster Station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.

3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond and drying bed maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Carlton Village (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

East Lake Harris/Friendly Center (Lake County)

Water System: 2 water treatment plant – systems are interconnected
2 production wells

Chemical Treatment: Chlorine for disinfection
Polyphosphate for lead/copper control

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

East Lake Harris/Friendly Center (Lake County)

Water System: water treatment plant – systems are interconnected
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit

2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Fern Terrace Center (Lake County)

Water System: water treatment plant – systems are interconnected
1 production wells

Chemical Treatment: Chlorine for disinfection
Polyphosphate for lead/copper control

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

11. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
12. Prepares the monthly operating report to be submitted to DEP & WMD.
13. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
14. Water treatment plant maintenance, repairs and inspections.
15. Meter reading, customer service calls, and new and periodic meter installations.
16. Distribution system mark-outs as required by Florida One Call System.
17. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
18. Schedule the delivery of all chemicals.
19. Schedule contractors on an as needed basis.
20. Oversight of Lawn maintenance contractor.

East Lake Harris/Friendly Center (Lake County)

Water System: water treatment plant – systems are interconnected
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Grand Terrace Center (Lake County)

Water System: water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection
Polyphosphate for lead/copper control

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit

2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Hobby Hills (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The system is a low income area resulting in numerous monthly shut-offs/turn-ons. The infrastructure is old causing service line and main breaks.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Imperial Mobile Terrace (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Morningview (Lake County)

Water System: water treatment plant
1 production wells
Polyphosphate for corrosion control. Lead/copper control

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
2 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Kings Cove (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
5 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.

3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Palms Mobile Home Park (Lake County)

Water System: water treatment plant

- 1 production wells
- 3 Sand Filters for iron removal

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

Old distribution system requires a lot of maintenance. When the transient customers return we receive water quality complaints because they do not flush the hot water heaters and water filters in refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Picciola Island (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Piney Woods/Spring Lake Manor (Lake County)

Water System: water treatment plant
2 production wells
Aeration for hydrogen sulfide removal

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Quail Ridge Estates (Lake County)

Water System: water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Ravenswood Estates (Lake County)

Water System: water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Silver Lake Estates/Western Shores (Lake County)

Water System: 2 water treatment plant
3 production wells
2-25K storage tanks with fire booster pumps
The system is interconnected

Chemical Treatment: Chlorine (gas) for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 7 days/week.

When the transient customers return we receive water quality complaints because they do not flush the hot water heaters and water filters in refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Skycrest Shores (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.

7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Stone Mountain (Lake County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Summit Chase (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

When the transient customers return we receive water quality complaints because they do not flush the hot water heaters and water filters in refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
1 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Tangerine (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The distribution system is aging and we have been receiving numerous service line and main line breaks. We are preparing plans to begin replacing the aging water mains and service lines.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.

8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Valencia Terrace (Lake County)

Water System: 1 water treatment plant
2 production wells
Polyphosphate for corrosion control. Lead/copper control

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The wwtp is old and requires numerous hours of operations to maintain optimum results.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Venetian Village (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

Installed new water main to alleviate the low pressure complaints

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.

6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
4 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week. We have begun an I&I program to reduce infiltration.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Chuluota (Seminole County)

Water System: 2 water treatment plant
4 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. Numerous complaints for water quality, billing. The system is aging resulting in service line and water main breaks.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: Construction of new WWTP will be completed by 12/31/06.
1 wastewater treatment plant
3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 7 days/week and lift stations 2 days per week. I&I problems are being addressed.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Harmony Homes (Seminole County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. Numerous service calls for non-payment shut-offs and trun-ons.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.

7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Florida Central Commerce Park (Seminole County)

Wastewater System: 1 wastewater treatment plant
Gravity system

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 7 days/week.

Collection system has number of breaks due to soil types.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Oversight of lawn maintenance contractor.

Interlachen Lake Estates (Seminole County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. Unaccounted water loss-continue to do leak detection to locate leaks.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.

Park Manor (Seminole County)

Wastewater System: 1 wastewater treatment plant
1 lift station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 7 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Silver Lake Oaks (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.

8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.

Wastewater System: 1 wastewater treatment plant
1 lift station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift station 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Oversight of lawn maintenance contractor.

River Grove (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Palm Port (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.

9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
2 lift station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift station 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Oversight of lawn maintenance contractor.

Hermits Cove (Putman County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. Public notice for TThm's.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Welaka Mobile Home Park (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.

7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Saratoga Harbour (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. We had elevated TThm's were able to reduce level by decreasing the chlorine dosage rate and flushing.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Beechers Point (Putman County)

Water System: The system is interconnected with the Town of Welaka

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Wastewater System: Interconnected with the Town of Welaka

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the wastewater system 5 days/week. Gravity system.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.

4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.

Wootens (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. TThm's issue we are working to resolve.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Pomona Park (Putnam County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. We have a large amount of service order for service line and main line breaks. Because of the age of the system we are beginning to replace the older service lines and water main.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Holiday Haven (Putnam County)

Water System: Interconnection with the Town of Astor

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.

5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: Interconnected with the Town of Astor

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the wastewater system 6 days/week. Gravity system.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.

Jungle Den (Putnam County)

Water System: Interconnection with the Town of Astor

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.

3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Wastewater System: Interconnected with the Town of Astor
5 Lift stations

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System

Ocala Oaks (Marion County)

Water System: water treatment plants
20 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. We receive low pressure complaints from the Bellaire section during peak demands.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Arredondo Farms (Alachua County)

Water System: 1 water treatment plants
2 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Arrendondo Estates (Alachua County)

Water System: 2 water treatment plants
2 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. We have numerous water service line and main breaks because of the age of the system. This is a low income area increasing service order to terminate service then turn water on.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: Wastewater treatment plant
5 Lift stations

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the wastewater treatment plant, system and lift stations 6 days/week. Identified I&I problem which is being addressed.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System
7. Schedule the delivery of all chemicals.
8. Schedule contractors on an as needed basis.
9. Oversight of lawn maintenance contractor.

Oakwood (Brevard County)

Water System: Interconnection with the Brevard County

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Kingswood (Brevard County)

Water System: Interconnection with the Brevard County

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.
8. Oversight of lawn maintenance contractor.

Tomoka (Volusia County)

Water System: 2 water treatment plants
2 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. TThm's issue, made operational changes for pre & post chlorination and reduced the levels. Water quality complaints from customers. Identified 80% of those complaining have home treatment units and have not been serviced.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.

3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Twin Rivers (Volusia County)

Water System: 1 water treatment plants
1 well

Chemical Treatment: chloramination

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

The Woods (Sumter County)

Water System: 1 water treatment plants
1 well
Filtration for iron & manganese

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. Reduced Tthm's levels below MCL, have issue with HAA5's.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

South Seas Resort (Lee County)

Wastewater System: 1 wastewater treatment plant
Percolations ponds
7 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP & WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP & WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.