090462-WS

CLASS A
WATER AND/OR WASTEWATER UTILITIES

FINANCIAL, RATE AND ENGINEERING MINIMUM FILING REQUIREMENTS

OF

UTLITIES, INC. OF FLORIDA
Exact Legal Name of Utility
Docket No.: 090462-WS

PINELLAS COUNTY VOLUME III

FOR THE
Test Year Ended: December 31, 2008

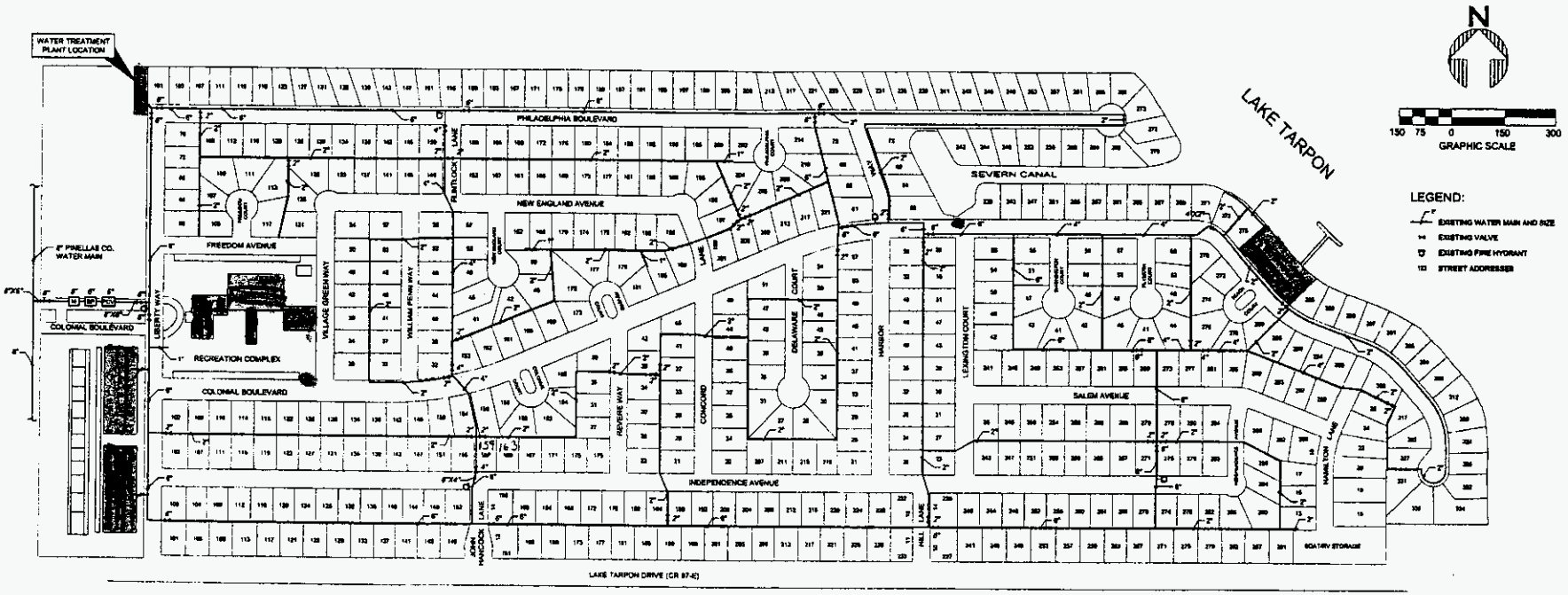
Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (1)
DETAILED MAP

Test Year Ended December 31, 2008



Residential

Commercial

Irrigation

WTP

UTILITIES INC. OF FLORIDA
200 WEATHERSFIELD AVE.
ALTAMONTE SPRINGS, FLORIDA 32714

LAKE TARPON
MOBILE HOME VILLAGE

PINELLAS COUNTY — FLORIDA

DWG FILE:	SCALE:	DATE:	SHEET:
TARPON SYSTEM	1" = 150'	11-03-2008	1 OF 1

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (2)
CHEMICALS USED

Test Year Ended December 31, 2008

Utilities, Inc. of Florida; Pinellas County
Docket No. 090462-WS
Schedule of Chemicals
Test Year Ended December 31, 2008

	Sodium Hypochlorite 12% solution		Aqua Ammonia 19%		Stenner #2 Tube Assy with Ends - EA		Monochlor F reagent PK/100		Freight	Tax	TOTAL AMOUNTS
Date of Invoice	1 Gal	Unit Price	Gallons	Units Price	Each	Unit Price	Units	Unit Price	$	$	
1/17/2008	60	1.25									75.00
2/14/2008	50	1.25									62.50
2/21/2008			55	2.50							137.50
3/13/2008	65	1.25									81.25
4/10/2008	65	1.25									81.25
5/8/2008	100	1.25									125.00
5/22/2008					10	10.00			5.62		105.62
6/5/2008	50	1.25									62.50
7/22/2008							5	43.85	15.95	15.35	250.55
7/31/2008	25	1.25									31.25
8/21/2008	100	1.25									125.00
10/9/2008	75	1.25									93.75
11/20/2008	75	1.25									93.75
	665		55		10		5		22	15	1,324.92
Quantity Purchased	665		55		10		5				
Unit of Measure	Gallons		Gallons		Each		Gallons				
Average Cost/ Unit		1.25		2.25							
Where Used (Water/ Sewer)	Water		Water		Water		Water				
Specify Dosage Rate	Disinfecting agent		Disinfecting agent		Chemical Pump Parts		Chemical reagent				
Water, total item used, gallons	665		55								
Water, chemical feed rate, ppm	3.9		0.3		N/A		N/A				
Volume treated, million gal.	20.493		20.493								
Sewer, total item used, gallons											
Sewer, chemical feed rate, ppm											
Volume treated, million gal.											

Utilities, Inc. of Florida; Marion County
Docket No.
Schedule of Chemicals
Test Year Ended December 31, 2008

Date of Invoice	Sodium Hypochlorite 12.5% solution 1 Gal	Unit Price	Sodium Hypochlorite 12.5% solution 1 Gal	Unit Price	Trichloroisocyanuric Acid Chlorine tabs 50# Pail	Unit Price	Calcium Hypochlorite Chlorine powder Pounds	Unit Price	Freight Freight	Sales Tax	TOTAL AMOUNTS
1/15/2008	50	1.25									62.50
1/15/2008			110	1.25							137.50
2/12/2008			70	1.25							87.50
2/12/2008	165	1.25									206.25
3/11/2008	55	1.25									68.75
3/11/2008			90	1.25							112.50
4/8/2008	65	1.25									81.25
4/8/2008			110	1.25							137.50
5/6/2008			130	1.25							162.50
5/6/2008	135	1.25									168.75
5/20/2008					1	135					135.00
6/3/2008			150	1.25							187.50
6/3/2008	115	1.25									143.75
6/3/2008							100	1.48			148.00
7/1/2008	80	1.25									100.00
7/1/2008			150	1.25							187.50
7/29/2008	75	1.25									93.75
7/29/2008			185	1.25							231.25
8/25/2008	70	1.25									87.50
8/25/2008			100	1.25							125.00
9/23/2008			135	1.25							168.75
9/23/2008	125	1.25									156.25
10/21/2008			150	1.25							187.50
10/21/2008	90	1.25									112.50
11/18/2008			150	1.25							187.50
11/18/2008	75	1.25									93.75
12/6/2008	110	1.25									137.50
12/16/2008			110	1.25							137.50
	1,210		1,640		1		100			-	3,845.50
Quantity Purchased	1,210		1,640		50		100				
Unit of Measure	Gallons		Gallons		Pounds		Pounds				
Average Cost/ Unit		1.25		1.25							
Where Used (Water/ Sewer)	Water		Sewer		Sewer		Sewer				
Specify Dosage Rate	Disinfecting agent		Disinfecting agent								
Water, total item used, gallons	1,210										
Water, chemical feed rate, ppm	2				N/A		N/A				
Volume treated, million gal.	67.829										
Sewer, total item used, gallons			1,640								
Sewer, chemical feed rate, ppm			29								
Volume treated, million gal.			6.799								

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (3)
CHEMICAL ANALYSIS

Test Year Ended December 31, 2008

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler -- Please type or print legibly)

System Name: Lake Tarpon MHP PWS I.D. #: 6 5 2 1 8 0 0 C

System Type (check one): ☒ Community ☐ Nontransient Noncommunity ☐ Transient Noncommunity

Address: 3625 US 19 North

City: Palm Harbor State: FL ZIP Code:

Phone #: 727-934-9137 Fax #:

E-Mail Address:

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: T5901180001 Location Code (if known):

Sample Date: 2-4-09 Sample Time: 9 AM PM (Circle One)

Sample Location (be specific): well

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

- ☐ Distribution
- ☒ Entry Point (to Distribution)
- ☐ Plant Tap (not for compliance with 62-550)
- ☐ Raw (at well or intake)
- ☐ Max Residence Time
- ☐ Ave Residence Time
- ☐ Near First Customer

Reason(s) for Sample (Check all that apply)

- ☒ Routine Compliance (with 62-550)
- ☐ Confirmation of MCL Exceedance*
- ☐ Composite of Multiple Sites**
- ☐ Clearance (permitting)
- ☒ Other: Triannuals
- ☐ Quarterly (Which Quarter? _____)
- ☐ Special (not for compliance with 62-550)
- ☐ Violation Resolution
- ☐ Replacement (of invalidated Sample)

Sampling Procedure Used or Other Comments:

*See 62-550.500(6) for requirements and restrictions.
NOTE: See 62-550.512(8) for additional requirements for nitrate or nitrite MCL exceedances.

**See 62-550.550(4) for requirements and attach a results page for each site.

Sampler's Name: Stephen Hahery

Sampler's Phone #: 727-934-9137 Sampler's Fax #:

Sampler's E-Mail Address:

CERTIFICATION (to be completed by sampler)

I, Stephen Hahery (Print Name), operator (Print Title)

do HEREBY CERTIFY that the above public water system and sample collection information is complete and correct.

Signature: _____ Date: 2-4-09

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

LABORATORY CERTIFICATION INFORMATION (to be completed by lab – Please type or print legibly)
ATTACH CURRENT DOH ANALYTE SHEET *

Lab Name: Advanced Environmental Laboratories, Inc Florida Certification #: E84589

Address: 9610 Princess Palm Avenue Certification Expiration Date: 06/30/2009

Tampa, FL 33619 Phone #: (813)630-9616

ANALYSIS INFORMATION (to be completed by lab) Date Sample(s) Received: 02/04/2009

PWS ID (From Page 1): 6521000 Sample Number (From Page 1): T0901680001-002

Lab Assigned Report Number or Job ID: T0901680001-002

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

Inorganics	Synthetic Organics	Volatile Organics	Disinfection Byproducts
☒ All 17	☐ All 30	☒ All 21	☐ Trihalomethanes
☐ Partial	☒ All Except Dioxin	☐ Partial	☐ Haloacetic Acids
☐ Nitrate	☐ Partial		☐ Bromate
☐ Nitrite	☐ Dioxin Only	**Radionuclides**	☐ Chlorite
☐ Asbestos Only		☒ Single Sample	
		☐ Qtrly Composite**	**Secondaries**
			☒ All 14
			☐ Partial

Were any analyses subcontracted? ☒ Yes ☐ No

If yes, please provide DOH certification numbers: E82574, E83033

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB *

CERTIFICATION

I, Tammie Heslin (Print Name), P.M. (Print Title)

do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature: _____ Date: 3/11/09

* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

** Please provide radiological sample dates & locations for each quarter.

COMPLIANCE DETERMINATION (to be completed by DEP or DOH)

Sample Collection Info Satisfactory: ☐ Yes ☐ No Sample Analysis Info Satisfactory: ☐ Yes ☐ No

☐ Replacement Sample(s) Requested (circle or highlight group(s) above) ☐ Revised Report Requested (circle or highlight group(s) above)

☐ Additional Monitoring Required (circle or highlight group(s) above)

Reason(s): ☐ MCL(s) Exceeded ☐ Detection(s) ☐ Incomplete Report
☐ Missing Analyte Sheet(s) ☐ Location Unsatisfactory ☐ Analysis Unsatisfactory
☐ Other: _____

Person Notified: _____ Date Notified: _____

Comments: _____

Date Reviewed: _____ DEP/DOH Reviewing Official: _____

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

INORGANIC CONTAMINANTS

62-550.310(1)

Report Number / Job ID: T0901680001

PWS ID (From Page 1): 6521000

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification
1040	Nitrate (as N)	10	mg/L	1		EPA 300.0	0.094	02/04/2009	17:22	E84589
1041	Nitrite (as N)	1	mg/L	0.094	U	EPA 300.0	0.094	02/04/2009	17:22	E84589
1005	Arsenic	0.010	mg/L	0.00091	I	EPA 200.8	0.00072	02/17/2009	17:08	E82574
1010	Barium	2	mg/L	0.019		EPA 200.8	0.00030	02/17/2009	17:08	E82574
1015	Cadmium	0.005	mg/L	0.00016	U	EPA 200.8	0.00016	02/17/2009	17:08	E82574
1020	Chromium	0.1	mg/L	0.00026	U	EPA 200.7	0.00026	02/09/2009	14:54	E82574
1024	Cyanide	0.2	mg/L	0.0021		SM 4500-CN-E	0.0014	02/11/2009	19:49	E84589
1025	Fluoride	4.0	mg/L	0.047	U	EPA 300.0	0.047	02/04/2009	17:22	E84589
1030	Lead	0.015	mg/L	0.00012	U	EPA 200.8	0.00012	02/17/2009	17:08	E82574
1035	Mercury	0.002	mg/L	0.000024	U	EPA 245.1	0.000024	02/10/2009	12:15	E82574
1036	Nickel	0.1	mg/L	0.00098	U	EPA 200.7	0.00098	02/09/2009	14:54	E82574
1045	Selenium	0.05	mg/L	0.0013	I	EPA 200.8	0.00098	02/17/2009	17:08	E82574
1052	Sodium	160	mg/L	63		EPA 200.7	0.026	02/09/2009	14:54	E82574
1074	Antimony	0.006	mg/L	0.00018	U	EPA 200.8	0.00018	02/17/2009	17:08	E82574
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	02/11/2009	11:50	E82574
1085	Thallium	0.002	mg/L	0.00037		EPA 200.8	0.000061	02/17/2009	17:08	E82574

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, E, H, N, O, T, Z, ?, ! are unacceptable for [illegible] 62-550. Results qualified with a [illegible] R, or Y must be accompanied by written [illegible] and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable [illegible] must be replaced with acceptable [illegible] samples collected during the same monitoring period.

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

SECONDARY CONTAMINANTS
62-550.320

Report Number / Job ID: T0901680001

PWS ID (From Page 1): 6521000

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	02/09/2009	14:54	E82574
1017	Chloride	250	mg/L	120		EPA 300.0	2.7	02/04/2009	17:22	E84589
1022	Copper	1	mg/L	0.002		EPA 200.8	0.00040	02/17/2009	17:08	E82574
1025	Fluoride	2.0	mg/L	0.047	U	EPA 300.0	0.047	02/04/2009	17:22	E84589
1028	Iron	0.3	mg/L	0.038	U	EPA 200.7	0.038	02/09/2009	14:54	E82574
1032	Manganese	0.05	mg/L	0.00046	I	EPA 200.8	0.00023	02/17/2009	17:08	E82574
1050	Silver	0.1	mg/L	0.0004		EPA 200.8	0.000062	02/18/2009	17:37	E82574
1055	Sulfate	250	mg/L	22		EPA 300.0	3.3	02/04/2009	17:22	E84589
1095	Zinc	5	mg/L	0.0062		EPA 200.8	0.0043	02/17/2009	17:08	E82574
1905	Color	15	Color Units	3.2	U	SM 2120B	3.2	02/05/2009	12:58	E84589
1920	Odor	3	T.O.N @	1.0	U	SM 2150B	1.0	02/05/2009	08:30	E84589
1925	pH	6.5 - 8.5	pH unit	8.05		EPA 150.1	0.10	02/18/2009	11:15	E84589
1930	Total Dissolved Solids	500	mg/L	510		EPA 160.1	10	02/06/2009	13:36	E84589
2905	Foaming Agents	0.5	mg/L	0.075	I	EPA 425.1	0.027	02/06/2009	08:45	E84589

Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, ! are unacceptable for compliance [illegible]. Results qualified with a J, Q, R, or Y may be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be [illegible] with acceptable results from [illegible] during the same monitoring period.

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

RADIONUCLIDES
62-550.310(6)

Report Number / Job T0901680001

PWS ID (From Page 1): 6521000

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4006	Combined Uranium (U-234,U-235, & U-238)	30	ug/L	3.4		EPA 200.8	0.038	0.038		02/17/2009	17:08	E82574

** If the results exceed 5 pCi/L, a measurement for radium-226 is required.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, measurements for radium-226 and uranium are required.

**** If uranium (U) is reported as a measurement of activity (pCi/L) it will be converted to a mass measurement (µg/L) by multiplying the result by 1.5.

***** Reserved

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, ~ are unacceptable for compliance with 62-550. Results qualified with a J, O, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with valid results from samples collected during the same monitoring period.

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

SYNTHETIC ORGANICS
62-550.310(4)(b)

Report Number / Job ID: T0901680001
PWS ID (From Page 1): 6521000

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifie	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification
2005	Endrin	2	ug/L	0.0020	U	EPA 508	0.0020	0.01	02/09/2009	02/11/2009	15:08	E82574
2010	Lindane	0.2	ug/L	0.0033	U	EPA 508	0.0033	0.02	02/09/2009	02/11/2009	15:08	E82574
2015	Methoxychlor	40	ug/L	0.011	U	EPA 508	0.011	0.1	02/09/2009	02/11/2009	15:08	E82574
2020	Toxaphene	3	ug/L	0.091	U	EPA 508	0.091	1	02/09/2009	02/11/2009	15:08	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	02/12/2009	02/13/2009	11:48	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	02/09/2009	02/11/2009	13:10	E82574
2033	Endothall	100	ug/L	4.8	U	EPA 548.1	4.8	9	02/09/2009	02/13/2009	09:40	E82574
2034	Glyphosate	700	ug/L	6.5	U	EPA 547	6.5	6	02/10/2009	02/10/2009	13:33	E82574
2035	Di(2-ethylhexyl)adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	02/11/2009	02/15/2009	15:55	E82574
2036	Oxamyl (Vydate)	200	ug/L	0.57	U	EPA 531.1	0.57	2	02/17/2009	02/17/2009	16:40	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	02/11/2009	02/15/2009	15:55	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	0.77	U	EPA 525.2	0.77	0.6	02/11/2009	02/15/2009	15:55	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	02/12/2009	02/13/2009	11:48	E82574
2041	Dinoseb	7	ug/L	0.67	U	EPA 515.3	0.67	0.2	02/12/2009	02/13/2009	11:48	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.015	U	EPA 508	0.015	0.1	02/09/2009	02/11/2009	15:08	E82574
2046	Carbofuran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	02/17/2009	02/17/2009	16:40	E82574
2050	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1	02/11/2009	02/15/2009	15:55	E82574
2051	Alachlor	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	02/11/2009	02/15/2009	15:55	E82574
2065	Heptachlor	0.4	ug/L	0.0063	U	EPA 508	0.0063	0.04	02/09/2009	02/11/2009	15:08	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0028	U	EPA 508	0.0028	0.02	02/09/2009	02/11/2009	15:08	E82574
2105	2,4-D	70	ug/L	0.55	U	EPA 515.3	0.55	0.1	02/12/2009	02/13/2009	11:48	E82574
2110	2,4,5-TP (Silvex)	50	ug/L	0.32	U	EPA 515.3	0.32	0.2	02/12/2009	02/13/2009	11:48	E82574
2274	Hexachlorobenzene	1	ug/L	0.0027	U	EPA 508	0.0027	0.1	02/09/2009	02/11/2009	15:08	E82574
2306	Benzo(a)pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	02/11/2009	02/15/2009	15:55	E82574
2326	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3	0.069	0.04	02/12/2009	02/13/2009	11:48	E82574
2383	Polychlorinated biphenyls(PCB)	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	02/09/2009	02/11/2009	15:08	E82574
2931	Dibromochloropropane	0.2	ug/L	0.0082	U	EPA 504.1	0.0082	0.02	02/10/2009	02/10/2009	18:41	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0091	U	EPA 504.1	0.0091	0.01	02/10/2009	02/10/2009	18:41	E82574
2959	Chlordane	2	ug/L	0.048	U	EPA 508	0.048	0.2	02/09/2009	02/11/2009	15:08	E82574

NOTE: Effective January 1, 2004, results indicating non-detection with a reported lab MDL >50% of the MCL will not be accepted for compliance with 62-550.310(4)(b).

