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ROBERT M. C. ROSE, (1924-2006)

February 28, 2007

HAND DELIVERY

RECEIVED FPSC
FEB 28 PM 2:11
COMMISSION CLERK
MARTIN S. FRIEDMAN, P.A.
VALERIE L. LORD
BRIAN J. FREET

Ms. Blanca Bayo
Commission Clerk and Administrative Services Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

RE: Docket No. 060253-WS; Utilities, Inc. of Florida's Application for Rate Increase in Marion, Orange, Pasco, Pinellas and Seminole Counties, Florida
Our File No. 30057.108

Dear Ms. Bayo:

Enclosed for filing in the above-referenced docket is the response of Utilities, Inc. of Florida (*Utility*) to Staff's Data Request dated February 22, 2007.

These questions are to follow up on the Orange and Seminole customer meeting held on February 19, 2007.

1. Please provide all boil water notices for the Weathersfield and Oakland Shores water systems along with a copy of the required forms sent to the Department of Environmental Protection (DEP), from January 1, 2005 to date.

RESPONSE: Please refer to Exhibit 1 attached hereto. There were four precautionary boil water advisories issued in Weathersfield since January 1, 2005, three of which impacted the whole system and one that affected 10 customers. There were three outages in Oakland Shores during that same time period, one of which impacted the whole system and two that were limited in scope with eight and 72 homes affected respectively.

2. Did you follow DEP Rule 62-560.410, Florida Administrative Code for noticing? Please explain.

RESPONSE: Yes. DEP was notified promptly as per rule on each occasion. In July 2005 in Weathersfield, due to the sheer number of customers affected, the Utility's field staff posted signs on whiteboards at the entrances to the neighborhoods indicating that a boil water advisory was in effect. For subsequent outages, a reverse-911 call system was used to contact the majority of the customers

RECEIVED & FILED

R.V.N.
FPSC BUREAU OF RECO OS

DOCUMENT NUMBER-DATE

01868 FEB 28 05

FPSC-COMMISSION CLERK

directly and a notice was posted in the media. In Oakland Shores, a much smaller system than Weathersfield, door tags were hung at each affected residence after each outage. In addition, the reverse-911 call system was used on February 2, 2007 when the whole system was affected.

3. Did the DEP indicate that the noticing was inadequate for any of the notices?

RESPONSE: No. DEP has directed the Utility to notify the media promptly whenever more than 1,000 customers are affected by an outage.

4. With respect to the concerns over the aesthetic quality (taste and odor) of the Weatherfield water, the utility recently changed the aeration system for the Weathersfield water treatment system.

A. Is the new aerator the same size as the old aerator. If not, please explain.

RESPONSE: Yes, it is the same size and provides the same functionality as the original unit. The old ground storage tank and aerator were scheduled for replacement in 2004 after the ground storage tank's roof was found to be no longer structurally sound.

B. If required, what would be the utility's preferred method to improve the aesthetic quality (taste and odor) of the Weatherfield water? What would be a total rough estimate, including design, permitting and installation?

RESPONSE: The customer who spoke at the meeting complained about the taste of chlorine in the water. The Utility is not aware that he complained of sulfide smell. Because DEP mandates the use of chlorine for disinfection purposes and the chlorine residual has been kept within the allowed operating range, any proposal to reduce the use of chlorine would not be consistent with DEP's regulation. Consequently, the Utility has not evaluated any alternative treatment methods, and has no cost estimate to provide at this time. An engineering evaluation would need to be done in order to identify the cause of specific water quality complaints, to list possible treatment alternatives, to recommend how best to address water quality problems, and to generate cost estimates for each alternative.

The following questions relate to the Oakland Shores water system.

5. According to a customer it took the utility eight months to remove the trees that had been blown down at the plant. Please provide the steps taken to remove the trees.

RESPONSE: Some of the trees on the plant site were blown down or were damaged from Hurricanes Charlie, Frances or Jeanne, all three of which impacted the Oakland Shores subdivision. A contractor

was hired by the Utility immediately after Hurricane Charlie to take down and dispose of the fallen trees. The contractor mobilized quickly, took down the trees and piled the debris on the plant site. However, the contractor was unable to accomplish the removal of the material in a timely manner. After repeated attempts to have the debris removed using the original contractor, a second contractor was called who succeeded in removing the tree trunks and limbs. Please be aware that at no time did the pile of debris impact the ability of the Utility to provide water service to its customers. The Utility is mindful of the negative impact that the debris pile had on the neighborhood. The Utility has learned a great deal from this experience and now has procedures and resources in place to prevent similar issues from occurring after future storms.

