

SMS

# SERVICE MANAGEMENT SYSTEMS, INC.

P.O. BOX 510388

MELBOURNE BEACH, FLORIDA 32951

PH. 321-327-2930 / FAX 321-728-0733

EMAIL: SERVICEMANAGEMENTSYSTEMS@GMAIL.COM

09 MAY 13 AM 9:43

RECEIVED-FPSC

COMMISSION  
CLERK

May 11, 2009

Ann Cole  
Director, Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399

RE: **DOCKET No. 090019-WS**; Application for Transfer of Majority Organizational Control, for Service Management Systems, Inc. (SMS)

Please find the following enclosures:

1. A copy of a letter that sent via email to Pat Brady re: DEP State Revolving Fund Loan Payment.
2. A copy of a letter from the DEP regarding our recent inspection
3. A copy of the 2008 Annual Drinking Water Quality Report – as required to be sent to the PSC.

Thank you for your time.

DOCUMENT NUMBER-DATE

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SMS

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P.O. BOX 510388

MELBOURNE BEACH, FLORIDA 32951

PH. 321-327-2930 / FAX 321-728-0733

EMAIL: [SERVICEMANAGEMENTSYSTEMS@GMAIL.COM](mailto:SERVICEMANAGEMENTSYSTEMS@GMAIL.COM)

February 27, 2009

Division of Economic Regulation  
Ms. Pat Brady  
Mr. Richard Redemann  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399

RE: **DOCKET No. 090019-WS**; Application for Transfer of Majority Organizational Control, for Service Management Systems, Inc. (SMS)  
Document Filing Index # 01148-09

Enclosed is a copy of the letter received from the DEP to serve as proof of payment for the DEP State Revolving Fund Loan. Additionally, DEP has been advised that correct mailing address for SMS is P.O. Box 510388, Melbourne Beach, FL 32951 and that all correspondence should be directed to Mr. Thor Ibsen, Managing Member.

Very truly yours,



Thor Ibsen

Managing Member

Oak Lodge Utilities LLC

TH/kf

DOCUMENT NUMBER-DATE

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## State Revolving Fund Loan Payment Statement

February 20, 2009

Mr. Thor Ibsen  
Service Management Systems, Inc.  
P.O. Box 510388  
Melbourne Beach, FL, 32951-0388



Florida Department of  
Environmental Protection

Funding Number: 050101

Service Management Systems, Inc.

Payment in the amount \$6,120.65 has been received and credited to your State Revolving Fund loan account. Enclosed is a statement of your account.

If you have any questions regarding this notice please contact:  
Sandy Waters at (850) 245-8382 or David Courson at (850) 245-8391.



# Florida Department of Environmental Protection

Central District  
3319 Maguire Boulevard, Suite 232  
Orlando, Florida 32803-3767

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
THOR.IBSEN@ASKAR.IS

May 1, 2009

Thor Ibsen, Managing Member  
Oak Lodge Utilities LLC  
P.O. Box 510388  
Melbourne Beach, FL 32951-0388

OCD-PW-CE-09-0346

Brevard County – PW  
Service Management Systems Inc.  
PWS ID # 3054060

Dear Mr. Ibsen:

This confirms a visit to the subject public water system on April 30, 2009, by me to conduct a compliance inspection. This inspection was conducted to determine compliance with the last inspection, conducted on February 19, 2009.

There were no deficiencies at your water plant at the time of our visit. The overall operation of the water plant was good, which is a credit to both you and your operator. The Department appreciates the excellent work being done on your water system and values your continued spirit of cooperation in complying with Department rules.

If you have any questions, please contact me by email at [Nathan.Hess@dep.state.fl.us](mailto:Nathan.Hess@dep.state.fl.us) or by phone at (407) 894-7555, extension 2276.