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, *, are unacceptable for compliance with 62-550. Results qualified with D, J, Q, R, or Y must be accompanied by written explanation and will be evaluated on a case-by-case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results for samples collected during the same monitoring period.*

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

VOLATILE ORGANICS
62-550.310(4)(a)

Report Number / Job ID: T0901680002
PWS ID (From Page 1): 6521000

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.22	U	EPA 524.2	0.22	0.5	02/11/2009	15:04	E82574
2380	cis-1,2-Dichloroethylene	70	ug/L	0.12	U	EPA 524.2	0.12	0.5	02/11/2009	15:04	E82574
2955	Xylenes (total)	10,000	ug/L	0.37	U	EPA 524.2	0.37	0.5	02/11/2009	15:04	E82574
2964	Dichloromethane	5	ug/L	0.32	U	EPA 524.2	0.32	0.5	02/11/2009	15:04	E82574
2968	o-Dichlorobenzene	600	ug/L	0.15	U	EPA 524.2	0.15	0.5	02/11/2009	15:04	E82574
2969	para-Dichlorobenzene	75	ug/L	0.26	U	EPA 524.2	0.26	0.5	02/11/2009	15:04	E82574
2976	Vinyl Chloride	1	ug/L	0.20	U	EPA 524.2	0.20	0.5	02/11/2009	15:04	E82574
2977	1,1-Dichloroethylene	7	ug/L	0.17	U	EPA 524.2	0.17	0.5	02/11/2009	15:04	E82574
2979	trans-1,2-Dichloroethylene	100	ug/L	0.27	U	EPA 524.2	0.27	0.5	02/11/2009	15:04	E82574
2980	1,2-Dichloroethane	3	ug/L	0.18	U	EPA 524.2	0.18	0.5	02/11/2009	15:04	E82574
2981	1,1,1-Trichloroethane	200	ug/L	0.20	U	EPA 524.2	0.20	0.5	02/11/2009	15:04	E82574
2982	Carbon tetrachloride	3	ug/L	0.24	U	EPA 524.2	0.24	0.5	02/11/2009	15:04	E82574
2983	1,2-Dichloropropane	5	ug/L	0.21	U	EPA 524.2	0.21	0.5	02/11/2009	15:04	E82574
2984	Trichloroethylene	3	ug/L	0.14	U	EPA 524.2	0.14	0.5	02/11/2009	15:04	E82574
2985	1,1,2-Trichloroethane	5	ug/L	0.28	U	EPA 524.2	0.28	0.5	02/11/2009	15:04	E82574
2987	Tetrachloroethylene	3	ug/L	0.24	U	EPA 524.2	0.24	0.5	02/11/2009	15:04	E82574
2989	Monochlorobenzene	100	ug/L	0.19	U	EPA 524.2	0.19	0.5	02/11/2009	15:04	E82574
2990	Benzene	1	ug/L	0.17	U	EPA 524.2	0.17	0.5	02/11/2009	15:04	E82574
2991	Toluene	1,000	ug/L	0.21	U	EPA 524.2	0.21	0.5	02/11/2009	15:04	E82574
2992	Ethylbenzene	700	ug/L	0.13	U	EPA 524.2	0.13	0.5	02/11/2009	15:04	E82574
2996	Styrene	100	ug/L	0.11	U	EPA 524.2	0.11	0.5	02/11/2009	15:04	E82574

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table [illegible]. Results qualified with A, F, H, N, O, T, Z, [illegible] are unacceptable for compliance with 62-55[illegible]. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

RADIONUCLIDES
62-550.310(6)

Report Number / Job ID: T0901680001

PWS ID (From Page 1): 6521000

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4000	Gross Alpha (Excl Uranium)	15**	pCi/L	2.7		EPA 900	2.1	3	1.4	2/11/09	15:09	E83033
4002	Gross Alpha (Incl Uranium)	***	pCi/L					1				E
4006	Combined Uranium (U-234, U-235, & U-238)	****	pCi/L					*****				E
		30	µg/L					1				E
4020	Radium-226	5	pCi/L	0.9		EPA 903.1	0.2	1	0.2	2/17/09	10:55	E83033
4030	Radium-228			0.8	U	EPA Ra-05	0.8	1	0.5	2/17/09	11:42	E83033

** If the results exceed 5 pCi/L, a measurement for radium-226 is required.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, measurements for radium-226 and uranium are required.

**** If uranium (U) is reported as a measurement of activity (pCi/L) it will be converted to a mass measurement (µg/L) by multiplying the result by 1.5.

***** Reserved

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table I. Results qualified with A, F, H, N, O, T, Z, ?, ! are unacceptable for compliance with 62-550. Results qualified with a J, C, R, or I must be accompanied by written justification and will be evaluated on a case by case basis to avoid a monitoring violation. Unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Florida Radiochemistry Services, Inc.

Contact: Michael J. Naumann
5456 Hoffner Ave., Suite 201 Orlando, FL 32812
Phone: (407) 382-7733 Fax: (407)382-7744
Certification I. D. # E83033

Work Order #: 0902041
Report Date: 02/18/09

Report to:

Advanced Environmental Laboratories, Inc.
9610 Princess Palm Ave.
Tampa, FL 33619
Attention: Michael Cammarata

I do hereby affirm that this record contains no willful misrepresentations and that this information given by me is true to the best of my knowledge and belief. I further certify that the methods and quality control measures used to produce these laboratory results were implemented in accordance with the requirements of this laboratory's certification and NELAC Standards. The test results in this report relate only to the samples received.

Signed Michael J. Naumann Date 2-18-09
Michael J. Naumann - President

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Florida Radiochemistry Services, Inc.

Sample Login

Client:	**Advanced Environmental Laboratories, Inc.**	**Date / Time Received**	**Work order #**
		02/06/09 10:00	0902041
Client Contact:	**Michael Cammarata**		
Client P.O.			
Project I.D.	**T0901680**		

Lab Sample I.D.	Client Sample I.D.	Sample Date/Time	Analysis Requested
0902041-01	T0901680-001	02/04/09 09:00	Ga, Ra226, Ra228

Analysis Results

Gross Alpha	2.7
Error +/-	1.4
MDL	2.1
EPA Method	900.0
Prep Date	02/10/09
Prep Time	07:34
Analysis Date	02/11/09
Analysis Time	15:09
Analyst	MJN

Radium 226	0.9	**Radium 228**	0.8U
Error +/-	0.2	**Error +/-**	0.6
MDL	0.2	**MDL**	0.6
EPA Method	903.1	**EPA Method**	Ra-05
Prep Date	02/10/09	**Prep Date**	02/10/09
Prep Time	07:56	**Prep Time**	07:56
Analysis Date	02/17/09	**Analysis Date**	02/17/09
Analysis Time	10:56	**Analysis Time**	11:42
Analyst	MJN	**Analyst**	PJ
Units	pCi/l	**Units**	pCi/l

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Florida Radiochemistry Services, Inc.

QA Page

Analyte	Sample #	Date Analyzed	Sample Result	Amount Spiked	Spike Result	Spike /Dup Result	Spike % Rec.	Spike Dup % Rpd
Gross Alpha	0902049-02	02/11/09	1.7	10.2	10.2	10.2	83	0.0
Radium 226	0902040-01	02/17/09	0.9	25.2	22.7	21.8	87	4.0
Radium 228	0902040-01	02/17/09	<0.8	5.8	6.0	4.9	103	20.2

	Quality Control Limits	
	% RPD	% Rec.
Gross Alpha	23.5	62-121
Radium 226	25.0	72-125
Radium 228	20.5	80-123

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Page_____ of_____ LAB NUMBER:

Advanced Environmental Laboratories, Inc.

☐ 8081 Southpoint Pkwy. - Jacksonville, FL 32216 - 904.363.9350 - Fax 904.363.9354 - E82574
☑ 9610 Princess Palm Ave. - Tampa, FL 33619 - 813.630.9616 - Fax 813.630.4327 - E84569
☐ 6915 SW Archer Road - Gainesville, FL 32608 - 352.377.2349 - Fax 352.395.6639 - E82081
☐ 528 S. North Lake Blvd., Ste. 1048 - Altamonte Springs, FL 32701 - 407.937.1594 - Fax 407.937.1597 - E83079

CLIENT NAME:	AEL, Tampa
ADDRESS:	9610 Princess Palm
	Tampa, FL 33619
PHONE:	(813)630-9616
FAX:	(813)630-4327
CONTACT:	Michael Cammarata
SAMPLED BY:	

TURN AROUND TIME:
☐ STANDARD _____ ☐ RUSH _____

PROJECT NAME:
P.O. NUMBER/PROJECT NUMBER: T0901680
PROJECT LOCATION:
REGULATORY/SPECIAL INSTRUCTIONS:

SAMPLE ID	SAMPLE DESCRIPTION	Grab Comp	SAMPLING DATE	SAMPLING TIME	MATRIX	PRESERVATION	ANALYSIS REQUIRED: Gross Alpha (1000 mL Plastic, HNO3)	Radium 226 (1000 mL Plastic, HNO3)	Radium 228 (HNO3)	LABORATORY I.D. NUMBER
	T0901680001	Grab	2/4/2009	9:00	DW		X	X	X	

Matrix Codes: WW = wastewater SW = surface water GW = ground water DW = drinking water O = oil A = air SO = soil SL = sludge

Preservation Codes: I = Ice H=(HCl) S = (H2SO4) N = (HNO3) T = (Sodium Thiosulfate)

Received on Ice: ☐ Yes ☐ No ☐ Temp blank from sample ☐ Temp from temp blank ☐ Where required, pH checked Temperature when received_____(in degrees celcius)

Form revised 2/2008

Device used for measuring Temp by unique identifier (circle IR temp gun used) J: 9A G: LT-1 LT-2 T: 10A A: 9A

	Relinquished by:	Date	Time	Received by:	Date	Time
1		2/5/09	1800		2/6/09	10:20
2						
3						
4						

FOR DRINKING WATER USE:
(When PWS Information not otherwise supplied) PWS ID:_____
Contact Person:_____ Phone:_____
Supplier of Water:_____
Site Address:_____

FEB. 18. 2009 11:48AM NO. 190 P. 9

e1d

Internal Transfer Chain of Custody

Advanced Environmental Laboratories, Inc.

Transfer From AEL-Tampa

Transfer To Ship Work to AEL/Jacksonville

Chain 88973 - HBN 45136

Circle if applicable:
(If SHORT HOLD is circled, these samples must be batched for receiving immediately and managers notified)

RUSH

SHORT HOLD

42	T0901642010-D	40CVOA	Na2SO4	DW	2/4/2009 10:40	2/4/2009 13:39	MP	5242-W-THM
	Previous Location - RECEIVING							
45	T0901642011-D	40CVOA	Na2SO4	DW	2/4/2009 12:30	2/4/2009 13:39	MP	5242-W-THM
	Previous Location - RECEIVING							
46	T0901642012-A	LP	HNO3	DW	2/4/2009 12:55	2/4/2009 13:39	MP	1801-W, 2007-D
	Previous Location - RECEIVING							
48	T0901642013-D	40CVOA	Na2SO4	DW	2/4/2009 11:46	2/4/2009 13:39	MP	5242-W-THM
	Previous Location - RECEIVING							
7	T0901647001-A	40CVOA	NH4Cl	DW	2/3/2009 10:00	2/4/2009 14:00	MP	5522-W, 5522-W-P
	Previous Location - RECEIVING							
8	T0901648001-A	LP	HNO3	DW	2/3/2009 10:00	2/4/2009 14:00	MP	1801-W, 2008-D
	Previous Location - RECEIVING							
10	T0901673001-A	LP	HNO3	DW	2/4/2009 10:15	2/4/2009 15:00	TMH	1801-W, 2008-D
	Previous Location - RECEIVING							
12	T0901680001-C	40CVOA	Na2S2O4M	DW	2/4/2009 09:00	2/4/2009 15:15	TMH	5311-W
	Previous Location - RECEIVING							
14	T0901680001-G	32ozAGT	Na2SO4	DW	2/4/2009 09:00	2/4/2009 15:15	TMH	5252-W, 5252-W-P
	Previous Location - RECEIVING							
16	T0901680001-J	40CVOA	Na2SO4	DW	2/4/2009 09:00	2/4/2009 15:15	TMH	5041-W, 5041-W-P
	Previous Location - RECEIVING							
18	T0901680001-N	40CVOA	Na2SO4	DW	2/4/2009 09:00	2/4/2009 15:15	TMH	E547-W
	Previous Location - RECEIVING							

8.13

Internal Transfer Chain of Custody

Advanced Environmental Laboratories, Inc.

Transfer From AEL-Tampa

Transfer To Ship Work to AEL/Jacksonville

Chain 88979 - HBN 45143

Circle if applicable:
(If SHORT HOLD is circled, these samples must be batched for receiving immediately and managers notified)

RUSH

SHORT HOLD

1	T0901663001-F	LP	HNO3	WA	2/4/2009 12:45	2/4/2009 14:18	TMH	2007-W, 2007-W-P
	Previous Location - RECEIVING							
2	[illegible]	40V/VOA	HCL	CAL	2/4/2009 09:00	2/4/2009 15:15	TMH	5242W
	Previous Location - RECEIVING							

Transfers

1	[illegible]	2/5/09 1800	RECEIVING
2	[illegible]	2-6-09 08:00	AEL Tmp
3			

Document 88979 - HBN 45143

* - The noted container is no longer on the chain.

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Advanced Environmental Labs Inc

Advanced Environmental Labs
9610 Princess Palm Ave.
Tampa, FL 33619

Log-In request number: T090680 Completed by: AG

*See accompanying chain of custody for client name, project name, date/time received, and received by information.

Cooler/Shipping Information:

Courier: ☑ AEL ☐ Client ☐ UPS ☐ Blue Streak ☐ FedEx ☐ Other (describe): _____

Type: ☑ Cooler ☐ Box ☐ Other (describe) _____

Cooler temperature: Identify the cooler and document the temperature blank or ice water measurement

Temp (°C)	3
Temp taken from	☐ Temp blank ☑ Sample bottle
Temp measured with	☑ IR gun (ID: 10A) ☐ Thermometer (enter ID):

Other Information:

Any "NO" responses or discrepancies should be explained in the "Comments" section below.

CHECKLIST	YES	NO	NA
1. Were custody seals on shipping container(s) intact?			—
2. Were custody papers properly filled out and included(ink, signed, match labels)?			
3. Did all bottles arrive in good condition (unbroken)?			
4. Were all bottle labels complete (sample #, date, signed, analysis, preservatives)?			
5. Were correct bottles used for the tests indicated?	—		
6. Were proper sample preservation techniques indicated on the label?	—		
7. Were samples received within holding times?	—		
8. Were all VOA vials checked for the presence of air bubbles?	—		—
9. Were there air bubbles present in the VOA vials?		—	—
10. Were samples in direct contact with wet ice? If "No," check one: ☐ NO ICE ☐ BLUE ICE	—		
11. Were sample pHs checked and recorded by Sample control? Metals & Nutrients < 2.0 ; Cyanides >12.0 ; Sulfides >9.0 *NOTE: VOA samples are checked by laboratory analysts.*	—		
12. Were the sample containers provided by AEL?	—		
13. Were samples accepted into the laboratory?	—		

Wrong pH's TG 2/5/09

Comments:

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Advanced Environmental Laboratories, Inc.

- Jacksonville: 6601 Southpoint Parkway, Jacksonville, FL 32216 • (904) 363-9350 Fax (904) 363-9354
- Tampa: 9610 Princess Palm Avenue, Tampa, FL 33619 • (813) 630-9616 Fax (813) 630-4327
- Gainesville: 6815 SW Archer Road, Gainesville, FL 32608 • (352) 377-2349 Fax (352) 395-6639
- Orlando: 528 S. North Lake Blvd., Suite 1016, Altamonte Springs, FL 32701 • (407) 937-1594 Fax (407) 937-1597

CHAIN OF CUSTODY RECORD

LAB NUMBER: T090680

Page _____ of _____

CLIENT NAME: Utilities Inc of Fla	PROJECT NAME: Lake Tarpon MHP
ADDRESS:	P.O. NUMBER / PROJECT NUMBER: 252128
	PROJECT LOCATION:
PHONE: 727-934-9133 FAX:	
CONTACT: Stephen Habery	SAMPLED BY: Stephen Habery

TURN AROUND TIME:
X STANDARD
☐ RUSH _____

REMARKS / SPECIAL INSTRUCTIONS:

WW= waste water SW=surface water GW=ground water DW=drinking water OIL A=air SO=soil SL=sludge

SAMPLE ID	SAMPLE DESCRIPTION	Grab / Composite	SAMPLING DATE	SAMPLING TIME	MATRIX	NO. CONT.	BOTTLE SIZE & TYPE	ANALYSIS REQUIRED: 625 SC Tries	ANALYSIS REQUIRED: VOC	LAB NUMBER
1	well	✓	2-3-09	9AM	DW	4	Preserv	4		001
1	well		2L	1	1	3			X	002

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I = Ice H = (HCl) S = (H_2SO_4) N = (HNO_3) T = (Sodium Thiosulfate)

Shipment	Method	Sample Kit	Cooler #		Relinquished by:	Date	Time	Received by:	Date	Time
Out: / /	Via:	RB:	D/T	1		2/3/09	1300		02/04/09	1300
		AB:	D/T	2		02/04/09			2/4/09	1515
Ret: / /	Via:	Trip Bl.		3						
		☐	☐	4						

Received on ice: ☐ yes ☐ no OC ☐ sent ☐ received

revised 8/01

DRINKING WATER BACTERIOLOGICAL SAMPLE COLLECTION AND LABORATORY REPORTING FORMAT

☐ 6621 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • ES2574 ☐ 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • ES4689

☐ 6816 SW Archer Road - Gainesville, FL 32608 - 352-377-2349 • Fax 352-378-6339 - ES2001 ☐ 828 S. North Lake Blvd., Ste. 1018 • Altamonte Springs, FL 32701 • 407.937.1894 • Fax 407.937.1897 • ES3078

Advanced Environmental Laboratories, Inc.

For Lab Use Only

The lab performing this analysis is checked on the above.