6. With respect to the customer located at 622 Lakeland Drive, his house is adjacent to the Oakland Shores water treatment plant. His plastic meter cover does not fit on the concrete meter box. I spoke to him after the meeting and I advised him that the utility probably no longer carried the concrete box and lid. He is not opposed to a new plastic meter box with lid. Please replace with a new plastic meter box with lid, unless you have a concrete lid that fits. He spends a lot of time in his yard. Please be sure to properly landscape the yard, after replacing the meter box.

RESPONSE: The Utility replaced the plastic lid with a concrete lid that fits properly, then restored the area around the box. The customer inspected the work and expressed satisfaction.

7. The water pipe/valve repair that the utility made near the water plant did not hold and it is still leaking. The construction area was not properly landscaped. Please repair and landscape.

RESPONSE: A 6" water main on the plant site broke two weeks ago and was promptly repaired the same day. However, when the field crew closed two nearby 6" valves to isolate the plant from the distribution system, one of the two valves began to leak through its packing gland and stem. The leak was subsequently stopped and the work area was restored. The Utility is currently evaluating whether the two valves and adjacent piping need to be replaced soon due to their age and condition.

8. Please advise staff when the meter box and the water leak has been repaired and the landscaping is complete.

RESPONSE: Please refer to the Utility's responses to nos. 6 and 7 above.

9. This customer also indicated that the utility was rude when he called to find out more about the reasons for the rate increase. Please explain what the utility knows about the situation and what action the utility plans to do to inform their staff of how important it is to provide good customer relations.

Ms. Blanca Bayo
Commission Clerk and Administrative Services Director
February 23, 2007
Page 4

RESPONSE: The Utility's billing and customer service records do not indicate that anyone at 622 Lake Shore Drive called to complain about the proposed rate change. Nevertheless, the Utility will reemphasize to all of its customer service staff the importance of being considerate and polite at all times when interacting with the customers no matter what the issue. This will be accomplished through additional training. Also, phone calls will be monitored more frequently in an effort to measure the effectiveness of the training effort.

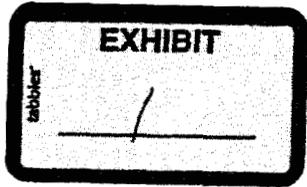
Should you have any questions, please do not hesitate to contact me.

Very truly yours,


VALERIE L. LORD
For the Firm

VLL/mp
Enclosures

cc: Ms. Christine Romig, Division of Economic Regulation (w/enc. - by hand delivery)
Ms. Kathleen Kaproth, Division of Economic Regulation (w/enc. - by hand delivery)
Stephen Reilly, Esquire, Office of Public Counsel (w/encs.)
Steven M. Lubertozzi, Chief Regulatory Officer (w/encs.)
Kirsten E. Weeks, CPA (w/o encs.)
John Hoy, Regional Vice President for Operations (w/o encs.)
Patrick C. Flynn, Regional Director (w/encs.)
Mr. Frank Seidman (w/o encs.)
Ms. Deborah Swain (w/o encs.)



UTILITIES, INC. OF FLORIDA

AN AFFILIATE OF UTILITIES, INC.

200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@utilitiesinc-usa.com

Fax Transmittal

Attn: Paul Morrison **Date:** 6/28/2005 13:53 PM

Company: Drinking Water **Fax #:** 407-893-4418

From: Kathy Sillitoe **Pages:** 3 including this cover page.

Subject: PWS I.D. 3590912

URGENT For Your Review For your Information Please Reply Original: will not be sent via U.S. Mail
 As Requested Please Comment



Messages:

Mr. Morrison,

This is the Malfunction Report for the Oakland Shores water plant for loss of PSI/ Water on 6/28/05 on Endsley Ave. with copy of boil water notice. This involved 8 homes due to shutting isolation valve to make a repair. We are collecting bact samples as required.

If you have any questions or need further information please contact me

Kathy Sillitoe
407-869-8588 ext.229

Post-it® Fax Note	7671	Date	6/27/07	# of pages	23
To	Valerie Lord	From	Patrick Flynn		
Co./Dept.	PWS, Sanders Bentley	Co.	Utilities, Inc Fla		
Phone #	407-830-6331	Phone #	407-869-1919		
Fax #	407-830-8522	Fax #	407-869-6961		

REC'D 6-28-05, 2:00

604.3.15

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Kathy's Mac 1755:Desktop Folder:Fax copies:Oakland Shores 6/28/05