Sincerely,

Nathan Hess, Environmental Specialist  
Drinking Water Compliance and Enforcement

NJH

cc: Kathleen Freel [[servicemanagementsystems@gmail.com](mailto:servicemanagementsystems@gmail.com)]  
David Whiteside, Accurate Utilities [[davidw\\_accurate@bellsouth.net](mailto:davidw_accurate@bellsouth.net)]

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## **2008 Annual Drinking Water Quality Report Service Management Systems**

*We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our water source is two wells that draw from the Floridan Aquifer. The water is treated by reverse osmosis and is chlorinated for disinfection.*

*The Department of Environmental Protection has performed a Source Water Assessment on our system. These assessments were conducted to provide information about any potential sources of contamination in the vicinity of our wells (or surface water intakes). Potential sources of contamination identified underground petroleum storage tanks. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at [www.dep.state.fl.us/swapp](http://www.dep.state.fl.us/swapp).*

*This report shows our water quality results and what they mean.*

*If you have any questions about this report or concerning your water utility, please contact **David Whiteside, of Accurate Utilities Inc., telephone number (772)216.4277.** We encourage our valued customers to be informed about their water utility.*

*Service Management Systems routinely monitors for contaminants in your drinking water according to Federal and State laws, rules, and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1 to December 31, 2008. Data obtained before January 1, 2008, and presented in this report are from the most recent testing done in accordance with the laws, rules, and regulations.*

*In the table below, you may find unfamiliar terms and abbreviations. To help you better understand these terms we've provided the following definitions:*

*Maximum Contaminant Level or MCL: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.*

*Maximum Contaminant Level Goal or MCLG: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*

*Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.*

*Maximum residual disinfectant level or MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.*

*Maximum residual disinfectant level goal or MRDLG: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.*

*"ND" means not detected and indicates that the substance was not found by laboratory analysis.*

*Parts per million (ppm) or Milligrams per liter (mg/l) – one part by weight of analyte to 1 million parts by weight of the water sample.*

*Parts per billion (ppb) or Micrograms per liter (µg/l) – one part by weight of analyte to 1 billion parts by weight of the water sample.*

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## Inorganic Contaminants

Contaminant and Unit Of Measurement	Dates of Sampling (mo./yr)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Barium (ppm)	8/17/06	N	0.0048	NA	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Nitrate (as Nitrogen) (ppm)	1/28/2008	N	0	NA	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	8/17/06	N	17.6	NA	N/A	160	Salt water intrusion, leaching from soil

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
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## Radiological Contaminants

Gross Alpha (pCi/L)	1/29/08	N	0	NA	0	15	Erosion of natural deposits
Radium 228 (pCi/L)	1/29/08	N	0	NA	0	5	Erosion of natural deposits

## TTHM's and Stage 1 Disinfectant/Disinfection By-Product (D/DBP) Contaminants

- For the following contaminants and disinfectant residuals monitored under Stage 1 D/DBP regulations, the level detected is the annual average of the quarterly averages: Bromate, Chloramines, Chlorine, Halo acetic Acids, and/or TTHM (MCL 80 ppb). Range of Results is the range of results (lowest to highest) at the individual sampling sites, including IDSE results.

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	2008	N	3.5	0.2-3.5	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Halo acetic Acids (five) (HAA5) (ppb)	7/23/08	N	13.3	13.3	NA	MCL = 60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	7/23/08	N	28	28	NA	MCL = 80	By-product of drinking water disinfection

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	AL Violation Y/N	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
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## Lead and Copper (Tap Water)

Copper (tap water) (ppm)	2006	N	0.0629	0	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	2006	N	1.3	0	15	15	Corrosion of household plumbing systems, erosion of natural deposits

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Highest Result	Range of Results	MCLG	MCL	Likely Source of Contamination
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## Secondary Contaminants

Odor (threshold odor number)	2003	Y	12	ND-12	NA	3	Naturally occurring organics
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*Lead: Lead in drinking water is rarely the sole cause of lead poisoning, but it can add to a person's total lead exposure. All potential sources of lead in the household should be identified and removed, replaced or reduced.*

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Service Management Systems is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

*TTHM's [Total Trihalomethanes]. Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.*

*Halo acetic acids (five) (HAA5): Some people who drink water containing halo acetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

*Contaminants that may be present in source water include:*

- (A) Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*
- (B) Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.*
- (C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.*
- (D) Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also, come from gas stations, urban storm water runoff, and septic systems.*
- (E) Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.*

*In order to ensure that tap water is safe to drink, the EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.*

*Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.*

*In our continuing efforts to maintain a safe and dependable water supply, it may be necessary to make improvements in your water system. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements.*

*Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe and dependable water supply, we sometimes need to make improvements that will benefit all of our customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.*

*Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).*

*We at Service Management Systems would like you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to insuring the quality of your water. If you have any questions or concerns about the information provided, please feel free to call any of the numbers listed.*