Lab Receipt Date & Time: 1113/10 1410

Analysis Date & Time: 1113/10 1550

Sample Acceptance Criteria:

Sample Preservation: ☒ Cool ☐ Not On Ice 3 °C

Disinfectant Check: ☒ Not Detected ☐ 0 mg/L

This sample does not meet the following NELAC requirements:

Relinquish By: _____ Date: 1-13-10 Time: _____

Received By: _____ Date: 1/13/10 Time: 1410

Report Number: T100052 Sub-Contract Lab ID: _____

Analysis Requested: (please check all that apply)

☒ Standard Coliform Test ☒ HPC ☐ Other: _____

System Name: Lake Tarpon MHP PWS I.D. 6521000

System Address: 36235 US 19 N. City: Palm Harbor

System or Owner's Phone #: 727-934-9137 Fax #: _____

Collector: Stephen Hebery Collector's Phone # 727-934-9137

Type of Supply: (check only one)

☒ Community Water System ☐ Noncommunity Water System ☐ Nontransient Noncommunity Water System ☐ Limited Use System

☐ Private Well ☐ Swimming Pool ☐ Bottled Water ☐ Other _____

Reason for Sampling: (check only one) ☒ Routine Compliance ☐ Repeat ☐ Replacement ☐ Main Clearance ☐ Well Survey ☐ Other

Total Coliform Analysis Method: SM9222B

Fecal or E. coli Analysis Method:

Sample Number	Sample Point (Location or Specific Address)	Collection Date	Collection Time	Sample Type[1]	Dis-infect Res'd (mg/L)	pH	Non Coliform	Total Coliform	Fecal or E. coli	Data Qualifier[2]	Lab Sample Number
1	well	1-13-10	9AM	R	0			A			001
2	Boat dock	↓	9AM	P	2.5			A			002
3	156 Independence	↓	9:15AM	↓	2.5			A			003
4	56 Plymouth Ct	↓	9:30AM	↓	2.6			A			004

Lab Project Number at top of Form

Average of disinfectant residuals for routine and repeat samples (complete for community and nontransient noncommunity systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.)

[2]Defined in Florida Administrative Code Rule 62-160, Table 1

All tests are performed in accordance with NELAC standards.

Disinfectant Residual Analysis Method: ☒ DPD Colorimetric ☐ Other: _____

Date PWS Notified by lab of positive results _____

Person performing analysis is: (please check one of below)

☒ A certified operator (# E-8018) ☐ Employed by a certified lab

☐ Supervised by a cert operator (# _____) ☐ Employed by DEP or DOH

Date State Notified by lab of positive results _____

Lab Signature: _____

Date signed: 1/18/10 Time: 1545

Title: Analyst

Name and Mailing Address of Person to Receive Report

Bill Rylands

DEP

13051 NORTH TELECOM PARKWAY

TEMPLE TERRACE, FL 33637

DEP/DOH USE ONLY

☐ Satisfactory

☐ Incomplete Collection Information

☐ Repeat Samples Required

☐ Replacement Samples Required

Date Reviewed by DEP/DOH: _____

DEP/DOH Reviewing Official: _____

[1]DEP Sample Type Codes: D = Distribution (routine compliance); E = Entry Point; R = Raw; N = Entry to Distribution; P = Plant Tap; S = Special (clearance, etc.)

Analysis Methods: MF = SM9222B & D; MTF = 9221B & B-0050; MMO-MUG = SM9223B; HPC = SM9215B

Results: A = coliforms are absent; P = coliforms are present; C = confluent growth; TNTC = too numerous to count [62-550.730 Reporting Format

Effective 01/05, Revised 11/09/07

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (4)
OPERATIONS REPORTS

Test Year Ended December 31, 2008

2007

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

I. General Information for the Month / Year of: January, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521009
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue		City: Altamonte Spring	State: Florida	Zip Code: 34681
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	Days 1st Shift
Other Operators:	Jack Atkins	C	13019	Days 1st Shift
	keith schneider	C	8462	Days 1st Shift
	tony cardinal	C	8492	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

2-5-07

Signature and Date

Stephen Hubery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6321000 Plant Name: Lake Tarpon

III. Daily Data for the Month/Year of: January, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☑ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☑ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

				CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*											
				CT Calculations							UV Dose				
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
1		24.0												
2	x	24.0	269,000		2.8								2.2	
3	x	24.0	69,000		3.0								2.0	
4	x	24.0	65,000		3.0								2.2	
5	x	24.0	61,000		3.0								1.5	
6		24.0												
7		24.0												
8	x	24.0	211,000		2.5								1.8	
9	x	24.0	51,000		3.2								2.5	
10	x	24.0	83,000		2.7								1.3	
11	x	24.0	66,000		2.7								1.5	
12	x	24.0	76,000		2.8								1.3	
13		24.0												
14		24.0												
15	x	24.0	214,000		3.5								2.8	
16	x	24.0	77,000		2.2								2.0	
17	x	24.0	75,000		3.5								2.4	
18	x	24.0	69,000		2.4								1.8	
19	x	24.0	74,000		3.0								1.3	
20		24.0												
21		24.0												
22	x	24.0	224,000		3.0								2.4	
23	x	24.0	68,000		3.1								2.2	
24	x	24.0	78,000		3.5								2.4	
25	x	24.0	63,000		3.2								2.2	
26	x	24.0	79,000		3.5								2.4	
27	x	24.0	61,000		2.8								2.0	
28		24.0												
29	x	24.0	139,000		2.9								2.5	
30	x	24.0	83,000		3.0								2.0	
31	x	24.0	80,000		2.5								2.3	
Total			2,337,000											
Average			75,233											
Maximum			269,000											

* Refer to the instructions for this report to determine which plants must provide this information.

Effective August 28, 2003

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

I. General Information for the Month Year of: February, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6321000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community ☐ Consecutive		
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spri	State: Florida Zip Code: 34634
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-860-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor	State: Florida Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

	Name	License Class	License Number	Day(s) / Shift(s) Worked
Licensed Operators:				
Lead/Chief Operator:	Stephen Habery	C	8012	Days 1st Shift
Other Operators:	Jack Atkins	C	13019	Days 1st Shift
	keith schneider	C	8462	Days 1st Shift
	tony cardinal	C	3492	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

3.5.07

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000 | Plant Name: Lake Tarpon

III. Daily Data for the Month Year of: February, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: [ ] Free Chlorine [ ] Chlorine Dioxide [ ] Ozone [X] Combined Chlorine (Chloramines)

[ ] Ultraviolet Radiation [ ] Other (Describe): _____

Type of Disinfectant Residual Maintained in Distribution System: [X] Free Chlorine [X] Combined Chlorine (Chloramines) [ ] Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant is Operating	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable[1]										
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Typical Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
1	x	24.0	61,000		3.0								2.4	
2	x	24.0	75,000		3.0								2.6	
3	x	24.0	63,000		2.8								2.0	
4		24.0												
5	x	24.0	132,000		3.2								2.2	
6	x	24.0	86,000		3.5								2.1	
7	x	24.0	68,000		3.2								2.5	
8	x	24.0	74,000		2.4								2.2	
9	x	24.0	61,000		2.5								2.3	
10	x	24.0	64,000		2.5								1.8	
11		24.0												
12	x	24.0	173,000		3.0								2.1	
13	x	24.0	69,000		3.0								2.3	
14	x	24.0	81,000		3.0								2.3	
15	x	24.0	62,000		3.1								2.6	
16	x	24.0	74,000		2.9								3.2	
17	x	24.0	65,000		2.8								2.0	
18		24.0												
19	x	24.0	149,000		3.0								2.2	
20	x	24.0	86,600		3.5								2.4	
21	x	24.0	72,000		3.5								2.5	
22	x	24.0	74,000		3.5								2.5	
23	x	24.0	62,000		3.0								2.1	
24	x	24.0	73,000		3.2								2.4	
25		24.0												
26	x	24.0	150,000		3.0								2.7	
27	x	24.0	88,000		3.3								3.0	
28	x	24.0	88,000		3.1								2.8	
29		24.0												
30		24.0												
31														
Total			2,343,600											
Average			83,800											
Maximum			173,000											

[1] Refer to the instructions for this report to determine which plants must provide this information.

Effective August 23, 2000

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: March, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community ☐ Consecutive		
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield Avenue	City: Altamonte Spring	State: Florida Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-use.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor	State: Florida Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	726,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	Days 1st Shift
Other Operators:	Jack Atkins	C	13019	Days 1st Shift
	keith schneider	C	8462	Days 1st Shift
	tony carbinal	C	8492	

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

4-5-07

Signature and Date

Stephen Hubery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	652|000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: March 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☑ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☑ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable[1]									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mWseconds/cm²	Minimum UV Dose Required, mW-seconds/cm²		
1	x	24.0	65,000		2.8								2.0	
2	x	24.0	69,000		3.0								2.2	
3	x	24.0	67,000		3.0								2.5	
4		24.0												
5	x	24.0	147,000		2.7								2.5	
6	x	24.0	80,000		2.5								2.5	
7	x	24.0	69,000		3.0								2.5	
8	x	24.0	71,000		2.9								2.4	
9	x	24.0	77,000		3.0								2.6	
10	x	24.0	76,000		2.8								3.3	
11		24.0												
12	x	24.0	162,000		2.9								2.2	
13	x	24.0	83,000		3.0								2.7	
14	x	24.0	84,000		3.4								3.0	
15	x	24.0	86,000		3.3								2.5	
16	x	24.0	47,000		3.2								2.8	
17	x	24.0	74,000		3.0								2.5	
18		24.0												
19	x	24.0	141,000		3.2								2.7	
20	x	24.0	91,000		3.0								2.6	
21	x	24.0	85,000		2.8								2.5	
22	x	24.0	75,000		3.5								2.8	
23	x	24.0	48,000		3.3								2.5	
24	x	24.0	84,000		3.0								2.5	
25		24.0												
26	x	24.0	161,000		3.0								2.0	
27	x	24.0	90,000		3.3								3.0	
28	x	24.0	73,000		2.8								2.5	
29	x	24.0	62,000		3.0								2.6	
30	x	24.0	82,000		3.0								2.8	
31	x	24.0	68,000		3.3								2.6	
Total			2,322,000											
Average			75,133											
Maximum			162,000											

[1] Refer to the instructions for this report to determine which plants must provide this information.

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: April 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue		City: Altamonte Spgs	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36135 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	Days 1st Shift
Other Operators:	keith schneider	C	8462	Days 1st Shift
	tony cardinal	C	8193	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

5-3-07

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

DEP Form 62-555.900(3)(Example)

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tapps

III. Daily Data for the Month/Year of: April, 2003

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines) ☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Enter "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable[a]									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C' Monitoring Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm^2	Minimum UV Dose Required, mW-sec/cm^2		
1		24.0												
2	x	24.0	151,000		3.0								2.6	
3	x	24.0	86,000		2.5								2.4	
4	x	24.0	74,000		3.0								2.5	
5	x	24.0	77,000		2.9								2.4	
6	x	24.0	65,000		3.3								2.5	
7	x	24.0	71,000		2.6								2.4	
8		24.0												
9	x	24.0	134,000		3.2								2.7	
10	x	24.0	75,000		3.3								2.8	
11	x	24.0	82,000		3.2								2.8	
12	x	24.0	62,000		3.0								2.5	
13	x	24.0	60,000		2.8								2.3	
14	x	24.0	76,000		2.7								2.6	
15		24.0												
16	x	24.0	121,000		3.1								2.9	
17	x	24.0	70,000		3.2								2.8	
18	x	24.0	69,000		3.5								2.9	
19	x	24.0	68,000		3.4								2.5	
20	x	24.0	65,000		3.5								3.0	
21	x	24.0	53,000		3.4								2.8	
22		24.0												
23	x	24.0	128,000		2.9								2.7	
24	x	24.0	73,000		2.8								2.5	
25	x	24.0	72,000		2.6								2.4	
26	x	24.0	63,000		2.8								2.9	
27	x	24.0	56,000		2.7								3.1	
28	x	24.0	59,000		3.0								2.2	
29		24.0												
30	x	24.0	136,000		3.0								2.5	
Total			2,016,000											
Average			69,517											
Maximum			151,000											

[a] Refer to the instructions for this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: May, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521030
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community ☐ Consecutive		
Number of Service Connections at End of Month:	914	Total Population Served at End of Month:	2,286
PWS Owner:	Utilities Inc of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield Avenue, City: Altamonte Springs	State: Florida	Zip Code: 32714
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@uiliesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36211 US Highway 19 North, City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	Stephen Habery	C	8012	Days 1st Shift
[illegible]	[illegible] schneider	C	8467	Days 1st Shift
[illegible]	[illegible]	C	8693	Days 1st Shift
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

6-7-07
Signature and Date

Stephen Habery
Printed or Typed Name

C-8012
License Number

DEP Form 62-555.900(3) [illegible]

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month Year of: May, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

	X	24.0	60,000		27							25	
	X	24.0	55,000		30							33	
	X	24.0	75,000		28							24	
	X	24.0	67,000		36							30	
	X	24.0	59,000		33							30	
		24.0											
	X	24.0	129,000		37							30	
	X	24.0	72,000		36							25	
	X	24.0	57,000		36							24	
	X	24.0	67,000		21							38	
	X	24.0	64,000		38							27	
	X	24.0	42,000		33							25	
		24.0											
	X	24.0	117,000		38							28	
	X	24.0	78,000		36							25	
	X	24.0	57,000		28							25	
	X	24.0	60,000		32							26	
	X	24.0	54,000		33							30	
	X	24.0	50,000		34							34	
		24.0											
	X	24.0	131,000		38							28	
	X	24.0	80,000		28							32	
	X	24.0	72,000		29							29	
	X	24.0	52,000		28							28	
	X	24.0	61,000		30							25	
	X	24.0	66,000		25							20	
		24.0											
		24.0											
	X	24.0	123,000		27							23	
	X	24.0	61,000		30							30	
	X	24.0	67,000		31							15	
			1,916,000										
			61,613										
			123,000										

* Refer to the rules governing this report to determine which plants must provide this information.

Effective August 14, 2002

637 ✓

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COP.

I. General Information for the Month/Year of: June, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521060
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	314	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Sprin State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(3), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	Days 1st Shift
Other Operators:	keith schneider	C	8462	Days 1st Shift
	tony cardinal	C	8493	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

7-3-07

Signature and Date

Stephen Hubery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: June, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☒ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	ET Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration in Sample Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Maximum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	x	24.0	✓ 51,000		3.5								2.0	
2	x	24.0	✓ 42,000		2.3								2.1	
3		24.0	✓											
4	x	24.0	✓ 95,000		3.0								2.8	
5	x	24.0	✓ 64,000		2.8								2.5	
6	x	24.0	✓ 45,000		3.0								2.5	
7	x	24.0	✓ 83,000		3.0								2.5	
8	x	24.0	✓ 55,000		2.9								2.3	
9	x	24.0	✓ 53,000		3.3								2.6	
10		24.0	✓											
11	x	24.0	✓ 106,000		2.4								2.5	
12	x	24.0	✓ 69,000		2.9								2.5	
13	x	24.0	✓ 52,000		3.0								2.4	
14	x	24.0	✓ 51,000		3.2								2.2	
15	x	24.0	✓ 59,000		3.0								2.3	
16		24.0	✓											
17		24.0	✓											
18	x	24.0	✓ 167,000		2.3								2.0	
19	x	24.0	✓ 73,000		2.7								2.3	
20	x	24.0	✓ 64,000		2.5								2.2	
21	x	24.0	✓ 60,000		2.5								2.2	
22	x	24.0	✓ 47,000		2.6								2.3	
23	x	24.0	✓ 59,000		2.4								2.0	
24		24.0	✓											
25	x	24.0	✓ 99,000		2.5								2.3	
26	x	24.0	✓ 74,000		3.0								2.8	
27	x	24.0	✓ 61,000		2.8								2.2	
28	x	24.0	✓ 45,000		2.3								2.0	
29	x	24.0	✓ 56,000		3.0								2.1	
30	x	24.0	✓ 38,000											
Total			1,667,000											
Average			55,567											
Maximum			167,000											

* Refer to the instructions for this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

I. General Information for the Month/Year of: July, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521003
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,385
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spgs	State: Florida Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor	State: Florida Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	710,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	Days 1st Shift
Other Operators:	keith schneider	C	8462	Days 1st Shift
	tony cardinal	C	8493	Days 1st Shift

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

8-6-07
Signature and Date

Stephen Habery
Printed or Typed Name

FILE COPY

C-8012
License Number

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month(s) out of: July, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe): _____

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1		24.0												
2	x	24.0	101,000		2.8								2.5	
3	x	24.0	53,600		2.8								2.4	
4		24.0												
5	x	24.0	108,000		3.0								2.9	
6	x	24.0	41,000		3.0								2.4	
7	x	24.0	45,000		2.8								2.5	
8		24.0												
9	x	24.0	107,000		3.2								2.3	
10	x	24.0	56,000		2.2								2.2	
11	x	24.0	50,000		3.5								3.0	
12	x	24.0	55,000		3.0								2.3	
13	x	24.0	48,000		2.7								1.3	
14	x	24.0	47,000		3.0								2.0	
15		24.0												
16	x	24.0	104,000		3.3								2.5	
17	x	24.0	67,000		2.5								1.9	
18	x	24.0	57,000		2.5								2.0	
19	x	24.0	47,000		2.7								2.0	
20	x	24.0	59,000		3.0								2.8	
21	x	24.0	55,000		2.8								2.2	
22		24.0												
23	x	24.0	97,000		2.8								2.4	
24	x	24.0	56,000		2.7								2.3	
25	x	24.0	58,000		2.5								1.0	
26	x	24.0	58,000		2.5								1.2	
27	x	24.0	44,000		2.6								1.0	
28	x	24.0	61,000		2.0								1.3	
29		24.0												
30	x	24.0	114,000		2.0								1.8	
31	x	24.0	68,000		2.3								2.0	
Total			1,652,100											
Average			52,800											
Maximum			114,000											

* Refer to the instructions for this report to determine which plants must provide this information.

Effective August 28, 2000

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

I. General Information for the Month/Year of: August, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community			☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield Avenue	City:	Altamonte Spgs	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City:	Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water				
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators:	Name:	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	days weekends
Other Operators:	keith schneider	C	8462	days weekends
	tony cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

9-6-07

Signature and Date

Stephen Hubery

Printed or Typed Name

FILE COPY

C-8012

License Number

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521060	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: August, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

				CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*											
				CT Calculations							UV Dose				
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	Peak Hour Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Hour, mg/L	Disinfectant Contact Time (T) at C Monitored Prior to First Customer During Peak Hour, minutes	Lowest CT Provided Before or at First Customer During Peak Hour, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation.
1	x	24.0	50,000		2.0								1.8	
2	x	24.0	49,000		2.2								1.5	
3	x	24.0	55,000		2.4								1.8	
4	x	24.0	77,000		1.3								1.5	
5		24.0												
6	x	24.0	107,000		2.0								1.5	
7	x	24.0	93,000		2.0								1.6	
8	x	24.0	83,000		2.5								2.0	
9	x	24.0	44,000		2.0								1.8	
10	x	24.0	72,000		2.3								2.0	
11	x	24.0	46,000		2.4								2.3	
12		24.0												
13	x	24.0	150,000		1.8								1.8	
14	x	24.0	76,000		1.9								1.8	
15	x	24.0	57,000		1.8								1.3	
16	x	24.0	56,000		2.0								1.7	
17	x	24.0	45,000		2.0								1.5	
18	x	24.0	54,000		1.9								1.7	
19		24.0												
20	x	24.0	99,000		2.6								2.2	
21	x	24.0	62,000		2.5								2.5	
22	x	24.0	57,000		2.5								2.3	
23	x	24.0	80,000		2.8								2.5	
24	x	24.0	52,000		2.4								2.4	
25	x	24.0	51,000		2.5								2.0	
26		24.0												
27	x	24.0	94,000		2.7								2.0	
28	x	24.0	58,000		2.2								2.1	
29	x	24.0	53,000		2.5								2.3	
30	x	24.0	53,000		2.6								2.4	
31	x	24.0	58,000		2.8								2.3	
Total			1,751,000											
Average			56,133											
Minimum			150,000											

* Refer to the instructions for the report to determine which plants must provide this information.