DEPARTMENT OF ENVIRONMENTAL PROTECTION

C e n t r a l D i s t r i c t

Drinking Water Program: MALFUNCTION REPORT

Date: 6-28-05 Time: 1:30 pm Received By: _____

Reported By: Kathy Sillitor Bus. Name: Utilities Inc of Florida

Name of Plant/System: Oakland Shores

PWS ID Number: 3590912 County: Seminole

Owner: Utilities Inc of Florida

Address: 200 Lochensfield Ave Altamonte Springs, FL 32714

Contact Person: Kathy Sillitor Phone #: _____

Failure Planned Outage Date: 6-28-05 Time: 1030

Expected to be (or was) back in service: Date: 6-28-05 Time: 1100

Location of Trouble: ENDSLEY AVE

Statement of Trouble: while REPAIRING blow-off VALVE - valve broke

Corrective Action: VALVE WAS REPLACED

Number of Customers Affected: 8 Connections Individuals

Prior to placing back into service, was line:

Flushed: Yes No
Superchlorinated: Yes No

Bacteriologicals Requested? Yes No

If material failure, give (complete as possible) description of the material including size, type; any available manufacturing information shown on the failed product. If known, include cause of failure:

Remarks: blue door signs (Boil water notice) completing

DATE 6.28.05

Request To Boil Drinking Water

Due to a problem in your area, the water pressure dropped below the required 20PSI in our system. As a precautionary measure, we are requesting all of our customers boil their drinking water for at least one minute at a vigorous boil for the next 72 hours.

You may discontinue boiling your drinking water after 72 hours.

We apologize for any inconvenience this may cause you. Should you have any questions, please contact our office at the phone number shown on your bill.

Utilities, Inc. of Florida

Telephone-407-869-1919

or

Florida-800-272-1919

UTILITIES, INC. OF FLORIDA

AN AFFILIATE OF UTILITIES, INC.
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@utilitiesinc-usa.com

Fax Transmittal

Attn: Jose DePedro Date: 5/8/2006 17:36 PM

Company: DEP Fax #: 407-893-4418

From: Kathy Sillitoe Pages: 4 including this cover page.

Subject: Oakland Shores PWS# 3590912

URGENT For Your Review For your Information Please Reply Original: will not be sent
 As Requested Please Comment via U.S. Mail



Messages:

Mr. DePedro,

Enclosed is the Malfunction report for the above referenced public water system. Boil water notice was issued and samples were collected.

If there are any questions or additional information is needed please contact me at 407-869-8588 ext.229

Kathy Sillitoe
Utilities Inc. of Florida

FAXED
5-8-06

RECALL TO JOSE ON 6-15-06 K.S.:ll:loc

The information contained in this facsimile may be privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this facsimile is not the intended recipient, you are hereby notified that any dissemination, distribution, or copy of this communication is strictly prohibited. If you have received this communication in error, please notify us by phoning the number listed above. Thank you.

C:\Documents and Settings\Kathy Sillitoe\Desktop\company forms\faxcs sent\DEP Jose612.doc



DEPARTMENT OF ENVIRONMENTAL PROTECTION
C e n t r a l D i s t r i c t
Drinking Water Program
 MALFUNCTION OR **INCIDENT REPORT**

407/893-3318 OR 3988; 894-7555, EXT. 2243 **FAX: 407/893-4418; E-FAX: 850/412-0740**

Date: 5/8/06 Time: 4:30 pm Received By:

Reported By: Kathy Sillitoe Business Name: Utilities Inc. Of Florida

Name of Plant/System: Oakland Shores PWS ID Number: 3590912
 Address: Lake Shore Drive
 System Phone: 407-869-1919
 County: Seminole/Orange
 Owner: Utilities Inc. Of Florida

Contact Person: Kathy Sillitoe Phone #: 407-869-8588 ext.229

Failure Planned Outage Date: 5/8/06 Time: 1:00 pm

Expected to be (or was) back in service: Date: 5/8/06 Time: 2:30 pm

Location of Trouble (address): Lake Shore Drive/ Kathy Drive / Gregory Drive / Druid Drive

Statement of Trouble (check as many as necessary to explain incident):

- Water main breaks Pressure greater than 20-psi pressure drop below 20 psi.
- Outage (no water to customers) Service line break tie in (no pressure drop) valve repair, replace or shut off
- Treatment Facilities Pumping Facilities Storage Facilities Well failure Plant equip. break down
- Planned main clearance (explain below)
- Other: _____ Explain: _____

Was integrity of water system maintained Yes No If yes, explain _____

Number of Customers Affected: 72 Connections Individuals

Corrective Action:

Prior to placing back into service, was line/ Equipment:

- Flushed: Yes No
- Superchlorinated/Disinfected Yes No
- Bacteriologicals Requested? Yes No Sample Location: locations in the affected area
- Was heavily chlorinated water released to environment Yes No; to distribution Yes No
- Explain: _____

Was a Precautionary Boil Water Notice Issued per DOH Guidelines dated 8/26/1999: Yes No

If a Precautionary Boil Water Notice was issued, please attach or submit together with this report. Bacteriological reports (2 days) as well as a rescission notice must follow.