Revised August 29, 2003

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

639

I. General Information for the Month/Year of: September, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City:	Altamonte Spgs	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City:	Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators:	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	days weekends
Other Operators:	Jack Atkins	C	13019	days weekends
	keith schneider	C	8462	days weekends
	tony cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

10-4-07

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

FILE COPY

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: September, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*										
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) of C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum (T) Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²	Lowest Residual Disinfectant Concentration of Sample Water in Distribution System, mg/L	Emergency or Abnormal Quantity Condition, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
1	x	24.0	47,000		2.5								2.3	
2		24.0												
3		24.0												
4	x	24.0	164,000		3.2								2.5	
5	x	24.0	57,000		3.0								2.5	
6	x	24.0	63,000		2.5								2.4	
7	x	24.0	50,000		2.7								2.5	
8	x	24.0	63,000		2.5								2.5	
9		24.0												
10	x	24.0	95,000		2.3								2.3	
11	x	24.0	57,000		2.8								2.0	
12	x	24.0	55,000		2.4								2.4	
13	x	24.0	49,000		3.0								2.3	
14	x	24.0	44,000		2.2								2.1	
15	x	24.0	53,000		2.7								2.5	
16		24.0												
17	x	24.0	116,000		2.4								2.4	
18	x	24.0	55,000		3.0								2.5	
19	x	24.0	56,000		3.0								2.5	
20	x	24.0	46,000		2.5								2.0	
21	x	24.0	56,000		2.6								2.5	
22	x	24.0	43,000		2.5								2.2	
23		24.0												
24	x	24.0	106,000		3.0								2.3	
25	x	24.0	57,000		3.0								2.5	
26	x	24.0	92,000		3.3								2.2	
27	x	24.0	56,000		2.1								2.0	
28	x	24.0	51,000		3.0								2.5	
29	x	24.0	56,000		2.5								2.3	
30		24.0												
Total			1,533,000											
Average			51,100											
Maximum			164,000											

* Refer to the instructions in this report to determine which plants must provide this information.

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

I. General Information for the Month/Year of: October, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue		City: Altamonte Sprin	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6951
Contact Person's E-Mail Address:	p.c.flynn@utilitesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	days weekends
Other Operators:	Jack Atkins	C	13019	days weekends
	keith schneider	C	8462	days weekends
	tony cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

11-5-07

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: October, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

				CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable[1]										
				CT Calculations							UV Dose			
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	Peak Flow Rate, gpd.	Lowest Required Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measured at Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mWseconds/cm²	Minimum UV Dose Required, mW-seconds/cm²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that involves Taking Water System Components Out of Operation
1	x	24.0	114,000		3.2								2.5	
2	x	24.0	57,000		3.0								2.5	
3	x	24.0	57,000		3.2								2.4	
4	x	24.0	66,000		3.0								2.3	
5	x	24.0	47,000		2.7								2.2	
6	x	24.0	54,000		2.8								2.3	
7		24.0												
8	x	24.0	95,000		2.4								2.2	
9	x	24.0	72,000		3.0								2.0	
10	x	24.0	58,000		2.7								2.3	
11	x	24.0	61,000		3.0								2.5	
12	x	24.0	54,000		2.7								2.0	
13	x	24.0	65,000		2.7								2.8	
14		24.0												
15	x	24.0	110,000		1.5								1.3	
16	x	24.0	61,000		2.8								2.7	
17	x	24.0	66,000		3.0								2.0	
18	x	24.0	60,000		2.5								2.0	
19	x	24.0	57,000		2.5								1.9	
20	x	24.0	42,000		2.3								2.3	
21		24.0												
22	x	24.0	122,000		3.0								2.1	
23	x	24.0	53,000		2.9								2.5	
24	x	24.0	57,000		2.1								2.0	
25	x	24.0	57,000		2.2								2.5	
26	x	24.0	74,000		2.5								2.5	
27	x	24.0	67,000		3.0								2.0	
28		24.0												
29	x	24.0	103,000		2.4								2.0	
30	x	24.0	66,000		2.3								2.2	
31	x	24.0	60,000		2.8								2.5	
Total			1,849,000	Entered 11-30-07										
Average			59,633											
Maximum			122,000											

* Refer to the instructions for this report to determine which plants must provide this information.

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE

I. General Information for the Month/Year of: November, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6571000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield Avenue		City: Altamonte Spri	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habury	C	8012	days/ weekends
Other Operators:	Jack Atkins	C	13019	days/ weekends
	Keith schneider	C	8462	days/ weekends
	tony cordini	C	8493	days/weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

12-4-07

Signature and Date

Stephen Habury

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000 Plant Name: Lake Tarpon

III. Daily Data for the Month/Year of: November, 2007

Means of Achieving Four-Log Virus Inactivation/Removal: [X] Free Chlorine [ ] Chlorine Dioxide [ ] Ozone [X] Combined Chlorine (Chloramines)
[ ] Ultraviolet Radiation [ ] Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: [ ] Free Chlorine [X] Combined Chlorine (Chloramines) [ ] Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration in Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Hour Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) of C Measurement Point During Peak Hour, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, (gal/min)/L	Temp of Water, °C	pH of Water if Applicable	Minimum Cl2 Required, mg/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	x	24.0	48,000		2.5								2.4	
2	x	24.0	60,000		2.6								2.5	
3	x	24.0	56,000		3.0								2.9	
4		24.0												
5	x	24.0	132,000		2.7								2.5	
6	x	24.0	63,000		2.7								2.6	
7	x	24.0	68,000		3.3								2.5	
8	x	24.0	75,000		3.0								2.7	
9	x	24.0	60,000		2.7								2.5	
10	x	24.0	72,000		2.6								2.3	
11		24.0												
12	x	24.0	131,000		2.3								2.4	
13	x	24.0	69,000		2.5								2.5	
14	x	24.0	60,000		3.0								2.8	
15	x	24.0	68,000		2.8								2.5	
16	x	24.0	60,000		2.7								2.4	
17	x	24.0	64,000		3.0								2.5	
18		24.0												
19	x	24.0	126,000		3.0								2.6	
20	x	24.0	78,000		2.8								2.5	
21	x	24.0	73,000		2.7								2.7	
22	x	24.0	53,000		2.6								2.5	
23	x	24.0	73,000		2.7								2.6	
24	x	24.0	56,000		3.3								2.8	
25		24.0												
26	x	24.0	142,000		3.5								2.9	
27	x	24.0	79,000		3.0								2.5	
28	x	24.0	68,000		3.3								2.7	
29	x	24.0	61,000		3.0								2.5	
30	x	24.0	68,000		3.1								2.8	
Total			1,963,000	12-11-07 7mgd										
Average			65,433											
Maximum			142,000											

* Refer to the instructions for this report to determine which plants must provide this information

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: December, 2007

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue		City: Altamonte Spring	State: Florida	Zip Code: 31684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

	Name	License Class	License Number:	Day(s) / Shift(s) Worked
Licensed Operators:				
Lead/Chief Operator:	Stephen Habery	C	8012	days weekends
Other Operators:	Jack Atkins	C	13019	days weekends
	keith schneider	C	8462	days weekends
	jonny cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

1-3-08

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon
III. Daily Data for the Month/Year of:		December, 2007	

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*										Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose				
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water if Applicable	Maximum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm^2	Minimum UV Dose Required, mW-sec/cm^2		
1	x	24.0	63,000		2.7									2.4	
2		24.0													
3	x	24.0	131,000		3.2									2.5	
4	x	24.0	66,000		2.7									2.3	
5	x	24.0	50,000		2.8									2.4	
6	x	24.0	68,000		2.5									2.3	
7	x	24.0	65,000		2.9									2.7	
8	x	24.0	52,000		3.0									3.0	
9		24.0													
10	x	24.0	144,000		2.8									2.5	
11	x	24.0	70,000		2.8									2.5	
12	x	24.0	74,000		2.9									2.5	
13	x	24.0	59,000		2.8									2.8	
14	x	24.0	83,000		2.6									2.3	
15	x	24.0	46,000		2.6									2.3	
16		24.0													
17	x	24.0	140,000		2.5									2.2	
18	x	24.0	48,000		2.3									2.5	
19	x	24.0	66,000		2.6									2.6	
20	x	24.0	78,000		2.6									2.6	
21	x	24.0	62,000		3.0									2.6	
22	x	24.0	53,000		3.0									2.5	
23		24.0													
24	x	24.0	110,000		2.5									2.4	
25		24.0													
26	x	24.0	155,000		2.7									2.0	
27	x	24.0	64,000		3.0									2.7	
28	x	24.0	62,000		3.0									2.4	
29	x	24.0	63,000		3.0									2.8	
30		24.0													
31	x	24.0	136,000		3.0									2.6	
Total			2,010,000												
Average			64,000												
Maximum			155,000												

* Refer to the instructions for this report to determine which plants must provide this information.

Version August 15, 2003

2008

637 AS

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: January, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue		City: Altamonte Spri	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(3), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators:	Name:	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	days/weekends
Other Operators:	keith schneider	C	8462	days/weekends
	tony cardinal	C	8193	days/weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

2-6-08

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000 | Plant Name: Lake Tapps

III. Daily Data for the Month/Year of: January, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

				CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*											
				CT Calculations								UV Dose			
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
1		24.0												
2	x	24.0	136,960		3.0								2.9	
3	x	24.0	82,000		3.2								2.9	
4	x	24.0	74,000		3.0								2.8	
5	x	24.0	55,000		2.5								2.2	
6		24.0												
7	x	24.0	157,000		3.1								2.9	
8	x	24.0	91,000		3.3								2.8	
9	x	24.0	70,000		3.5								3.0	
10	x	24.0	83,000		3.3								2.8	
11	x	24.0	75,000		3.5								2.5	
12	x	24.0	63,000		3.4								3.0	
13		24.0												
14	x	24.0	176,000		3.1								3.0	
15	x	24.0	104,000		3.3								3.0	
16	x	24.0	106,000		3.1								3.0	
17	x	24.0	75,000		3.5								3.3	
18	x	24.0	69,000		3.5								3.0	
19	x	24.0	61,000		3.5								3.3	
20		24.0												
21	x	24.0	145,000		3.4								3.3	
22	x	24.0	70,000		3.5								3.4	
23	x	24.0	65,000		2.7								2.5	
24	x	24.0	77,000		2.5								2.2	
25	x	24.0	83,000		3.0								2.8	
26	x	24.0	69,000		3.5								3.2	
27		24.0												
28	x	24.0	145,000		3.3								3.0	
29	x	24.0	87,000		3.5								3.3	
30	x	24.0	78,000		3.5								2.8	
31	x	24.0	64,000		3.3								3.1	
Total			2,315,000											
Average			74,967											
Maximum			176,000											

* Refer to the instructions for this report to determine which plants must provide this information.

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: February, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spri	State: Florida Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor	State: Florida Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	days/weekends
Other Operators:	keith schneider	C	8462	days/weekends
	tony cardinal	C	8493	days/weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

3.5.08

Signature and Date

Stephen Hubery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tapon

III. Daily Data for the Month/Year of: February, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ☒ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable[1]									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	x	24.0	67,000		3.3								3.0	
2	x	24.0	93,000		3.4								3.0	
3		24.0												
4	x	24.0	154,000		3.3								3.1	
5	x	24.0	69,000		3.3								3.0	
6	x	24.0	86,000		3.5								3.6	
7	x	24.0	63,000		3.3								3.2	
8	x	24.0	84,000		3.2								3.0	
9	x	24.0	59,000		3.3								2.9	
10		24.0												
11	x	24.0	125,000		3.4								3.0	
12	x	24.0	88,000		3.0								2.8	
13	x	24.0	63,000		3.5								3.2	
14	x	24.0	71,000		2.5								2.3	
15	x	24.0	67,000		2.8								2.5	
16	x	24.0	74,000		3.3								3.2	
17		24.0												
18	x	24.0	160,000		3.5								3.3	
19	x	24.0	76,000		3.5								3.2	
20	x	24.0	67,000		3.5								3.2	
21	x	24.0	84,000		3.0								3.0	
22	x	24.0	54,000		3.5								3.3	
23	x	24.0	93,000		3.4								3.0	
24		24.0												
25	x	24.0	138,000		3.5								3.0	
26	x	24.0	65,000		3.1								3.0	
27	x	24.0	78,000		3.0								2.8	
28	x	24.0	61,000		3.0								2.6	
29	x	24.0	56,000		3.0								3.0	
30		24.0												
Total			2,055,000											
Average			68,500											
Maximum			160,000											

[1] Refer to the instructions for this report to determine which plants must provide this information.
Effective August 29, 2003

637

FILE COPY

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

I. General Information for the Month/Year of: March, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521090
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spri	State: Florida Zip Code: 32714
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@uilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	days/ weekends
Other Operators:	Keith schneider	C	8462	days/ weekends
	Tony cardenal	C	8493	days/ weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

4-4-08

Signature and Date

Steve Hubay

Printed or Typed Name

C-8012

License Number

DEP Form 62-555.900(3)(Alternate

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000 | Plant Name: Lake Tarpon

III. Daily Data for the Month/Year of: March, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

				CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*											
				CT Calculations							UV Dose				
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant is in Operation	Net Quantity of Finished Water Produced, gal	Peak Hour Rate, gpd	Lowest Residual Disinfectant Concentration (C) Tkn out of First Customer During Peak Hour, mg/l	Disinfectant Contact Time (T) of C Measurement Point During Peak Hour, minutes	Lowest CT Provided Before C at First Customer During Peak Hour, mg-min/l	Temp of Water, °C	pH of Water, If Applicable	Minimum CT Required, mg-min/l	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/l	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
1	x	24.0	89,000		3.0								2.8	
2		24.0	000											
3	x	24.0	141,000		3.0								2.5	
4	x	24.0	74,000		3.0								2.7	
5	x	24.0	73,000		3.1								2.8	
6	x	24.0	73,000		2.9								2.8	
7	x	24.0	77,000		3.1								3.0	
8	x	24.0	61,000		3.2								3.1	
9		24.0	000											
10	x	24.0	139,000		2.8								2.8	
11	x	24.0	72,000		3.3								3.0	
12	x	24.0	68,000		3.1								2.9	
13	x	24.0	82,000		3.0								2.8	
14	x	24.0	79,000		3.5								3.2	
15	x	24.0	88,000		3.4								3.3	
16		24.0	000											
17	x	24.0	147,000		3.2								3.0	
18	x	24.0	91,000		3.3								3.0	
19	x	24.0	74,000		3.5								3.2	
20	x	24.0	61,000		3.2								3.2	
21	x	24.0	70,000		3.0								2.9	
22	x	24.0	60,000		3.2								2.8	
23		24.0	000											
24	x	24.0	138,000		3.5								3.1	
25	x	24.0	73,000		3.3								3.0	
26	x	24.0	64,000		3.4								3.1	
27	x	24.0	72,000		3.5								3.2	
28	x	24.0	66,000		3.2								3.0	
29	x	24.0	82,000		3.2								2.8	
30		24.0	000											
31	x	24.0	135,000		3.0								2.9	
Total			2,274,000											
Average			73,355											
Minimum			147,000											

73,355 Email to SH. 4-8-8 & Overnight. Per S.H. DEP does not require the .000 days to be counted in AVG.

* Refer to the appropriate section of this report to determine which plants must provide this information

Effective August 26, 2003

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: April, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community ☐ Consecutive				
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City:	Altamonte Sprin	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City:	Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water				
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	days/ weekends
Other Operators:	Keith schneider	C	8462	days /weekends
	Tony cardinal	C	8493	days / weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Signature and Date	Stephen Habery Printed or Typed Name	C-8012 License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000 | Plant Name: Lake Tarpon

III. Daily Data for the Month/Year of: April, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ☑ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☐ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe): _____

Type of Disinfectant Residual Maintained in Distribution System: ☑ Free Chlorine ☐ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal.	CT Calculations, or UV Dose, to Demostate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions: Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Hour Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water if Applicable	Minimum Cl2 Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm^2	Maximum UV Dose Required, mW-sec/cm^2		
1	x	24.0	88,000		3.0								2.9	
2	x	24.0	46,000		2.8								2.5	
3	x	24.0	67,000		3.0								2.5	
4	x	24.0	90,000		3.0								2.7	
5	x	24.0	65,000		2.4								2.3	
6		24.0												
7	x	24.0	133,000		2.5								2.4	
8	x	24.0	71,000		2.7								2.4	
9	x	24.0	53,000		2.8								2.6	
10	x	24.0	66,000		3.0								2.6	
11	x	24.0	74,000		3.0								2.8	
12	x	24.0	76,000		3.0								2.9	
13		24.0												
14	x	24.0	105,000		2.8								2.5	
15	x	24.0	73,000		3.0								2.7	
16	x	24.0	76,000		3.5								2.8	
17	x	24.0	56,000		3.3								3.1	
18	x	24.0	71,000		2.8								2.5	
19	x	24.0	76,000		3.1								3.0	
20		24.0												
21	x	24.0	121,000		3.1								2.8	
22	x	24.0	81,000		3.0								2.5	
23	x	24.0	69,000		3.3								3.0	
24	x	24.0	63,000		2.9								2.5	
25	x	24.0	71,000		3.0								2.8	
26	x	24.0	66,000		2.8								2.8	
27		24.0												
28	x	24.0	125,000		3.3								3.0	
29	x	24.0	63,000		3.5								3.1	
30	x	24.0	64,000		3.0								2.8	
Total			2,009,000											
Average			66,967											
Maximum			133,000											

* Refer to the instructions for this report to determine which plants must provide this information.

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: May, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue		City: Alternate Spring	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6661
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators:	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	days/weekends
Other Operators:	Keith schneider	C	8467	days/weekends
	Tony cardinal	C	8493	days/weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

6-2-08

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: May, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable[1]									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Hour, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Hour, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm^2	Maximum UV Dose Required, mW-sec/cm^2		
1	x	24.0	57,000		3.5								3.1	
2	x	24.0	63,000		2.7								2.5	
3	x	24.0	67,000		2.8								2.5	
4		24.0												
5	x	24.0	121,000		2.6								2.4	
6	x	24.0	67,000		3.0								2.4	
7	x	24.0	69,000		3.0								2.5	
8	x	24.0	69,000		3.1								3.0	
9	x	24.0	60,000		3.4								3.0	
10	x	24.0	64,000		3.2								2.7	
11		24.0												
12	x	24.0	115,000		3.0								2.7	
13	x	24.0	53,000		3.3								2.5	
14	x	24.0	59,000		3.3								2.6	
15	x	24.0	73,000		3.1								2.9	
16	x	24.0	72,000		2.9								2.6	
17	x	24.0	43,000		3.0								2.8	
18		24.0												
19	x	24.0	124,000		3.3								2.9	
20	x	24.0	62,000		3.5								3.3	
21	x	24.0	53,000		3.4								3.0	
22	x	24.0	63,000		3.0								2.5	
23	x	24.0	52,000		2.9								2.7	
24	x	24.0	59,000		3.3								2.6	
25		24.0												
26	x	24.0	95,000		2.6								2.5	
27	x	24.0	82,000		3.4								3.0	
28	x	24.0	64,000		3.3								3.1	
29	x	24.0	99,000		3.2								3.0	
30	x	24.0	62,000		3.1								2.6	
31	x	24.0	75,600		3.0								2.8	
Total			1,895,600											
Average			61,129											
Maximum			124,000											

[1] Refer to the instructions for this report to determine which plants must provide this information.

(Effective August 28, 2003)

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

I. General Information for the Month/Year of: June, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield Avenue	City: Altamonte Spgs	State: Florida Zip Code: 32714
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	16335 US Highway 19 North	City: Palm Harbor State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	days weekends
Other Operators:	Keith schneider	C	8462	days weekends
	Tony cardinal	C	8491	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

7-8-08

Signature and Date

Steve Hubery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: June, 2003

Means of Achieving Four-Log Virus Inactivation/Removal: Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines) ☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gpd	CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1		24.0												
2	x	24.0	126,000		3.2								2.9	
3	x	24.0	72,000		3.5								3.0	
4	x	24.0	53,000		3.5								3.1	
5	x	24.0	72,000		3.4								3.2	
6	x	24.0	54,000		3.5								3.0	
7	x												3.4	well down for repair
8														on county water cannot
9	x												2.9	
10	x												2.7	
11	x												2.3	
12	x												2.5	
13	x												3.5	
14	x												2.3	
15														
16	x												2.9	
17	x												2.8	
18	x												3.0	
19	x												3.5	
20	x												2.8	
21	x												2.3	
22														
23	x												2.6	
24	x												2.8	
25	x												2.6	
26	x												2.7	
27	x												2.5	
28	x												3.3	
29														
30	x												2.9	
Total			382,000											
Average			12,733											
Maximum			126,000											

* Refer to the instructions for this report to determine which plants must provide this information.

(Effective August 28, 1998)

637

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: July, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon			PWS Identification Number:	6521000
PWS Type:	☑ Community	☐ Non-Transient Non-Community	☐ Transient Non-Community	☐ Conservative	
Number of Service Connections at End of Month:	514			Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida				
Contact Person:	Patrick C. Flynn			Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue		City: Altamonte Spri	State: Florida	Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919			Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com				

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon			Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North		City: Palm Harbor	State: Florida	Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water	☐ Purchased Finished Water			
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	739,000				
Plant Category (per subsection 62-699.310(4), F.A.C.):	V			Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Hubery	C	8012	days weekends
Other Operators:	Keith schneider	C	8462	days weekends
	Tony cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (3) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

8-7-08

Signature and Date

Stephen Hubery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: July, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe): _____

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions; Repair or Maintenance Work that Result in Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow; minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm^2	Minimum UV Dose Required, mW-sec/cm^2		
1	x												2.9	
2	x												3.5	
3	x												3.5	
4	x												3.5	
5	x												3.5	
6														
7	x												3.3	
8	x												3.5	
9	x												3.5	
10	x												3.5	
11	x												3.3	
12	x												3.2	
13														
14	x												3.5	
15	x												3.1	
16	x												3.5	
17	x												3.2	well back on line, run hours
18	x	24.0	67,000		18								1.5	
19	x	24.0	62,000		18								1.7	
20		24.0												
21	x	24.0	116,000		20								2.0	
22	x	24.0	62,000		20								1.8	
23	x	24.0	74,000		15								1.4	
24	x	24.0	52,000		20								2.0	
25	x	24.0	51,000		22								1.8	
26	x	24.0	61,000		20								1.5	
27		24.0												
28	x	24.0	102,000		22								1.5	
29	x	24.0	59,000		20								2.0	
30	x	24.0	56,000		20								2.1	
31	x	24.0	64,000		25								1.8	
Total			920,000											
Average			29,161											
Maximum			116,000											

* Refer to the instructions in this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FIN

FILE COPY

I. General Information for the Month Year of: August, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon		PWS Identification Number:
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community ☐ Consecutive		
Number of Service Connections at End of Month:	514		Total Population Served at End of Month:
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn		Contact Person's Title: Regional
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spgs	State: Florida
Contact Person's Telephone Number:	407-869-1919		Contact Person's Fax Number: 407-869-
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon		Plant Telephone Number:
Plant Address:	36235 US Highway 19 North	City: Palm Harbor	State: Florida
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	710,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V		Plant Class (per subsection 62-699.310(4), F.

Licensed Operators	Name	License Class	License Number	Day(s) / Shi
Lead/Chief Operator:	Stephen Habery	C	8012	days weekends
Other Operators:	Keith schneider	C	9462	days weekends
	Tony cardinal	C	8495	days weekends

II. Certification by Lead Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this repo information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operatio prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and che applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so : them, together with copies of this report, at a convenient location for at least ten years.

9-9-08

Signature and Date

Stephen Habery

Printed or Typed Name

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000 | Plant Name: Lake Tarpon

III. Daily Data for the Month Reported: August, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ! Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe): _____

Type of Disinfectant Residual Maintained in Distribution System: ! Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, avg min/L	Temp of Water, °C	pH of Water if Applicable	Minimum CT Required, avg min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Time Required, mW-sec/cm²		
1	x	24.0	47,000		2.0								1.9	
2	x	24.0	53,000		2.0								1.8	
3		24.0												
4	x	24.0	58,000		2.5								2.0	
5	x	24.0	49,000		2.1								2.0	
6	x	24.0	60,000		2.1								1.9	
7	x	24.0	34,000		2.7								1.2	
8	x	24.0	57,000		2.2								1.9	
9	x	24.0	39,000		1.5								1.5	
10		24.0												
11	x	24.0	99,000		2.6								1.4	
12	x	24.0	69,000		3.0								1.8	
13	x	24.0	43,000		2.3								1.9	
14	x	24.0	56,000		2.0								1.5	
15	x	24.0	48,000		1.8								1.8	
16	x	24.0	62,000		2.5								1.6	
17		24.0												
18	x	24.0	97,000		1.7								1.5	
19	x	24.0	51,000		2.0								1.8	
20	x	24.0	50,000		2.2								1.9	
21	x	24.0	46,000		2.1								1.9	
22	x	24.0	36,000		2.0								1.5	
23	x	24.0	65,000		2.8								2.0	
24		24.0												
25	x	24.0	110,000		3.0								2.5	
26	x	24.0	71,000		2.9								2.5	
27	x	24.0	48,000		3.5								1.8	
28	x	24.0	58,000		2.7								2.5	
29	x	24.0	55,000		2.3								2.1	
30	x	24.0	51,000		3.0								2.5	
Total			1,603,000											
Average			51,709											
Maximum			110,000											

* Refer to the instructions for this report to determine which plants must provide this information.

(Version August 24, 2005)

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: September, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spgs	State: Florida Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	35235 US Highway 19 North	City: Palm Harbor	State: Florida Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Halsey	C	8012	days weekends
Other Operators:	Keith schneider	C	8462	days weekends
	Tony cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

10.2.08

Signature and Date

Stephen Halsey

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000	Plant Name: Lake Tarpon

III. Daily Data for the Month/Year of: September, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe): _____

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpd	* Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Maximum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Maximum UV Dose Required, mW-sec/cm²		
1	x	24.0	89,000		2.8								2.3	
2	x	24.0	65,000		3.0								2.2	
3	x	24.0	53,000		3.0								2.5	
4	x	24.0	50,000		2.5								2.3	
5	x	24.0	52,000		2.5								2.0	
6	x	24.0	41,000		3.0								2.5	
7		24.0												
8	x	24.0	118,000		2.5								2.5	
9	x	24.0	53,000		3.0								2.7	
10	x	24.0	63,000		3.0								2.5	
11	x	24.0	45,000		2.5								2.5	
12	x	24.0	35,000		3.0								2.8	
13	x	24.0	56,000		2.2								2.1	
14		24.0												
15	x	24.0	125,000		3.0								2.5	
16	x	24.0	55,000		2.8								2.5	
17	x	24.0	53,000		3.0								2.8	
18	x	24.0	55,000		2.5								2.3	
19	x	24.0	50,000		2.8								2.5	
20	x	24.0	78,000		3.0								2.3	
21		24.0												
22	x	24.0	104,000		2.4								2.2	
23	x	24.0	63,000		2.5								2.3	
24	x	24.0	60,000		2.8								1.8	
25	x	24.0	69,000		2.8								2.5	
26	x	24.0	69,000		2.8								2.0	
27	x	24.0	53,000		2.5								2.2	
28		24.0												
29	x	24.0	129,000		2.4								2.3	
30	x	24.0	56,000		2.5								2.3	
Total			1,754,000											
Average			58,467											
Maximum			129,000											

* Refer to the instructions for this report to determine which plants must provide this information.

Effective August 28, 2003

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: October, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521009
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	314	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spri	State: Florida / Zip Code: 34681
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US 19 Eghway 19 North	City: Palm Harbor	State: Florida / Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habery	C	8012	days weekends
Other Operators:	Keith schneider	C	8462	days weekends
	Tony cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates, and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

11-5-08

Signature and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

III. Daily Data for the Month/Year of: October, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe)

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpm	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm^2	Minimum UV Dose Required, mW-sec/cm^2		
1	x	24.0	65,000		2.8								2.5	
2	x	24.0	61,000		2.2								2.2	
3	x	24.0	66,000		2.3								2.5	
4	x	24.0	57,000		3.0								2.3	
5		24.0												
6	x	24.0	123,000		2.6								2.5	
7	x	24.0	56,000		2.0								2.0	
8	x	24.0	66,000		1.9								1.5	
9	x	24.0	68,000		2.2								1.8	
10	x	24.0	53,000		3.3								3.0	
11	x	24.0	58,000		3.0								2.5	
12		24.0												
13	x	24.0	109,000		2.5								2.3	
14	x	24.0	64,000		2.5								2.3	
15	x	24.0	67,000		3.0								2.8	
16	x	24.0	53,000		2.8								2.5	
17	x	24.0	51,000		2.8								2.6	
18	x	24.0	77,000		2.8								2.3	
19		24.0												
20	x	24.0	103,000		2.7								2.5	
21	x	24.0	70,000		3.3								3.0	
22	x	24.0	62,000		2.7								2.5	
23	x	24.0	71,000		2.9								2.6	
24	x	24.0	56,000		3.0								2.5	
25	x	24.0	65,000		2.8								2.3	
26		24.0												
27	x	24.0	119,000		2.9								2.5	
28	x	24.0	68,000		2.5								2.5	
29	x	24.0	47,000		3.3								3.0	
30	x	24.0	66,000		3.1								3.0	
31	x	24.0	63,000		2.7								3.0	
Total			1,886,000											
Average			60,838											
Maximum			123,000											

* Refer to the Instructions for this report to determine which plants must provide this information.

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: November, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community ☐ Consecutive		
Number of Service Connections at End of Month:	514	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spri	State: Florida / Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6931
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor	State: Florida / Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Halsey	C	8012	days weekends
Other Operators:	Keith schneider	C	8462	days weekends
	Tony cardinal	C	8193	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

12-4-08

Signature and Date

Stephen Halsey

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number: 6521000 Plant Name: Lake Tarpon

III. Daily Data for the Month/Year of: November, XX8

Means of Achieving Four-Log Virus Inactivation/Removal: [ ] Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe): _____

Type of Disinfectant Residual Maintained in Distribution System: Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

				CT Calculations, or UV Dose, to Demonstrate Four-Log Virus Inactivation, if Applicable*											
				CT Calculations								UV Dose			
Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	Peak Flow Rate, gpd	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, avg. min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, avg. min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²	Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
1	x	24.0	55,000		3.0								2.2	
2		24.0												
3	x	24.0	136,000		3.1								2.5	
4	x	24.0	64,000		2.7								2.5	
5	x	24.0	51,600		2.3								2.5	
6	x	24.0	73,000		2.8								2.4	
7	x	24.0	72,000		2.9								2.5	
8	x	24.0	57,000		2.8								2.5	
9		24.0												
10	x	24.0	129,000		2.5								2.2	
11	x	24.0	64,000		2.5								2.5	
12	x	24.0	65,000		2.6								2.4	
13	x	24.0	56,000		2.8								2.5	
14	x	24.0	106,000		2.6								2.2	
15	x	24.0	64,000		2.7								2.5	
16		24.0												
17	x	24.0	125,000		2.4								2.4	
18	x	24.0	55,000		2.2								2.5	
19	x	24.0	78,000		2.6								2.5	
20	x	24.0	57,000		2.7								2.5	
21	x	24.0	83,000		3.5								2.7	
22	x	24.0	56,000		3.1								2.5	
23		24.0												
24	x	24.0	116,000		3.0								2.7	
25	x	24.0	60,000		2.6								2.5	
26	x	24.0	56,000		3.5								3.0	
27	x	24.0	56,000		3.3								2.6	
28	x	24.0	75,000		3.1								3.2	
29	x	24.0	55,000		3.5								3.3	
30		24.0												
Total			1,817,000											
Average			60,566											
Maximum			136,000											

* Refer to the instructions for this report to determine which plants must provide this information.

Effective August 29, 2008

MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

FILE COPY

I. General Information for the Month/Year of: December, 2008

A. Public Water System (PWS) Information

PWS Name:	Lake Tarpon	PWS Identification Number:	6521000
PWS Type:	☑ Community ☐ Non-Transient Non-Community ☐ Transient Non-Community	☐ Consecutive	
Number of Service Connections at End of Month:	518	Total Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Florida		
Contact Person:	Patrick C. Flynn	Contact Person's Title:	Regional Director
Contact Person's Mailing Address:	200 Weathersfield avenue	City: Altamonte Spri	State: Florida / Zip Code: 34684
Contact Person's Telephone Number:	407-869-1919	Contact Person's Fax Number:	407-869-6961
Contact Person's E-Mail Address:	p.c.flynn@utilitiesinc-usa.com		

B. Water Treatment Plant Information

Plant Name:	Lake Tarpon	Plant Telephone Number:	1-800-272-1919
Plant Address:	36235 US Highway 19 North	City: Palm Harbor	State: Florida / Zip Code: 34684
Type of Water Treatment by Plant:	☑ Raw Ground Water ☐ Purchased Finished Water		
Permitted Maximum Day Operating Capacity of Plant, gallons per day:	720,000		
Plant Category (per subsection 62-699.310(4), F.A.C.):	V	Plant Class (per subsection 62-699.310(4), F.A.C.):	C

Licensed Operators	Name	License Class	License Number	Day(s) / Shift(s) Worked
Lead/Chief Operator:	Stephen Habury	C	8012	days weekends
Other Operators:	Keith schneider	C	8462	days weekends
	Tony cardinal	C	8493	days weekends

II. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

1-7-09

Signature and Date

Stephen Habury

Printed or Typed Name

C-8012

License Number

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

PWS Identification Number:	6521000	Plant Name:	Lake Tarpon

DI. Daily Data for the Month/Year of: December, 2008

Means of Achieving Four-Log Virus Inactivation/Removal: ☐ Free Chlorine ☐ Chlorine Dioxide ☐ Ozone ☒ Combined Chlorine (Chloramines)
☐ Ultraviolet Radiation ☐ Other (Describe):

Type of Disinfectant Residual Maintained in Distribution System: ☐ Free Chlorine ☒ Combined Chlorine (Chloramines) ☐ Chlorine Dioxide

Day of the Month	Days Plant Staffed or Visited by Operator (Place "X")	Hours plant in Operation	Net Quantity of Finished Water Produced, gal	CT Calculations, or UV Dose, to Demonstate Four-Log Virus Inactivation, if Applicable*									Lowest Residual Disinfectant Concentration at Remote Point in Distribution System, mg/L	Emergency or Abnormal Operating Conditions, Repair or Maintenance Work that Involves Taking Water System Components Out of Operation
				CT Calculations							UV Dose			
				Peak Flow Rate, gpm	Lowest Residual Disinfectant Concentration (C) Before or at First Customer During Peak Flow, mg/L	Disinfectant Contact Time (T) at C Measurement Point During Peak Flow, minutes	Lowest CT Provided Before or at First Customer During Peak Flow, mg-min/L	Temp of Water, °C	pH of Water, if Applicable	Minimum CT Required, mg-min/L	Lowest Operating UV Dose, mW-sec/cm²	Minimum UV Dose Required, mW-sec/cm²		
1	x	24.0	116,000		3.0								3.0	
2	x	24.0	61,000		2.9								2.8	
3	x	24.0	56,000		2.8								3.0	
4	x	24.0	59,000		3.0								3.2	
5	x	24.0	61,000		3.3								2.6	
6	x	24.0	77,000		3.5								3.0	
7		24.0												
8	x	24.0	112,000		2.7								2.5	
9	x	24.0	63,000		3.0								2.8	
10	x	24.0	55,000		3.2								3.0	
11	x	24.0	71,000		3.0								2.8	
12	x	24.0	47,000		3.5								3.3	
13	x	24.0	73,000		3.5								3.0	
14		24.0												
15	x	24.0	113,000		3.5								3.1	
16	x	24.0	68,000		2.8								2.5	
17	x	24.0	51,000		2.5								2.4	
18	x	24.0	54,000		2.8								2.4	
19	x	24.0	66,000		3.5								3.0	
20	x	24.0	64,000		3.5								2.8	
21		24.0												
22	x	24.0	21,000		3.1								2.8	
23	x	24.0	37,000		3.0								2.8	
24	x	24.0	39,000		3.1								2.8	
25	x	24.0	61,000		3.0								2.5	
26	x	24.0	62,000		3.0								2.5	
27	x	24.0	62,000		3.3								2.9	
28		24.0												
29	x	24.0	124,000		3.5								3.3	
30	x	24.0	58,000		3.2								3.0	
31	x	24.0	28,000		3.0								2.8	
Total			1,799,000											
Average			58,032											
Maximum			124,000											

* Refer to the instructions in this report to determine which plants must provide this information.

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (5)
INSPECTION REPORTS

Test Year Ended December 31, 2008

[redacted]

Jeb Bush
Governor

M. Rony François, M.D., M.S.P.H., Ph.D.
Secretary, Department of Health

PINELLAS COUNTY HEALTH DEPARTMENT

October 17, 2006

Steve Hebrey
Chief Operator
Utilities, Inc. of Florida
2448 Arcadia Road
Holiday, Florida 34690

RE: PUBLIC WATER SYSTEM TRIENNIAL SANITARY SURVEY
Lake Tarpon Mobile Home Village.
PWS ID # 6521000

Dear Mr. Hebrey:

On October 2, 2006, personnel from the Pinellas County Health Department Environmental Health Division met with system operators to perform the triennial sanitary survey of your Community Public Drinking Water System serving Lake Tarpon Mobile Home Village (MHV) and the adjoining Kimball Apartments. The inspection found evidence that Utilities Inc. of Florida has been working toward improving the system's equipment and operation. The water system equipment was found to be in good operational order.

- However, we do have some questions regarding the backflow prevention device protection on your public water system. We seek to verify that all service lines from your public water system to your customers are protected by properly sized backflow prevention devices. Also, please provide us with documentation that every Lake Tarpon MHV public water system backflow prevention device was tested in accordance with Florida Administrative Code (F.A.C.) chapter 62-555.360(2) that states all back-flow/back-siphon devices shall be tested annually by a state certified personnel.

We wish to thank you and your staff for the cooperation we have received. If you have any questions, please contact our office at 538-7277, Extension 1113.