Door Tags were hung on the four affected streets

Valve #	Size	Num. of valves closed	Location of Valve

Remarks:

Hydrants were flushed, Bact's were collected, door tags were hung (Attached)

DEP Rev. 2/06

DATE: 5-8-06

PRECAUTIONARY BOIL WATER NOTICE

TO THE RESIDENTS OF AREA BOUNDED BY:
ON THE FOLLOWING STREETS
FACE SIDE OF GREENWOOD
WALKER ST. N.W.

- DO NOT DRINK WATER
- DO NOT DRINK
- BOIL THE WATER

has caused a loss of water pressure in your area. As a precautionary measure, we advise all of our customers that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient.

The "Precautionary Boil Water Notice" will remain in effect until the problem has been corrected and a satisfactory bacteriological survey is received.

We apologize for any inconvenience this may cause you. If you have any questions, please contact our office at the numbers below.

UTILITIES, INC. OF FLORIDA
AND AFFILIATED COMPANIES
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714
407-869-1919 or 800-272-1919



DEPARTMENT OF ENVIRONMENTAL PROTECTION
Central District

Drinking Water Program

MALFUNCTION OR INCIDENT REPORT

407/893-3318 OR 3988; 894-7555, EXT. 2243

FAX: 407/893-4418; E-FAX: 850/412-0740

Date: 2/7/07

Time: 9:00 am

Received By:

Reported By: Kathy Sillitoe

Business Name: Utilities Inc. Of Florida

Name of Plant/System: Oakland Shores

PWS ID Number: 3590912

Address: Lake Shore Drive

System Phone: 407-869-1919

County: Seminole/Orange

Owner: Utilities Inc. Of Florida

Contact Person: Kathy Sillitoe

Phone #: 407-869-8588 ext.229

[X] Failure

[] Planned Outage

Date: 2/6/07

Time: 1:00 pm

Expected to be (or was) back in service:

Date: 2/6/07

Time: 3:30 pm

Location of Trouble (address): Corner of Stonewood drive and Oranole Ave.

Statement of Trouble (check as many as necessary to explain incident):

[] Water main breaks [] Pressure greater than 20-psi [] pressure drop below 20 psi.

[X] Outage (no water to customers) [X] Service line break [] tie in (no pressure drop) [] valve repair, replace or shut off

[] Treatment Facilities [] Pumping Facilities [] Storage Facilities [] Well failure [] Plant equip. break down

[] Planned main clearance (explain below)

[] Other: Explain: While installing new power poles contractor broke water main

Was integrity of water system maintained [] Yes [X] No If yes, explain

Number of Customers Affected: 225 [X] Connections [] Individuals

Corrective Action:

Prior to placing back into service, was line/ Equipment:

Flushed: Yes [X] No []

Superchlorinated/Disinfected Yes [X] No []

Bacteriologicals Requested? Yes [X] No [] Sample Location: 504 Oranole, 605 Endsley, 631 Woodley, 101 Faith Terr., 1060 Druid drive.

Was heavily chlorinated water released to environment [] Yes [X] No; to distribution [] Yes [X] No

Explain:

Was a Precautionary Boil Water Notice Issued per DOH Guidelines dated 8/26/1999: Yes [X] No []

If a Precautionary Boil Water Notice was issued, please attach or submit together with this report. Bacteriological reports (2 days) as well as a rescission notice must follow

Table with 4 columns: Valve #, Size, Num. of valves closed, Location of Valve

Remarks:

Hydrants were flushed, Bactee's were collected, door tags were hung (Attached with fax copy)

DEP Rev. 2/06

DEPARTMENT OF ENVIRONMENTAL PROTECTION
Central District
Drinking Water Program: MALFUNCTION REPORT

Date: 7-5-05 Time: 4:25 Received By: _____

Reported By: Kathy Sillito Bus. Name: Utilities Inc

Name of Plant/System: Weatherfield Water Plant

PWS ID Number: 3591451 County: _____

Owner: Utilities Inc of Florida

Address: 196 Weatherfield Ave Altamonte Springs 32714

Contact Person: Kathy Sillito Phone #: 407-869-8588

Failure Planned Outage Date: 7-5-05 Time: 0900 - 12:30

Expected to be (or was) back in service: Date: 7-5-05 Time: 12:30

Location of Trouble: Hickory CT

Statement of Trouble: While adjusting isolation valve to make repair broke

Corrective Action: REPLACED VALVE

Number of Customers Affected: 10 Connections Individuals

Prior to placing back into service, was line:

Flushed: Yes No
Superchlorinated: Yes No

Bacteriologicals Requested? Yes No

collecting required samples

If material failure, give (complete as possible) description of the material including size, type, any available manufacturing information shown on the failed product. If known, include cause of failure:

Remarks: hwsg door stops with bail water, collected samples

DATE 7-5-05

Request To Boil Drinking Water

Due to a problem in your area, the water pressure dropped below the required 20PSI in our system. As a precautionary measure, we are requesting all of our customers boil their drinking water for at least one minute at a vigorous boil for the next 72 hours.

You may discontinue boiling your drinking water after 72 hours.

We apologize for any inconvenience this may cause you. Should you have any questions, please contact our office at the phone number shown on your bill.

Utilities, Inc. of Florida

Telephone-407-869-1919

OR

Florida-800-272-1919

UTILITIES, INC. OF FLORIDA

AN AFFILIATE OF UTILITIES, INC.

200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714

602-315

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@utilitiesinc-usa.com

Fax Transmittal

Attn: Paul Morrison Date: 7/15/2005 8:30 AM

Company: Drinking Water Fax #: 407-893-4418

From: Kathy Sillitoe Pages: 3 including this cover page.

Subject: PWS I.D. 3591451

URGENT
 For Your Review
 For your Information
 Please Reply
 Original: will not be sent
 As Requested
 Please Comment



Messages:

Mr. Morrison,

This is the Malfunction Report for the Weathersfield Water Plant for loss of PSI/ Water on 7/15/05 with copy of boil water notice. We are collecting bact samples as required.

If you have any questions or need further information please contact me
Kathy Sillitoe
407-869-8588 ext.229

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Kathy's Mac 1788:Desktop Folder:Fax copies:Weathersfield malfunction report

DEPARTMENT OF ENVIRONMENTAL PROTECTION

C e n t r a l D i s t r i c t

Drinking Water Program: MALFUNCTION REPORT

Date: 7-15-05 Time: 0750 Received By: _____

Reported By: Kathy Sillioe Bus. Name: Utilities Inc of Florida

Name of Plant/System: Weatherfield

PWS ID Number: 3591451 County: Seminole

Owner: Utilities Inc of Florida

Address: 200 Weatherfield Ave Altamonte Springs FL 32714

Contact Person: Kathy Sillioe Phone #: 407-869-8588 EXT 229

Failure Planned Outage Date: 7-15-05 Time: 0626

Expected to be (or was) back in service: Date: 7-15-05 Time: 0730

Location of Trouble: Weatherfield water plant

Statement of Trouble: Equipment malfunction locked out HSP causing psi loss

Corrective Action: _____

Number of Customers Affected: 1206 Connections Individuals

Prior to placing back into service, was line:

Flushed: Yes No
Superchlorinated: Yes No

Bacteriologicals Requested? Yes No

If material failure, give (complete as possible) description of the material including size, type, any available manufacturing information shown on the failed product. If known, include cause of failure:

Remarks: hung Rail water signs + collected required samples

DEPARTMENT OF ENVIRONMENTAL PROTECTION
DRINKING WATER PROGRAM

MALFUNCTION REPORT

Date: 8/21/06 Time: 12:00pm Received By: _____

Reported By: Bryan K. Gongre Bus. Name: Utilities, Inc. of Florida

Name of Plant/System: Weatherfield WTP

PWS ID Number: 3591451 County: Seminole

Owner: Utilities, Inc. of Florida

Address: 200 Weatherfield Avenue, Altamonte Springs, FL 32714

Contact Person: Bryan K. Gongre Phone #: 407.869.1919

Failure Planned Outage [] Date: 8/20/06 Time: 10:30pm

Expected to be (or was) back in service: Date: 8/21/06 Time: 3:00pm

Location of Trouble: Weatherfield WTP, 200 Weatherfield Avenue, Altamonte Springs, FL

Statement of Trouble: Chlorine tubing connection failure. Allowed the sodium hypochlorite peristaltic pumps to become air bound creating a lack of chlorine in the GST.

Corrective Action: Tubing repairs made. Pumps put in hand to raise chlorine residual to above a 1.0 mg/L free chlorine residual.

Number of Customers Affected: 1,205 Connections Individuals

Prior to placing back into service, was line:

Flushed: Yes No []
Superchlorinated: Yes [] No []

Bacteriologicals Requested? Yes No []

2 sets of consecutive bacteriological samples will be obtained and results forwarded to the Department.