Sincerely,

Paul Stanek

Paul Stanek
Environmental Supervisor II

Enclosure

Telephone: (727) 538-7277 • 4175 East Bay Drive, Suite 300, Clearwater FL 33764 • FAX (727)507-4255

Florida Department of Health
Pinellas County Health Department
Environmental Engineering

2006 SANITARY SURVEY REPORT

Plant Name Lake Tarpon Village County Pinellas PWS ID # 6521000
Plant Location 36235 US Hwy 19, Palm Harbor, (Liberty Way & Philadelphia Blvd) Phone
Owner Name Utilities Inc., of Florida Phone (407) 869-1919
Owner Address 200 Weathersfield Ave., Altamonte Springs, FL 32714
Contact Person Steve Habrey Title Operator Phone PG 993-0420
This Survey Date: 10/02/06 Last Survey Date 8/08/05 Last C.I. Date

PWS TYPE & CLASS
☒ Community
☐ Non-transient Non-community
☐ Non-Community

PWS STATUS
☒ Approved system with approval number & date 01/01/1978
☐ Unapproved system

SERVICE AREA CHARACTERISTICS
Mobile Home Park (Senior Citizen); Apartments
Food Service: ☐ Yes ☒ No ☐ N/A

OPERATION & MAINTENANCE
Certified Operator: ☒ Yes ☐ No ☐ Not required
Operator(s) & Certification Class-Number
Steve Habrey 8012-C (Lead Operator); Jack Adkins 13019-C; Keith Schneider 8462-C
O & M Log: ☒ Yes ☐ No ☐ Not required
Operator Visitation Frequency
Hrs/day: *Required* N/A *Actual* NA
Days/wk: *Required* 5+1 wkend *Actual* 5+1 wkend
Non-Consecutive Days? ☐ Yes ☒ No ☐ N/A
MORs submitted regularly? ☒ Yes ☐ No ☐ N/A
Data missing from MORs? ☒ No ☐ Yes ☐ N/A
Number of Service Connections 514
Population Served 1285 Basis 2 per unit
Average Day (from MORs) 56,100 gpd
Max. Day (from MORs) 186,500 gpd
Max-day Design Capacity 720,000 gpd
Comments Data taken from August 2006 MOR

RAW WATER SOURCE
☒ GROUND; Number of Wells one (1)
☐ SURFACE/UDI; Source NA
☐ PURCHASED from PWS ID # 6521405
☐ Emergency Water Source Pinellas Co. Utilities
Emergency Water Capacity 100%

AUXILIARY POWER SOURCE
☐ Yes ☐ None ☒ Not Required
Source Interconnection with Pinellas Co Utilities
Capacity of Standby (kW) NA
Switchover: ☒ Automatic ☐ Manual
Standby Plan: ☒ Yes ☐ No
Hrs Operated Under Load NA
What equipment does it operate?
☐ Well pumps NA
☐ High Service Pumps NA
☐ Treatment Equipment NA
Satisfy 1/2 max-day demand? ☒ Yes ☐ No ☐ Unk
Comments Automatic pressure valve interconnect with Pinellas Co. Utilities Water System

TREATMENT PROCESSES IN USE
Chloramine Disinfection
What additional treatment is needed? None Known
For control of what deficiencies None Known

DISTRIBUTION SYSTEM
Flow Measuring Device Flow Meter
Meter Size & Type 6" Badger 1500 GPM
Backflow Prevention Devices: ☒ Yes ☐ No
Cross-connections None known or reported
Written Cross-connection Control Program: Yes
Coliform Sampling Plan: ☒ Yes ☐ No ☐ N/A
Comments All backflow prevention devices present are customer owned. The two Lake Tarpon backflow preventers are: a 2" Wilkins Zurn under a community slim and a 2" FEBCO 785-2PUB on a nearby road island. There is a 2" Wilkins Zurn 975XL at the front NE corner of Kimball Apts. The SE corner of these apartments appears to have had a backflow preventer but now has a gate valve with an atmospheric vent.

PWS ID # 6521000
Date 10/02/06

GROUND WATER SOURCE

Well Number		1	2		
Year Drilled		1928	1947		
Depth Drilled		125'	120		
Drilling Method		Rotary	Rotary		
Type of Grout		Concrete	Concrete		
Static Water Level		15'	15		
Pumping Water Level		62'	57'		
Design Well Yield		500 gpm	300 gpm		
Test Yield		500 gpm	Unknown		
Actual Yield (if different than rated		450 gpm	Unknown		
Strainer		Stainless Steel	Unknown		
Length (outside casing)		62'	57'		
Diameter (outside casing)		10"	6"		
Material (outside casing)		Black Steel	Black Steel		
Well Contamination History		No	No		
Is inundation of well possible?		No	No		
6' X 6' X 4" Concrete Pad		Yes	Yes		
SET BACKS	Septic Tank	Not Present	Not Present		
	Route Water	Not Present	Not Present		
	WW Plumbing	Meets Standard	Meets Standard		
	Other Sanitary Hazards	None Known	None Known		
PUMP	Type	Vert Turbine	Vertical Turbine		
	Manufacturer Name	Holloshaft	U.S. Motors		
	Model Number	A324UPY	4011226		
	Rated Capacity (gpm)	412 gpm	Unknown		
	Motor Horsepower	25 HP	Unknown		
Well casing 12" above grade?		No: (4-6")	No: (4-6")		
Well Casing Sanitary Seal		Yes	Yes		
Raw Water Sampling Tap		Yes	Yes		
Above Ground Check Valve		Yes	Yes		
Fence/Housing		Yes	Yes		
Well Vent Protection		Yes	No		

COMMENTS Well #2 is not connected to the Public Water System. It is connected to a single fire hydrant for backup fire protection only.

PWS ID # 6521000
Date 10/02/06

CHLORINATION (Disinfection)
Type: ☒ Hypochlorite ☐ Gas
Make Stenner Capacity 5gpd@ 100 psi
Chlorine Feed Rate 1.26 lbs per hour
Avg. Amount of Cl_2 gas used NA
Chlorine Residuals: Plant >2.2 Remote 2.2
Remote tap location 251 Philadelphia Blvd
DPD Test Kit: ☐ On-site ☒ With operator ☐ None ☐ Not Used Daily
Injection Points Sodium Hypochlorite – Before Hydro-Tank; 18% Ammonia Hydroxide – After Hydro-Tank
Booster Pump Info N/A
Comments Chloramine Disinfection

Not Applicable

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	☐	☐	NA
Auto-switchover	☐	☐	NA
Alarms: Loss of Cl_2 capability; Loss of Cl_2 residual; Cl_2 leak detection	☐ ☐ ☐	☐ ☐ ☐	NA
Scale	☐	☐	NA
Chained Cylinders	☐	☐	NA
Reserve Supply	☐	☐	NA
Adequate Air-pak	☐	☐	NA
Sign of Leaks	☐	☒	
Fresh Ammonia	☐	☐	NA
Ventilation	☒	☐	
Room Lighting	☒	☐	
Warning Signs	☒	☐	
Repair Kits	☒	☐	
Fitted Wrench	☐	☐	NA
Housing/Protection	☒	☐	

Not Applicable

AERATION (Gases, Fe, & Mn Removal)
Type N/A Capacity
Aerator Condition
Bloodworm Presence
Visible Algae Growth
Protective Screen Condition
Comments

STORAGE FACILITIES
(G) Ground (H) Hydropneumatic (E) Elevated
(B) Bladder (C) Clearwell

Tank Type/Number	(H)		
Capacity (gal)	10,000		
Material	Steel		
Gravity Drain	Yes		
By-pass Piping	No		
Pressure Gauge	Yes		
Sight Glass or Level Indicator	Yes		
Fittings for Sight Glass	Yes		
Protected Openings	Yes		
PRV/ARV	Yes		
On/Off Pressure	No		
Access Padlocked	Yes		
Height to Bottom of Elevated Tank	Not Applic.		
Height to Max. Water Level	Not Applic.		

Comments Tank size:
26' long 25' 3" in circumference
Tank operates 75% to 80 % full

Not Applicable

HIGH SERVICE PUMPS

Pump Number			
Type			
Make			
Model			
Capacity (gpm)			
Motor HP			
Date Installed			
Maintenance			

Comments

PWS ID# 6521000
Date 10/02/06

MONITORING VIOLATIONS	MCL VIOLATIONS
No Monitoring Violation Detected	No MCL Violation Detected

DEFICIENCIES:

No violations noted at this time pending resolution of the two questions below.

The Cross Connection Control Plan submitted to this office by Utilities, Inc. of Florida, Inc. for Lake Tarpon Mobile Home Village states that the utility will maintain its backflow prevention devices while their customers will maintain the customer owned backflow prevention devices. However, Utilities, Inc. of Florida, Inc. owns no backflow prevention devices on this system. Therefore, without owning backflow prevention devices, how does Utilities, Inc. of Florida protect its public water system from the dangers of cross connection as defined in 62-500.200, F.A.C.?

We have received a communication from Michael Wilson, Regional Manager, Utilities, Inc. of Florida stating that the utility requires its commercial customers to own and maintain the backflow prevention devices on the system and that it requires customers to provide test results to the utility annually.

Question 1: Why was the backflow prevention device on the service line to the south apartment building removed? Is there another backflow prevention device located somewhere upstream on that pipeline which provides protection for the water system? This appears to be a line without backflow protection.

Question 2: The two 2 inch Lake Tarpon Mobile Home Village backflow prevention devices appear to be on lines sized too small to provide water to the whole community. Are there other water service lines into Lake Tarpon Mobile Home Village that do not have backflow prevention devices on them?

Our position is that suitable backflow prevention devices may be installed on public water service lines not owned by the utility but the utility cannot transfer its responsibility to ensure its potable public water system is not cross connected with a non-potable water source.

Request: Please provide copies of backflow prevention device tests conducted within one year.

Inspector Gail J. Reed Title Environmental Specialist II Date 10/16/06

Approved by Paul Stanek Title Environmental Supervisor II Date 10/17/06

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (6)
PERMITS

Test Year Ended December 31, 2008

Pinellas County
PUBLIC WORKS

September 1, 2009

Mr. Patrick C. Flynn
Regional Director
Utilities Incorporated of Florida
200 Weathersfield Ave
Altamonte Springs, FL 32714

Re: Annual General Permit Renewal

Dear Mr. Flynn:

Enclosed is your renewal package for your Annual General Permit with Pinellas County. All standards have remained the same as last year. Our fees have remained the same as last year. If you would like to renew this permit, please sign under "Permittee" on the bottom of page 2 of the permit, submit your check in the amount of $57.15 payable to Pinellas County Board of County Commissioners and return to us as soon as possible.

If you have any questions please feel free to contact Lora Strong at (727) 464-3394.

Sincerely,

James S. Cannon
Public Works Engineering Supervisor
Public Works Regulatory Services

Enclosures

PLEASE ADDRESS REPLY TO:
440 Court Street
Clearwater, Florida 33756
Phone: (727) 464-3251
Website: www.pinellascounty.org

ANNUAL GENERAL PERMIT FOR
UTILITIES INCORPORATED OF FLORIDA
CONSTRUCTION ACTIVITY

THE COUNTY OF PINELLAS, a political subdivision of the State of Florida, hereinafter called the PERMITTER, hereby grants to **Utilities Incorporated of Florida, 200 Weathersfield Ave, Altamonte Springs, FL 32714**, hereinafter called the PERMITTEE, a permit to construct, operate, maintain, renew and/or remove on an annual basis within Pinellas County, water and sewer facilities as further described in attached Exhibit "A". All work is to be done in accordance with Pinellas County's "Operational Standards for Annual General Permits" and is subject to the following provisions and conditions:

1. The PERMITTEE has paid the Annual General Permit fee of $57.15, receipt of which is hereby acknowledged. This permit creates permissive use only and the placing of facilities upon County property pursuant thereto shall not operate to create or to vest any property rights in said PERMITTEE.

2. This permit expires on October 1, 2010.

3. Construction, operation and maintenance of such utility shall not interfere with property and rights of prior occupant.

4. The construction, operation and maintenance of such utility shall not create obstruction or conditions which are dangerous to the traveling public.

5. The PERMITTEE does hereby agree to indemnify, defend and save harmless the PERMITTER and all the members of its board, its officers and employees from and against all losses and all claims, demands, payments, suits, actions, recoveries, expenses, attorney's fees and judgments of every nature and description, including claims for property damage and claims for injury to or death of persons, brought or recovered against it by reason of any act of negligence or omission of the PERMITTEE, its agents, or employees, except only such injury or damage as shall have been occasioned by the sole negligence of the PERMITTER. With respect to and in

consideration for the indemnifications provided by PERMITTEE, the PERMITTER has paid to the PERMITTEE the sum of One and 00/100 Dollar ($1.00), the sufficiency and receipt of which is hereby acknowledged.

6. The provisions of all applicable laws, statutes, County ordinances and operational standards shall apply to construction, operation, and maintenance pursuant to this general permit.

7. In the event of construction, repair or reconstruction of County-owned facilities, the PERMITTEE shall move or remove said utility installation at no cost to the PERMITTER.

8. The operational standards for Annual General Permits apply to the construction, operation and maintenance of PERMITTEE'S facilities and are attached hereto and incorporated by reference herein.

This permit shall be governed by the laws of the State of Florida.

This permit executed _____.

PERMITTEE

By: _____ 9/8/09
Date

PATRICK C. FLYNN

Title: REGIONAL DIRECTOR

PERMITTER

By: _____
Steve Davis, P.E. Date

UTILITIES INCORPORATED OF FLORIDA
ANNUAL GENERAL PERMIT
EXHIBIT A

All work indicated in Exhibit A shall be restricted to the area depicted in Figure 2 of the Utilities Annual General Permit Operational Standards.

Within Pinellas County the Mid-County and Tierra Verde service area are sewer only.

Sewer facilities to be covered include:

- Sanitary services
- Taps
- Laterals
- Collector sewers
- Trunk sewers
- Manholes
- Pump stations
- Force mains
- Related appurtenances

Work proposed to be covered includes:

- Line locates
- Sewer taps
- Lift station maintenance and repair
- Manhole maintenance and repair
- Line repairs
- Line maintenance
- Valve repair and replacement
- Other work as required to maintain a properly operating system

The Lake Tarpon service area is water only.

Water facilities to be covered include:

- Main lines
- Meter assemblies
- Related appurtenances

Work proposed to be covered includes:

- Line locates
- Line repairs
- Line maintenance
- Valve repair and replacement
- Other work as required to maintain a properly operating system

UTILITY

ANNUAL GENERAL PERMIT

OPERATIONAL STANDARDS

FOR WORK WITHIN
PINELLAS COUNTY RIGHT-OF-WAY

IN ACCORDANCE WITH
PINELLAS COUNTY ORDINANCE 92-63,
AS AMENDED BY PINELLAS COUNTY ORDINANCE 94-38

Approved

Peter J. Yauch, P.E., Director
Department of Public Works and Transportation

September 17, 2008

I. TYPES OF PERMITS FOR UTILITY WORK IN PINELLAS COUNTY RIGHT-OF-WAY

1. ANNUAL GENERAL PERMITS - are given for work that is beyond 5 feet from back of curb (BOC) or edge of pavement (EP), as shown in Fig. 2. The Annual General Permit is a permit issued by the County for certain routine, repetitive work not requiring a specific utilization permit and may be issued or renewed for periods up to one year. This permit covers regular and recurring activities and specifies exempted activities for each utility. Exempted activities must obtain specific utilization permits.

2. SPECIFIC UTILIZATION PERMITS - are required before work is to begin, where non-emergency operations involve digging within 5 feet of the edge of pavement or back of curb as shown on Fig. 1. They are also required for bridge attachments, major drainage and waterway crossings, and major line or pipe extensions.

3. EMERGENCY PERMIT - An after the fact permit whereby notification to the Pinellas County Regulatory Services Division (464-5452) needs to be initiated prior to completion of emergency work.

II. OPERATIONAL STANDARDS FOR ANNUAL GENERAL PERMITS

1. MAINTENANCE OF TRAFFIC

- All activities in accordance with this agreement shall conform to the U.S. Department of Transportation's "Manual on Uniform Traffic Control Devices" ("MUTCD") and the Florida Department of Transportation's ("FDOT") Design Standards Indexes 600 through 670 (latest editions).

- A safe and easily accessible paved or unpaved pathway for pedestrian, bicycle, and handicapped traffic shall be provided and maintained through the work zone for the duration of the construction area. If the pathway lies along a designated school walking route then the Permittee, or its agent, shall provide adequate supervision and/or guidance to the school aged students as they traverse through the work zone. .

- All construction of alternate or detour routes for pedestrians, bicyclists and handicapped persons must meet the requirements of the FDOT Design Standards Index 660.

- No street shall be closed without the prior written permission of the Pinellas County Traffic Engineering Division. At least 2 normal working days (Monday thru Friday) advance notice is required. All maintenance of traffic plans are to be submitted to the Pinellas County Traffic Engineering Division for approval prior to commencement of construction. Appropriate work zone safety is to be followed at all times.

- All construction activities shall include a traffic control plan in accordance with the FDOT Design Standards "General Information for Traffic Control Through Work Zones" (Indexes 600 through 670).

2. **CLEAR ZONE SETBACK REQUIREMENTS**

After construction is complete, no obstacles or impediments to vehicular traffic shall be left in the clear zone, as described in the "Manual of Uniform Minimum Standards for Design, Construction and Maintenance for Streets and Highways" as a result of construction activities by the permittee, or its agents. Utility poles and light poles shall be located behind the sidewalk when sufficient right-of-way and/or utility easements exist.

3. **CLEARANCES**

- All overhead installations shall conform to clearance standards of the National Electric Safety Code, latest edition, (incorporated herein by reference), and all underground crossing installations shall be laid at a minimum depth of 30" below grade, or at 36" below ditch bottom.

4. **TRENCH SAFETY**

- The Trench Safety Act (Florida Statutes, Section 553.60 et seq.) shall apply to construction, operation, and maintenance.

5. **WORK ZONE SAFETY**

- Excavated materials will not be placed on sidewalks.

- Excavated materials must not restrict site distances (i.e., not be greater than 3 feet in height in the line of sight used by traffic).

- Work area and excavated material will be clearly marked and made safe to vehicular and pedestrian traffic at all times per the Manual of Uniform Traffic Control Devices ("MUTCD") Standards (latest edition).

6. **RIGHT-OF-WAY RESTORATION**

- All disturbed areas in the right-of-way will be sodded unless otherwise directed by the County's Inspector.

- Vegetation, other than sod, will be restored to its pre-construction condition. Excavated areas will be compacted to the standards specified in "Right-of-Way Compaction" below.

- Restoration of driveways and placement of sod shall be completed prior to excavation starting in another area (job) by the same contractor. Exception to this rule may be allowed where ongoing construction makes such restoration impractical.

- The type of sod used to restore the right-of-way shall be coordinated with the adjacent property owner. Sod must be maintained until it roots, a minimum water of 2 weeks.

- No stockpiling of material in roadway; all dirt and debris will be removed from the job site upon completion.

- Notify property owners regarding sprinkler systems, plants and mailboxes that may be disturbed during construction, prior to disturbing them. Replace those items that are damaged by permittee.

- The permittee shall be responsible for handling all complaints regarding the construction project.

7. **DRAINAGE SYSTEMS**

- Drainage systems must be operational at all times, this includes ditches and storm drains, underdrains, etc.

8. **DRAINAGE FILTRATION SYSTEMS**

- When drainage filtration systems are damaged, the County's Inspector will be notified and the system will be repaired to working conditions by the permittee.

9. **TRENCH DEWATERING**

- Trench water will be discharged into the road drainage system whenever possible. If contaminated groundwater is discovered during dewatering operations, the permittee shall stop all operations and contact the Pinellas County Regulatory Services Division. The permittee shall be responsible for meeting Federal, State, Regional and County water quality standards for all discharges from the construction site.

10. **DRIVEWAY CROSSINGS**

- When driveways are to be jack and bored or directional bored, no jetting air or water will be allowed.

- When driveway cuts are approved, they will be repaired from curb to sidewalk, expansion joint to expansion joint or to a 5 foot width of cut, whichever is least.

- Driveway cuts will be repaired per Fig. 3 and/or the Pinellas County Standard Construction Detail.

- Coordinate the cutting of driveways with the owner prior to cut. All driveways will be in passable condition at the end of each work day.