If material failure, give (complete as possible) description of the material including size, type, any available manufacturing information shown on the failed product. If known, include cause of failure:

Remarks: Customer base was notified using the "Voice Reach" system and advertised in the Orlando Sentinel. Email verification to Jose DeLedesma

ACTIVITY REPORT

TIME : 08/21/2008 17:14
 NAME : UTILITIES INC OF FL
 FAX : 4078696961
 TEL : 4078691919
 SER.# : BR063J522287

NO.	DATE	TIME	FAX NO./NAME	DURATION	PAGE(S)	RESULT	COMMENT
#122	08/21	10:52	ALAFAYA	23	01	OK	TX EQM
	08/21	10:53		32	01	OK	TX EQM
#123	08/21	10:57	ALAFAYA	24	01	OK	TX EQM
	08/21	10:58	12395611263	09:52	16	OK	TX EQM
	08/21	11:25		35	02	OK	TX EQM
#124	08/21	12:14	4078934418	48	03	OK	TX EQM
	09/21	12:35	3054705506	01:08	03	OK	TX EQM
#125	08/21	12:38	4074229013	47	03	OK	TX EQM
	08/21	12:50	4074229013	46	03	OK	TX EQM
#126	08/21	12:55	LAKE GROVES	57	02	OK	TX EQM
	08/21	13:06	12395611263	03:09	05	OK	TX EQM
#127	08/21	13:17	18882312813	47	03	OK	TX EQM
	08/21	13:25	3523947690	24	02	OK	TX EQM
#128	08/21	14:01	18882312818	49	03	OK	TX EQM
#129	08/21	14:04	17273727177	49	02	OK	TX EQM
#130	08/21	14:12	4074229013	50	03	OK	TX EQM
	08/21	14:25	12395611263	02:57	04	OK	TX EQM
#131	08/21	14:37	18474981137	43	02	OK	TX EQM
	08/21	14:40	3016276529	06:29	23	OK	TX EQM
	08/21	14:58	4078520057	25	01	OK	TX EQM
#132	08/21	15:01	DFS PTNAR	21	01	OK	TX EQM
	08/21	15:07	18502159195	01:05	02	OK	TX EQM
	08/21	15:11	4078620057	26	01	OK	TX EQM
	09/21	15:28	3522420565	01:17	02	OK	TX EQM
	08/21	15:44		21	01	OK	TX EQM
#133	08/21	15:46	13857368412	01:05	03	OK	TX EQM
	08/21	15:59	407 750 9623	35	02	OK	TX EQM
#134	08/21	17:11	4078934418	38	02	OK	TX EQM
#135	08/21	17:14	4078934418	34	02	OK	TX EQM

BUSY: BUSY/NO RESPONSE
 NG : POOR LINE CONDITION / OUT OF MEMORY
 CV : COVERPAGE
 POL : POLLING
 RET : RETRIEVAL

ACTIVITY REPORT

TIME : 08/22/2006 14:05
 NAME : UTILITIES INC OF FL
 FAX : 4078696961
 TEL : 4078691919
 SER.# : BRDG3J522287

NO.	DATE	TIME	FAX NO./NAME	DURATION	PAGE(S)	RESULT	COMMENT
#142	08/22	08:30	LABRADOR	21	01	OK	TX EQM
	08/22	08:43	1 847 498 2066	55	03	OK	TX EQM
#143	08/22	08:44	17278469398	41	02	OK	TX EQM
	08/22	08:49	4075687859	30	02	OK	TX EQM
#144	08/22	08:58	18008119144	21	01	OK	TX EQM
#145	08/22	09:19	NORTHBROOK	05:36	13	OK	TX EQM
#146	08/22	09:28	18136218840	53	03	OK	TX EQM
	08/22	09:42		18	01	OK	TX EQM
	08/22	09:56	904 296 3651	31	01	OK	TX EQM
#147	08/22	10:00	NORTHBROOK	54	02	OK	TX EQM
	08/22	10:09	12395611263	01:17	01	OK	TX EQM
#148	08/22	10:19	13523947590	01:09	04	OK	TX EQM
	08/22	10:24	4078349220	24	01	OK	TX EQM
	08/22	10:36	3523947590	01:06	04	OK	TX EQM
#149	08/22	10:46	ORANGWOOD	31	02	OK	TX EQM
	08/22	10:49		39	01	OK	TX EQM
	08/22	11:06	4077060225	01:20	03	OK	TX EQM
	08/22	11:53	18638151524	24	01	OK	TX EQM
	08/22	12:06		01:23	01	OK	TX EQM
#150	08/22	12:29	WEKIVA SHOP	18	01	OK	TX EQM
#151	08/22	13:25	LAKE GROVES	46	03	OK	TX EQM
	08/22	13:29	4077060225	01:20	03	OK	TX EQM
#152	08/22	13:42	13522439579	21	01	OK	TX EQM
#153	08/22	14:02	18474981137	01:28	04	OK	TX EQM
#154	08/22	14:04	4078934418	38	02	OK	TX EQM

BUSY: BUSY/NO RESPONSE
 NG : POOR LINE CONDITION / OUT OF MEMORY
 CV : COVERPAGE
 POL : POLLING
 RET : RETRIEVAL

UTILITIES, INC. OF FLORIDA
AND AFFILIATED COMPANIES
200 WEATHERSFIELD AVENUE
ALTAMONTE SPRINGS, FLORIDA 32714

FAXED
2/6/07

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@uiwater.com

Fax Transmittal

Attn: Mr. Jose DePedro

Date: 2/6/2007 10:29 AM

Company: Central District FDEP

Fax #: 407.893.4418

From: Bryan K. Gongre

Pages: 3 including this cover page

Subject: Weathersfield Outage PWS ID 3591451

- URGENT**
- As Requested
- For Your Review
- Please Comment
- For your Information
- Please Reply
- Original: will not be sent
- via Federal Express



Messages:

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File: 600.602.3.15



DEPARTMENT OF ENVIRONMENTAL PROTECTION
Central District

Drinking Water Program

MALFUNCTION OR INCIDENT REPORT

407/893-3318 OR 3988; 894-7555, EXT. 2243

FAX: 407/893-4418; E-FAX: 850/412-0740

Date: 02/20/07

Time: 10:17am

Received By:

Reported By: Bryan K. Gongre

Business Name: Utilities, Inc. of Florida

Name of Plant/System: Weathersfield WTP

PWS ID Number: 3591451

Address: 200 Weathersfield Avenue, Altamonte Springs, FL 32714

System Phone: 407.869.1919

County: Seminole

Owner: Utilities, Inc. of Florida

Contact Person: Bryan K. Gongre

Phone #: 407.869.8588, ext. 226

Failure Planned Outage

Date: 02/20/07 Time: 5:55am

Expected to be (or was) back in service:

Date: 02/20/07 Time: 6:30am

Location of Trouble (address): 198 WEATHERSFIELD AVE KAS

Statement of Trouble (check as many as necessary to explain incident):

- Water main breaks, Pressure greater than 20-psi, pressure drop below 20 psi, Outage (no water to customers), Service line break, tie in (no pressure drop), valve repair, replace or shut off, Treatment Facilities, Pumping Facilities, Storage Facilities, Well failure, Plant equip. break down, Planned main clearance (explain below), Other: Explain: AIR COMPRESSOR FAILED RESULTING IN HSP'S TO TRIP CAUSING 100 PSI WATER LOSS KAS

Was integrity of water system maintained Yes No If yes, explain:

Number of Customers Affected: 1,206 Connections Individuals

Corrective Action:

Prior to placing back into service, was line/ Equipment:

Flushed: Yes No

Superchlorinated/Disinfected Yes No

Bacteriologicals Requested? Yes No Sample Location: Throughout system

Was heavily chlorinated water released to environment Yes No; to distribution Yes No

Explain: System chlorination levels were elevated to insure adequate disinfection throughout the system

Was a Precautionary Boil Water Notice Issued per DOH Guidelines dated 8/26/1999: Yes No

If a Precautionary Boil Water Notice was issued, please attach or submit together with this report.

Bacteriological reports (2 days) as well as a rescission notice must follow.

Table with 4 columns: Valve #, Size, Num. of valves closed, Location of Valve

Remarks: Bacteriological reports will be forwarded upon availability of results form the lab.

REVISED

UTILITIES, INC. OF FLORIDA

AND AFFILIATED COMPANIES
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ALTAMONTE SPRINGS, FLORIDA 32714

CORPORATE OFFICES:
2335 Sanders Road
Northbrook, Illinois 60062
Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@uiwater.com

Fax Transmittal

Attn: Newsroom	Date: 2/6/2007 10:07 AM
Company: Channel 9 News	Fax #: 407.481.2891
From: Bryan K. Gongre	Pages: 1 including this cover page
Subject: Boil Water Advisory	

URGENT
 For Your Review
 For your Information
 Please Reply
 Original: will not be sent
 As Requested
 Please Comment
 via Federal Express



Messages:

Please advise the residents of Weathersfield, Trailwoods, Oakland Hills and Goldie Manor subdivisions, all located in Altamonte Springs, FL – Seminole County, that a Boil Water Advisory is in effect due to a pressure drop below 20 PSI within the potable water system that serves these communities.

This occurrence was the result of a mechanical failure at the water treatment facility.

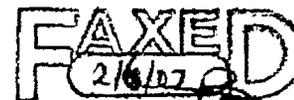
As a precautionary measure, residents within the affected areas are requested to boil their drinking water for at least one minute at a vigorous boil for the next 72 hours until such time as bacteriological samples are tested and confirmed. Residents will be notified once satisfactory results are received.

If you should have any questions, please contact Patrick Flynn, Regional Director at 407.869.8586, extension 228.

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Telephone: 847-498-6440



Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@ulwater.com

Fax Transmittal

Attn: Newsroom	Date: 2/6/2007 10:07 AM
Company: Channel 9 News	Fax #: 407.481.2891
From: Bryan K. Gongre	Pages: 1 including this cover page
Subject: Boil Water Advisory	

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Telephone: 847-498-6440

Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@uiwater.com

Fax Transmittal

Attn: Newsroom **Date:** 2/6/2007 10:07 AM

Company: Channel 2 News **Fax #:** 407.539.7948

From: Bryan K. Gongre **Pages:** 1 including this cover page

Subject: Boil Water Advisory

- URGENT
- As Requested
- For Your Review
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- For your Information
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- via Federal Express



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Telephone: 407-869-1919
Florida: 800-272-1919
Fax: 407-869-6961
florida@ulwater.com

Fax Transmittal

Attn: Newsroom

Date: 2/6/2007 10:06 AM

Company: Channel 6 News

Fax #: 407.298.2122

From: Bryan K. Gongre

Pages: 1 including this cover page

Subject: Boil Water Advisory

URGENT For Your Review For your Information Please Reply Original: will not be sent
 As Requested Please Comment



Messages:

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ACTIVITY REPORT

TIME : 02/06/2007 10:30
 NAME : UTILITIES INC OF FL
 FAX : 4078696961
 TEL : 4078691919
 SER.# : BROG3J522287

NO.	DATE	TIME	FAX NO./NAME	DURATION	PAGE(S)	RESULT	COMMENT
#315	02/05	15:43	WEKIVA PLANT	04:56	09	OK	TX ECM
#316	02/05	15:49	LAKE GROVES	02:22	09	OK	TX ECM
	02/05	15:52	4073458751	39	02	OK	RX ECM
	02/05	16:45		05:42	07	OK	RX ECM
	02/05	16:53	4078578271	35	02	OK	RX ECM
#317	02/05	16:55	4078308522	05:16	08	OK	TX ECM
	02/05	17:07		28	02	OK	RX ECM
	02/05	17:52	4074477301	01:41	06	OK	RX ECM
	02/05	19:19		01:56	03	OK	RX ECM
	02/05	22:04	4076582382	48	03	OK	RX ECM
	02/05	23:22	407 260 9623	26	01	OK	RX ECM
	02/05	23:23		40	01	OK	RX ECM
	02/05	23:56	3865752030	16	01	OK	RX ECM
	02/05	23:57	3865752030	16	01	OK	RX ECM
	02/06	00:08	3865752030	16	01	OK	RX ECM
	02/06	00:40	3865752030	24	01	OK	RX ECM
	02/06	04:37	3865752030	18	01	OK	RX ECM
	02/06	04:38	3865752030	18	01	OK	RX ECM
	02/06	04:49	3865752030	18	01	OK	RX ECM
	02/06	05:52		25	01	OK	RX ECM
	02/06	06:07		17	01	OK	RX ECM
	02/06	06:08		21	01	OK	RX ECM
	02/06	06:09		17	01	OK	RX ECM
	02/06	06:10		17	01	OK	RX ECM
	02/06	06:17		17	01	OK	RX ECM
	02/06	06:24		17	01	OK	RX ECM
	02/06	06:25		17	01	OK	RX ECM
	02/06	06:26		21	01	OK	RX ECM
	02/06	06:33	4073654310	57	03	OK	RX ECM
	02/06	06:35		18	01	OK	RX ECM
	02/06	06:36		22	01	OK	RX ECM
#318	02/06	08:00		01:36	05	OK	RX ECM
	02/06	08:06	LABRADOR	24	01	OK	TX ECM
	02/06	08:23		11:31	26	OK	RX ECM
	02/06	08:36		01:38	04	OK	RX ECM
	02/06	08:41		21	01	OK	RX ECM
	02/06	08:52		01:51	06	OK	RX ECM
	02/06	09:04	407 805 8039	51	03	OK	RX ECM
	02/06	09:20	12395611263	25	01	OK	RX ECM
	02/06	09:22	9414752185	01:01	03	OK	RX ECM
	02/06	09:39		27	02	OK	RX ECM
	02/06	09:40		28	02	OK	RX ECM
#319	02/06	10:25	4072982122 -6	23	01	OK	TX ECM
#320	02/06	10:26	4075397948 -2	24	01	OK	TX ECM
#321	02/06	10:27	4074812891 -9	23	01	OK	TX ECM
#322	02/06	10:29	4076934418	52	03	OK	TX ECM

BUSY: BUSY/NO RESPONSE
 NG : POOR LINE CONDITION / OUT OF MEMORY
 CV : COVERPAGE
 PDL : POLLING
 RET : RETRIEVAL