11. **RIGHT-OF-WAY COMPACTION**

- Compaction in the right-of-way to be in accordance with Pinellas County Minimum Testing Frequency Standards

12. **SIDEWALK RELOCATION**

Where sidewalk must be moved, the Pinellas County Standard Construction Detail will be used

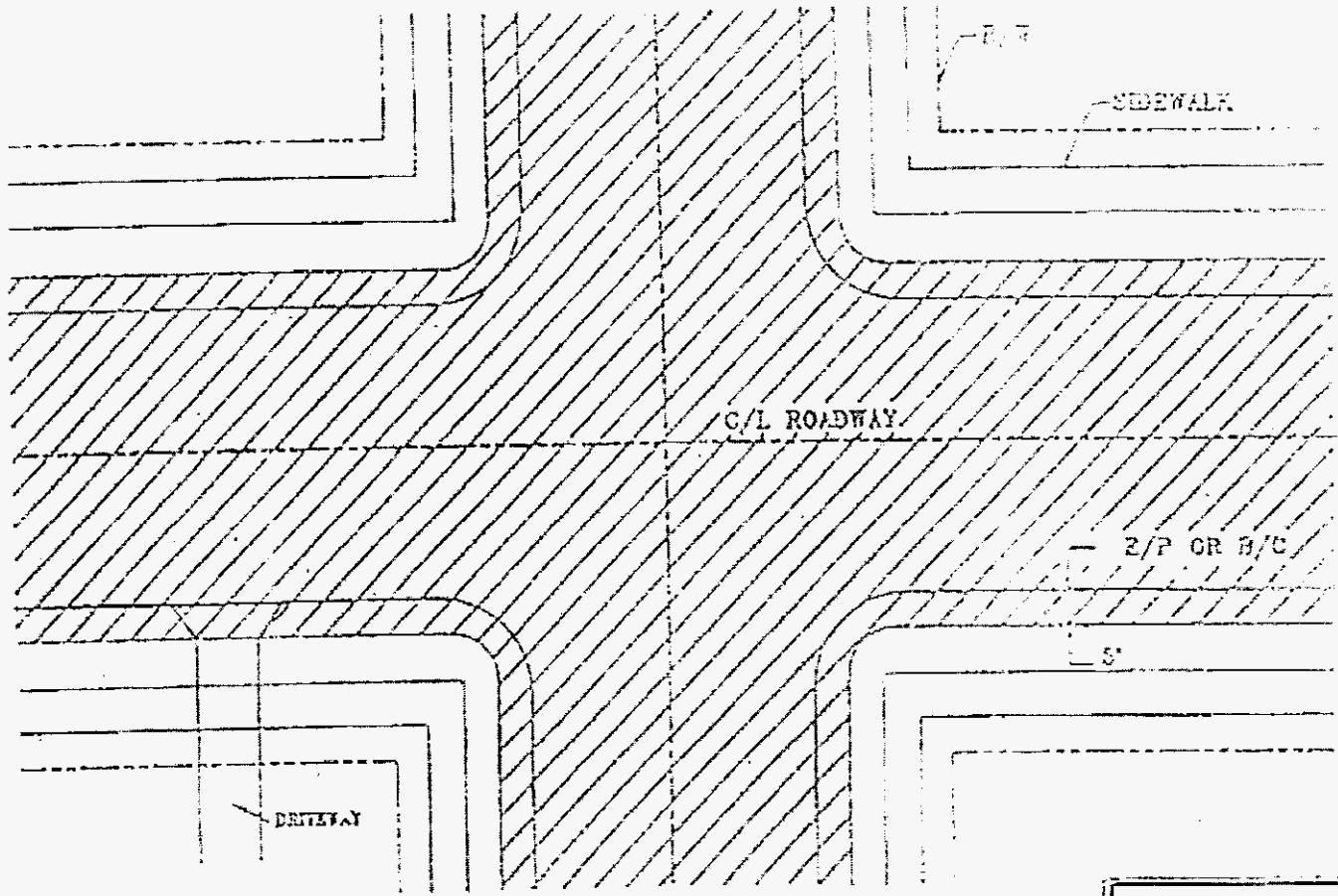
- Use of the sidewalks may not be impaired or closed for greater than 60 minutes. When sidewalk is to be removed means of rerouting pedestrians, bicyclists and handicapped people must be constructed prior to sidewalk removal per FDOT Design Standards Index 660.

13. **GOVERNMENTAL SURVEY**

- When governmental survey control points are subject to displacement, they shall first be properly referenced prior to disturbance. After construction is complete, the control points shall be reset to their original locations. All survey work on governmental survey control points shall be performed by a Florida Registered Land Surveyor.

14. **ONE CALL SYSTEM**

- When digging is involved, the utility notification center (***SUNSHINE STATE ONE CALL OF FLORIDA, INC., 1-800-432-4770***) shall be notified by the permittee not less than 48 hours or more than 5 days prior to construction.



Legend:

Work Zone

R/W	Right of Way
E/P	Edge of Pavement
B/C	Back of Curb
C/L	Center Line

NOTE: SHADING AREA WHERE ANNUAL GENERAL PERMIT DOES NOT APPLY. JOB SPECIFIC RIGHT-OF-WAY UTILIZATION PERMIT IS REQUIRED.

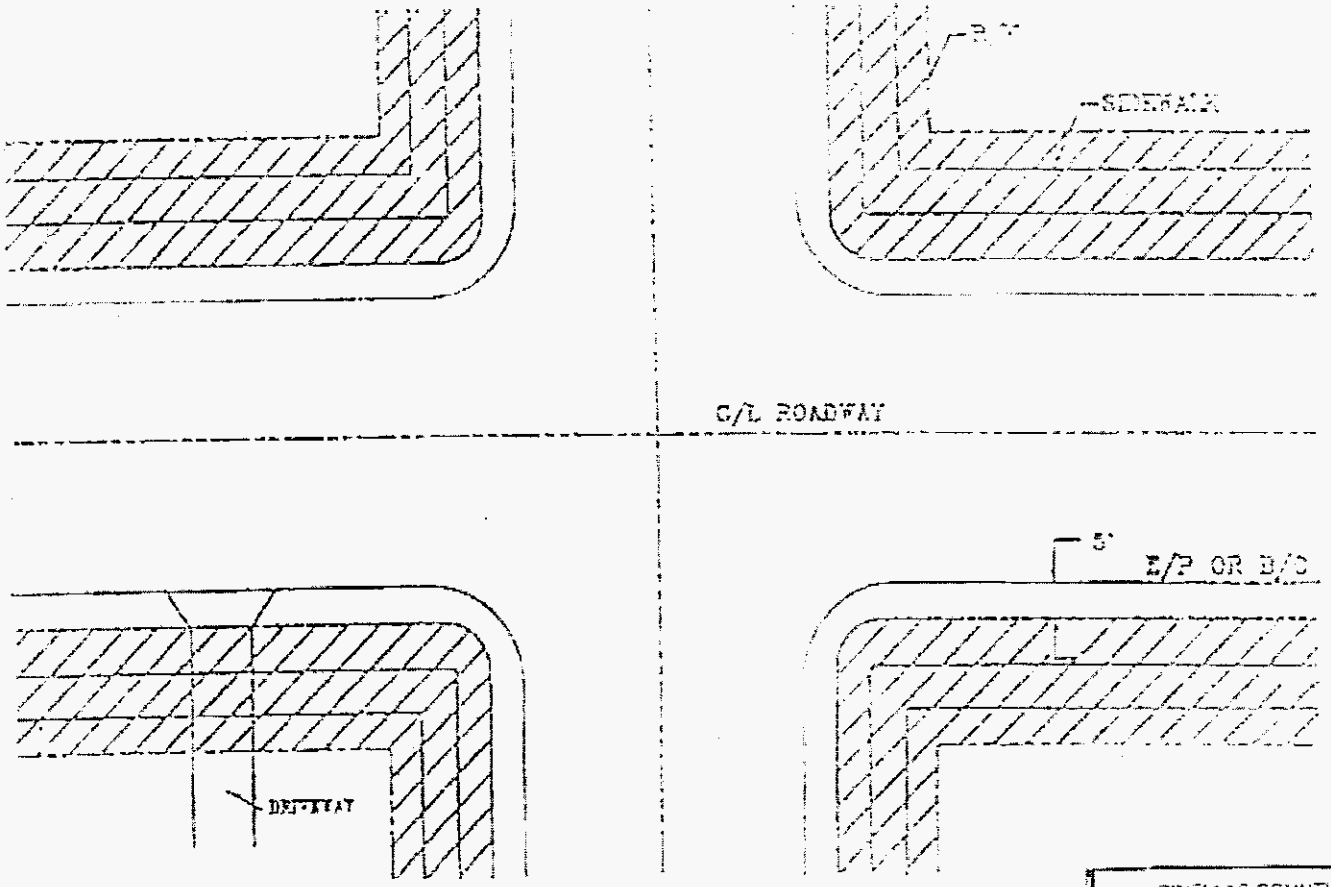
FIGURE 1

PINELLAS COUNTY, FLORIDA

REQUIRING JOB SPECIFIC RIGHT-OF-WAY UTILIZATION PERMIT

APPROVED BY

PETER J. YAUCH, P.E.
DIRECTOR OF PUBLIC WORKS
AND TRANSPORTATION



Legend:

Work Zone

R/W	Right of Way
E/P	Edge of Pavement
B/C	Back of Curb
C/L	Center Line

NOTE: SHADING INDICATES AREA COVERED BY ANNUAL GENERAL PERMIT

FIGURE 2

PINELLAS COUNTY, FLORIDA

AREA COVERED UNDER ANNUAL GENERAL PERMIT

APPROVED BY

PETER J. YAUCH, P.E.
DIRECTOR OF PUBLIC WORKS AND TRANSPORTATION

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (7)
NOTICES

Test Year Ended December 31, 2008

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (8)
FIELD EMPLOYEES

Test Year Ended December 31, 2008

State of Florida

Department of Environmental Protection

ISSUED: 3/25/2009 **LICENSE NO.: 8527**

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

STEPHEN J HABERY

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW.

MICHAEL W. SOL
SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 3/25/2009 **LICENSE NO.: 8012**

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

STEPHEN J HABERY

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SO E
SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009 **LICENSE NO.: 009509**

THE CLASS B WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

STEVEN L. PFOUTS

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009 **LICENSE NO.: 014204**

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

STEVEN L. PFOUTS

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 4/22/2009 LICENSE NO.: 003122

THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

DANIEL SCOTT ANDERSON

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009 LICENSE NO.: 007141

THE CLASS A DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

DANIEL SCOTT ANDERSON

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

State of Florida

Department of Environmental Protection

ISSUED: **1/28/2009** **LICENSE NO.: 0014846**

THE CLASS B DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

ELISA MATARLO WILLIAMS

CHARLIE CRIST **MICHAEL W. SOLE**

GOVERNOR SECRETARY

DISPLAY IS REQUIRED BY LAW

State of Florida
Department of Environmental Protection
OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, M.S. 3506
TALLAHASSEE, FLORIDA 32399-2400
(850)245-7500

ELISA MATARLO WILLIAMS
2549 GRASSY POINT DR UNIT 103
LAKE MARY, FL 32746-6518

State of Florida
Department of Environmental Protection

LICENSE NO.: 014187 DATE ISSUED: 4/16/2009

CLASS C WASTEWATER TREATMENT PLANT OPERATOR

ELISA MATARLO WILLIAMS

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2011

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009 **LICENSE NO.: 014187**

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

ELISA MATARLO WILLIAMS

CHARLIE CRIST
GOVERNOR

DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOLE
SECRETARY

UIF RATE CASE - 2008 EMPLOYEE LICENSE INFORMATION

Last Name	First Name/MI	Title	System(s)	Classification	Type	Description	Type	Description
Anderson	Daniel S.	Lead Operator	Crownwood	Class A DWTPO Class A WWTPO	A	Class A Drinking Water Treatment Plant Operator - FDEP (0007141 4/30/11)	A	Class A WW Treatment Plant Operator - FDEP (0006490 4/30/11)
Habery	Stephen (Steve) J.	Lead Operator	Orangewood Buena Vista MHP Buena Vista Manor L/S Summertree Summertree L/S	Class C DWTPO Class C WWTPO	C	Class C Drinking Water Treatment Plant Operator - FDEP (0008012 4/30/11)	C	Class C WW Treatment Plant Operator - FDEP (0008527 4/30/11)
Pfouts	Steven L.	Lead Operator	Golden Hills	Class C DWTPO Class B WWTPO	C	Class C Drinking Water Treatment Plant Operator - FDEP (0014204 4/30/11)	B	Class B WW Treatment Plant Operator - FDEP (0009509 4/30/11)
Williams	Elisa M.	Lead Operator	Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Jansen Crescent Heights Davis Shores	Class C DWTPO Class C WWTPO	C	Class B Drinking water Treatment Plant Operator - FDEP 0014846 4/30/11	C	Class C WW Treatment Plant Operator - FDEP 0014187 4/30/11

Utilities, Inc.

JOB TITLE	Water/Wastewater Treatment Operator I
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under direct supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Assists with maintaining plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements.
ESSENTIAL FUNCTIONS	▪ Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. ▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Maintains a safe working environment and reports safety concerns to Area Manager.
ADDITIONAL RESPONSIBILITIES	▪ Completes facility and vehicle inspections, along with related follow-up. ▪ Assists w repairs of water/wastewater treatment plant equipment. ▪ Forwards customer inquiries on to Operator II or Lead Operator.

	▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. ▪ May install and read water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. • Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. • Ability to review, classify, categorize, prioritize and/or analyze data. • Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. • Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Currently holds first-level operator license, may be in the process of obtaining second-level license; must maintain a valid driver's license.
EXPERIENCE	Requires 2 – 4 years mechanical experience, including at least 1 year specializing in chemical treatment of water and/or wastewater and/or a minimum of 1 year in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.

Job Title	**Water/Wastewater Treatment Operator II**
Department	Operations
Status	Non-Exempt
Supervisor's Title	Area Manager
Job Summary	Under general supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Maintains plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements.
Essential Functions	▪ Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. ▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Maintains a safe working environment and reports safety concerns to Area Manager.
Additional Responsibilities	▪ Completes facility and vehicle inspections, along with related follow-up. ▪ Installs and reads water meters. ▪ Acts as liaison between customers and customer service; provides on-site customer communication.

	▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. ▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Currently holds second-level operator license, may be in the process of obtaining third-level license; must maintain a valid driver's license.
EXPERIENCE	Requires 3 – 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.

Utilities, Inc.

JOB TITLE	Area Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Oversees the operation and maintenance of water and wastewater treatment plants. Provides leadership and guidance in water and wastewater plant management. Works with Regional Manager and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	▪ Develops strategic plans for water and wastewater facility needs; manages the design and construction of facilities and infrastructure. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees, including meter readers, operators, field technicians, etc, engaged in the operation of water/wastewater plants and distribution systems. ▪ Manages the operation of multiple water systems and wastewater treatment facilities. ▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Stays abreast of Federal, state and local regulations and environmental guidelines regarding water/wastewater treatment and distribution. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures; trains employees of safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	▪ Responds to all emergency situations, including coordination of contractors, public notification and informing UI personnel and governmental agencies as needed. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to objectively coach employees through complex, difficult and emotional issues.

	▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Ability to effectively communicate and interact with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Proven ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: HS Diploma or GED Preferred: Bachelor's degree, this may be required in some circumstances; completion of multiple utility industry related courses, seminars, management and supervisory training is preferred.
CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 6 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.

Utilities, Inc.

JOB TITLE	Construction Inspector
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Project Manager
JOB SUMMARY	Inspects initial construction projects and additional repairs to ensure adherence to contract specifications, building ordinances and zoning laws. Reviews, processes, supervises and inspects installation of water and sewer utility mains and new service connections, evaluates existing services, provides service information, investigates water and sewer service problems, and supports field maintenance activities.
ESSENTIAL FUNCTIONS	▪ Analyzes and manages a variety of situations relating to construction and installation of new water and sewer infrastructure, storage tanks, wastewater treatment plant construction and expansion. ▪ Evaluates specifications for plan procedures, start and completion dates, and staffing requirements for each phase of the construction project. ▪ Inspects construction of new service connections and water/sewer main breaks. ▪ Oversees construction and maintenance employees at a property location. ▪ Provides timely information regarding construction projects and work relating to construction projects. ▪ Prepares service work orders per plans for water and sewer main installations. ▪ Maintains frequent contact with external agencies and the general public in order to coordinate activities related to water and sewer service. ▪ Responds to customer issues related to construction projects. ▪ Reviews water and sewer main plans. ▪ Enforces Company policies and procedures, work methods and operational procedures.
ADDITIONAL RESPONSIBILITIES	▪ Assists Project Manager with property inspections, completing environmental and engineer reports and attaining all necessary permits. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook, Explorer, JD Edwards
ADDITIONAL SKILLS	▪ Ability to follow verbal and written instructions. ▪ Excellent organizational and problem solving skills. ▪ Ability to provide safe working conditions for fellow workers.

	▪ Ability to effectively communicate and interact with other employees. ▪ Ability to deal professionally with customers and maintain good public relations.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Grade 2 State Distribution License, or ability to obtain within 18 months of hire; must maintain a valid driver's license
EXPERIENCE	A minimum of 3 years experience in the installation, maintenance, repair or inspection of water supply and/or distribution facilities and sewer force mains, or 2 years as a Lead Operator.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.

Utilities, Inc.

JOB TITLE	Field Technician I
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for the accurate and timely reading and recording of water meters to facilitate customer billing; to identify water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	▪ Walks 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Documents customer interaction and field activities in CC&B. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Maintains accurate and up-to-date records. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	▪ Performs minor meter maintenance and repair duties. ▪ Assists with repairs of water/wastewater treatment plant equipment. ▪ Assists with ordering parts and job costing. ▪ May assist with on-site customer communication. ▪ May assist with customer inquiries, requests and minor issues regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ May prepare a variety of operational reports related to water meter reading activities. ▪ Assists with the installation and disconnect of water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word; ability to learn internal software programs Preferred: MS Excel, Outlook

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ADDITIONAL SKILLS	• Ability to work independently in the absence of supervision. • Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. • Ability to learn to read a variety of water meters. • Ability to learn and understand tariffs as they apply to assigned duties. • Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. • Ability to read maps, electrical schematics, blueprints, etc. • Ability to follow verbal and written instructions. • Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. *May be in the process of obtaining Distribution and/or Collections Systems certification or first-level plant operating license.
EXPERIENCE	Some water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.

JOB TITLE	Field Technician II
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater system; identifying water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains ▪ Maintains and tests water meters; performs new meter installation. ▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. ▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic pluming tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. ▪ Inspects area for cross connection violations and other unsafe conditions. ▪ Maintains accurate and up-to-date records. ▪ Documents customer interaction and Field Activities in CC&B. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ Provides on-site customer communication. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	▪ May assist with repairs of water/wastewater treatment plant equipment. ▪ May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Assists with ordering parts and job costing. ▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. ▪ Assists with the installation and/or disconnection of water and/or sewer services. ▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment. ▪ May assist in maintaining plant compliance with Federal, state and local

	regulatory requirements. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	▪ Ability to work independently in the absence of supervision. ▪ Demonstrates initiative and desire to learn new tasks. ▪ Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to read a variety of water meters. ▪ Ability to apply the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. ▪ Ability to understand tariffs as they apply to assigned duties. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions. ▪ Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Distribution and/or Collections certification as required by statue or regulation, or the ability to attain certification within 12 months of hire. *May be in the process of obtaining first-level operating license.
EXPERIENCE	A minimum of one year water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	**Field Technician III**
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater systems; identifying water meter equipment problems; and performing water meter and/or system maintenance activities.
ESSENTIAL FUNCTIONS	▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains ▪ Maintains and tests water meters; performs new meter installation. ▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. ▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic pluming tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. ▪ Inspects area for cross connection violations and other unsafe conditions. ▪ Maintains accurate and up-to-date records. ▪ Documents customer interaction and Field Activities in CC&B. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ Provides on-site customer communication. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	▪ May assist AM with overseeing the daily tasks of other field technicians. ▪ May assist with repairs of water/wastewater treatment plant equipment. ▪ May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Assists with ordering parts and job costing. ▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. ▪ Assists with the installation and disconnection of water meters and sewer services. ▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment. ▪ May assist in maintaining plant compliance with Federal, state and local regulatory requirements. ▪ Performs other related duties as assigned.

COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	▪ Ability to work independently in the absence of supervision. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to motivate others in pursuit of Company goals. ▪ Demonstrates initiative to take on new tasks. ▪ Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to read a variety of water meters. ▪ Ability to apply the methods, techniques, tools, equipment and materials used in the repair, installation and testing of water and flow meters. ▪ Ability to understand tariffs as they apply to assigned duties. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions. ▪ Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Distribution and/or Collections certification as required by State regulatory laws, or the ability to attain certification within 12 months of hire. *May be in the process of obtaining dual certifications or first-level operating license.
EXPERIENCE	A minimum of three years water meter reading experience preferred, in addition to previous mechanical or maintenance experience; in-depth, working knowledge of water meters, care and operation of a variety of tools and equipment used in maintaining water/wastewater systems, and safe work practices. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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This description is a working draft, subject to revision.

JOB TITLE	Lead Water/ Wastewater Treatment Operator
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under limited supervision, performs routine tasks related to the operation of a water/wastewater treatment facility. Responsible for maintaining plant compliance with EPA standards and state water Commission. Assists with training of other personnel and leading work crews. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and works cooperatively to provide quality seamless utility service. Works with AM and RM to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	▪ Oversees the operation and maintenance of water/wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Oversees the organization and delegation of team tasks. ▪ Develops and maintains operational records and prepares reports in compliance with regulatory standards. ▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Installs and repairs pumps, motors, valves and piping; diagnoses, repairs and clarifies aeration equipment, ion exchange bins, filtration equipment and other major apparatuses. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when non-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: identifying damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Cleans and maintains treatment plant, pumping stations and wells. Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Implements emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol and notifies local emergency responders. ▪ Adds chemicals to water by predetermined formula. Maintains minimum inventory levels of these materials. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state.

	▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Coordinates construction and excavation involved in system repairs; estimates required labor and materials; identifies equipment needed for all projects; orders necessary parts. ▪ Maintains a safe working environment and reports safety concerns to Area Manager. ▪ Trains personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures. ▪ Ensures all operators are equipped with necessary tools, parts and safety equipment to work effectively. ▪ Stays abreast of Federal, State and local regulations and environmental guidelines regarding water/wastewater treatment and distribution.
ADDITIONAL RESPONSIBILITIES	▪ May assist with training personnel on safety procedures. ▪ Assists with overseeing and inspections of local construction projects. ▪ Assists with the development of short and long term plans for operation of facilities, including contingency plans as well as plant and equipment removal/replacement. ▪ Assists with the design and construction of extension and improvement projects. ▪ Provides on-site customer communication. ▪ Acts as liaison between the customers and customer service. ▪ Responds to requests and inquiries from the general public. ▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook, Internet Explorer
ADDITIONAL SKILLS	▪ Ability to work independently and under limited supervision. ▪ Demonstrates initiative to take on new tasks. ▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency. ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies.

	▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 5 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water/wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; operates and oversees the use of heavy equipment, including agricultural sludge spreaders.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Project Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for all water and wastewater utility construction projects from initial contract negotiations through warranty termination.
ESSENTIAL FUNCTIONS	• Oversees complex technical projects, adhering to strict goals and deadlines. • Creates and maintains activity and progress reports for internal and external customers. ▪ Responsible for all project development. ▪ Hires, directs, evaluates and disciplines Construction Inspectors. ▪ Obtains engineering proposals, monitors project budgets, construction activity and coordinates timing with operations. ▪ Tracks all budget related information, such as hours worked and expenses, etc. ▪ Coordinates all daily activities and personnel for each project. ▪ Processes paperwork, including invoices, for each project in a timely manner and submits to Regional Director. ▪ Ensures the success of projects, while remaining in line with time and budget parameters. ▪ Notifies management staff of any current or pending escalations relating to projects, or items that could impact the success of projects. ▪ Coordinates and completes the work necessary to obtain approval on emergency projects.
ADDITIONAL RESPONSIBILITIES	▪ Assists AM & RM with forecasting and planning capital projects up to 5 years in advance. ▪ Attends project team status meetings as required. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook; ability to learn internal software programs Preferred: PowerPoint and Explorer
ADDITIONAL SKILLS	▪ Ability to calculate basic mathematical equations. ▪ Ability to read and interpret soil and hydro-geological reports and maps. ▪ Ability to complete work that will ensure the approval of all capital projects in a timely manner. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Excellent organizational and problem solving skills, including negotiating, decision-making research and analysis, and interpersonal skills.

	▪ Ability to provide safe working conditions for fellow workers. ▪ Ability to effectively communicate and interact with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: Bachelor's Degree in Civil/Environmental Engineering or similar field. Preferred: MS or MBA
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license
EXPERIENCE	Requires a minimum of 3 years engineering experience, preferably related to water and/or wastewater projects and design.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Within the region; up to 25% for training, meetings, project management, etc.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	**Regional Manager**
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for the management of water and wastewater treatment operations for the region, including directing, planning, managing, staffing, and organizing the safe and efficient operation of all UI subsidiaries in assigned region. Provides leadership and guidance in water and wastewater plant management. Works with Area Managers and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	▪ Oversees plant operations and maintenance, customer contact and capital planning. ▪ Provides support and follow up to Area Managers. ▪ Maintains accurate and timely reports, records and permits associated with facility operations and customer relations, ensuring they meet compliance regulations. ▪ Assists Regional Director in the development and implementation of operational and regional strategies. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Provides expertise as required to maintain compliance with local, state, regional and Federal regulatory requirements regarding water/wastewater treatment and distribution. ▪ Offers opportunities to increase efficiency by identifying and implementing operational cost saving ideas. ▪ Serves as the contact for inquiries regarding operational issues; answers routine and ad hoc information requests that are regional or unit-specific in nature. ▪ Responsible for safety and maintaining a safe work environment. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures, in addition to safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	▪ Provides leadership and guidance in energy management. ▪ Acts as point of contact with developers, engineers, consultants, regulators and customers. ▪ Assists Regional Director in executing any additional assigned duties. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.

COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Must have ability to effectively communicate with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: Bachelor's degree in Business, Engineering, Environmental Science or similar field, or a combination of education and experience. Preferred: Completion of multiple utility industry related courses, seminars, management and/or supervisory training.
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Ability to hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment.
EXPERIENCE	Requires a minimum of 7 years progressive experience working in utility management or the utility industry. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Within region.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Warehouse Clerk
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Responsible for maintaining the inventory and allocation of commonly used supplies and equipment from the warehouse to local operations staff and other special projects as needed.
ESSENTIAL FUNCTIONS	▪ Manages warehouse facility, including minor grounds upkeep. ▪ Orders all supplies and chemicals through assigned vendors. ▪ Receives, processes and unpacks supplies; verifies correctness of shipments against purchase orders; maintains records regarding discrepancies and/or damaged merchandise and works with vendor to correct issues. ▪ Ensures safe loading and unloading of supplies. ▪ Manages distribution record of items received by operations staff for Company facilities. ▪ Coordinates inspection of fire extinguishers returned by field staff. ▪ Follows established safety policies and procedures to ensure safe work environment. ▪ Maintains warehouse facility and equipment in a clean and orderly condition.
ADDITIONAL RESPONSIBILITIES	▪ Assists RM with performing price comparisons with competing vendors to select most cost efficient option for the region. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook, Explorer, Filemaker Pro; familiarity with Mac computers would be helpful.
ADDITIONAL SKILLS	▪ Ability to work independently in the absence of supervision. ▪ Ability to effectively communicate and interact with other employees. ▪ Ability to receive, track and distribute materials, supplies and equipment. ▪ Ability to read, write, sort, check, count and verify numbers. ▪ Ability to prepare routine administrative paperwork. ▪ Ability to understand and follow safety procedures.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Forklift certification
EXPERIENCE	Previous warehouse work is preferred, including shipping and receiving.

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PHYSICAL DEMANDS	Requires the ability to lift and move heavy and/or bulky items and to push, pull, lift and/or carry up to 50 lbs; ability to climb ladders in order to stock supplies; ability to remain standing in an upright position for an extended period of time. Also requires
EQUIPMENT USED	Riding forklift, walk-behind electric and manual pallet jack, pivot davit (crane) with hoist; PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
SHIFT	This is a part-time position; Monday – Friday, 8am – 12pm with minor variations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Administrative Assistant
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Director or Regional Manager
JOB SUMMARY	Under direct supervision of the Regional Director, provides administrative and secretarial support to the Regional Director and Regional Managers.
ESSENTIAL FUNCTIONS	▪ Coordinates and performs a wide range of staff and/or operational support activities for the region; assists visitors, resolves and/or refers administrative problems and inquiries. ▪ Schedules and organizes meetings, conferences, interviews and/or other events; distributes information or invitations; prepares agendas, notices, minutes and resolutions for meetings. ▪ Performs complex and confidential administrative functions, including written correspondence, reports, spreadsheets and other documents. Responds to routine external correspondence. ▪ Assists with arranging travel plans and itineraries for the RD, RM and others. ▪ Establishes, maintains and updates files, databases, reports, and/or other documents. ▪ Performs routine analyses and calculations in the processing of data for recurring internal reports. ▪ Prepares or assists with the preparation of scheduled and/or ad hoc statistical and narrative reports; performs basic information gathering and analysis and/or forecasting, as specifically directed. ▪ Sorts, reviews and distributes incoming and outgoing mail; composes, prepares and ensures timely responses to a variety of routine written inquiries. ▪ Serves as liaison with regional companies in the resolution of day-to-day administrative and operational problems. ▪ Uses the internet and historical documents to perform research. ▪ Maintains office supplies, maintenance of office equipment and other services.
ADDITIONAL RESPONSIBILITIES	▪ Assists RD and RM with calendar management; coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments as requested. ▪ Assists management and staff in problem solving, project planning and development and execution of stated goals and objectives. ▪ Assists with special projects as needed. ▪ May assist other operational staff depending on workload. ▪ Performs other related duties as assigned.

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COMPUTER SKILLS	Required: MS Office, Internet Explorer; ability to learn internal software programs Preferred: Visio
ADDITIONAL SKILLS	▪ Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy. ▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. ▪ Ability to multitask in a fast-paced environment. ▪ Ability to communicate and work professionally with senior level management and external contacts. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. ▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. ▪ Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems.
EDUCATION	Required: HS Diploma or GED Preferred: Associates Degree in business related field
CERTIFICATIONS/LICENSES	Required: Valid driver's license
EXPERIENCE	A minimum of 1-2 years previous experience in an administrative role or similar position.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.

Utilities, Inc.

JOB TITLE	Accounts Payable/Receivable Clerk
DEPARTMENT	Operations - BioTech
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Maintains accounts payable and receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.
ESSENTIAL FUNCTIONS	▪ Processes AP and AR for BioTech. ▪ Performs data entry of AP and AR invoices and journal entries. ▪ Enters and posts daily cash receipts. ▪ Accepts vendor payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling. ▪ Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each. ▪ Endorses checks daily with proper endorsing equipment. ▪ Prepares daily cash deposits and delivers to bank; obtains receipt of all bank transactions. ▪ Contacts vendors with payment discrepancies and/or to verify remittance information. ▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment. ▪ Researches and processes payment related items.. ▪ Responds to vendor and staff inquiries and answers AP/AR related questions. ▪ Maintains AP/AR reports, spreadsheets and files.
ADDITIONAL RESPONSIBILITIES	▪ Prepares analysis of accounts as required. ▪ Assists with receiving checks, processing utility invoices, proofing AP/AR and filing journal entries. ▪ Assembles and processes overnight shipments, as needed. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: JD Edwards, CC&B, Outlook, Internet Explorer
ADDITIONAL SKILLS	▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Maintains confidentiality.
EDUCATION	Required: HS Diploma or GED Preferred: Associate's Degree or equivalent

Utilities, Inc.

CERTIFICATIONS/LICENSES	Required: Valid Driver's License, safe driving record and proof of valid insurance.
EXPERIENCE	2 – 3 years related experience and/or training. Requires general knowledge of accounts receivable and bookkeeping skills.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision and ability to lift and transport daily mail.
EQUIPMENT USED	PC and/or laptop, endorsing machine, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	**Accounts Receivable Clerk**
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Office Manager
JOB SUMMARY	Maintains accounts receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.
ESSENTIAL FUNCTIONS	▪ Processes AR for multiple states. ▪ Performs data entry of AR invoices, journal entries, cash book entries and customer address/contact information changes. ▪ Enters and posts daily cash receipts. ▪ Accepts customer payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling. ▪ Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each. ▪ Endorses checks daily with proper endorsing equipment. ▪ Prepares daily cash deposits and delivers to bank; obtains receipt of all bank transactions. ▪ Contacts customers with payment discrepancies and/or to verify remittance information. ▪ Reviews customer accounts with customers and Regional Office Manager. ▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment. ▪ Researches and processes payment related items.. ▪ Responds to customer and regional staff inquiries and answers AR questions related to processed payments. ▪ Prepares written notification to customers when payment cannot be processed for various reasons. ▪ Forwards all customer correspondence to branch offices daily. ▪ Maintains AR reports, spreadsheets and files.
ADDITIONAL RESPONSIBILITIES	▪ Prepares analysis of accounts as required. ▪ Assists with receiving checks, processing utility invoices, proofing AR and filing journal entries. ▪ Assembles and processes overnight shipments, as needed. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: JD Edwards, CC&B, Outlook, Internet Explorer
ADDITIONAL SKILLS	▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.

	▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Maintains confidentiality.
EDUCATION	Required: HS Diploma or GED Preferred: Associate's Degree or equivalent
CERTIFICATIONS/LICENSES	Required: Valid Driver's License, safe driving record and proof of valid insurance.
EXPERIENCE	2 – 3 years related experience and/or training. Requires general knowledge of accounts receivable and bookkeeping skills.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision and ability to lift and transport daily mail.
EQUIPMENT USED	PC and/or laptop, endorsing machine, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
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Utilities, Inc.

JOB TITLE	**Regional Executive Assistant**
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Under direct supervision of the RVP, provides administrative and secretarial support to the RVP. Organizes and expedites flow of work through the office; coordinates special projects with regional staff.
ESSENTIAL FUNCTIONS	▪ Manages the RVP's calendar; coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments. ▪ Arranges detailed travel plans and itineraries for the RVP. ▪ Organizes meetings, conferences and/or events by arranging facilities and caterers and issuing information or invitations; prepares agendas, notices, minutes and resolutions for meetings. ▪ Performs complex and confidential administrative functions, including written correspondence, reports and other documents. Responds to routine external correspondence. Types memos, purchase requisitions, payment requests and other department forms and documents. ▪ Prepares the RVP's expense reports. ▪ Reviews and summarizes miscellaneous reports, presentation materials and other documents; prepares background documents as necessary. ▪ Completes inquiry forms; analyzes resolves and distributes forms for resolution. ▪ Provides follow up on information requests, projects and pending matters with limited direction. ▪ Maintains regional headcount and organizational chart. ▪ Maintains regional filing system for records, reports and other documents. ▪ Acts as liaison between executive staff and others, including PUC, county and other government officials, as well as community and political leaders.
ADDITIONAL RESPONSIBILITIES	▪ Acts as receptionist to the RVP's office; screens calls for executive staff; relays messages or directs callers to appropriate personnel; responds to emergency calls. ▪ Attends internal and external meetings and takes minutes as requested; transcribes and disseminates minutes to executive staff; prepares agenda for staff meetings. ▪ Assists office staff with JDE and other computer issues. ▪ Prepares various documents and forms upon request. ▪ Researches and analyzes projects as assigned. ▪ Makes photocopies, faxes documents and performs other clerical functions. ▪ Performs other related duties as assigned.

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COMPUTER SKILLS	Required: MS Office; ability to lean internal software programs Preferred: Visio, JD Edwards, CC&B
ADDITIONAL SKILLS	▪ Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy. ▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. ▪ Highly organized and ability to multitask in a fast-paced environment. ▪ Ability to communicate and work professionally with senior level management and external contacts while under pressure. ▪ Excellent written and verbal communication skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. ▪ Strong decision-making ability. ▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. ▪ Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems.
EDUCATION	Required: HS Diploma or GED Preferred: Associates Degree in business related field
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Executive Assistant certification, or similar certification
EXPERIENCE	A minimum of 3 – 5 years previous experience as an Executive Assistant, or similar position, providing support at the executive level. Requires knowledge of regulatory and corporate policies and practices.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	**Regional Office Manager**
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for overall regional office activities, including customer service, accounts receivable, phone reception, mail, purchasing requests and assisting local facilities.
ESSENTIAL FUNCTIONS	▪ Manages customer service team and regional office staff; hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level. ▪ Addresses disciplinary and/or performance problems according to Company policy. ▪ Oversees and coordinates overall administrative activities for the regional offices. ▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. ▪ Maintains effective customer service and resolves escalated customer calls. ▪ Provides training to regional office staff and CSR's in the areas of billing, tariff compliance, rate case preparation, reporting and customer service. ▪ Maintains tap records, tracks Rule 9 apportionments and sewer deposits, and requests reapportionment refunds from Corporate. ▪ Manages the reception area to ensure effective telephone and mail communications both internally and externally to maintain a professional image. ▪ Supervises the maintenance of office areas and premises. ▪ Informs management by reviewing and analyzing special reports, summarizing information and identifying trends. ▪ Negotiates the purchase of office supplies and equipment for the regional office staff in accordance with company purchasing policies and budgetary restrictions. ▪ Supervises the maintenance of office equipment, including copy/fax machines, etc. ▪ Provides continual evaluation of processes and procedures; evaluates existing systems and tools and provides feedback for future improvements. ▪ Establishes work procedures and processes that support Company and departmental standards, procedures and strategic directives. ▪ Responsible for suggesting methods to improve area operations, efficiency and service to customers
ADDITIONAL RESPONSIBILITIES	▪ May serve as liaison between Public Utilities Commission and regional office regarding customer service issues; maintains files for commercial

	and developer agreements. ▪ Follows pre-established guidelines in emergency situations. ▪ Participates in special projects as needed. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook Preferred: Internet Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	▪ Maintains high level of confidentiality. ▪ Communicates clearly and effectively, both verbally and in writing. ▪ Ability to coach employees through complex, difficult and emotional issues. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Excellent organizational and interpersonal skills. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality; detail oriented. ▪ Friendly, customer service focus. ▪ Ability to work equally well in a leadership role, within a team environment and independently. ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to promote positive morale and teamwork among staff while maintain a professional work environment. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to provide vision and leadership.
EDUCATION	Associates Degree in Accounting, Business Administration or other business related field is preferred.
EXPERIENCE	Requires a minimum of 5 years experience in customer service or administrative services related area. Familiar with standard concepts, practices and procedures related to customer service. 3 years of previous supervisory experience is preferred. Experience in a public utility customer service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity, ability to lift approximately 15-20 lbs.; requires normal hearing and vision
EQUIPMENT USED	Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Regional Vice President
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Operating Officer
JOB SUMMARY	Responsible for directing the safe, efficient and profitable operation of assigned region's assets. Works with Regional Managers, Regional Director, Regional Business Manager, Regional Compliance & Safety Manager and Regional Office Manager to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	▪ Oversees all operations of the regional offices. ▪ Drives profitability by effectively challenging and motivating employees. ▪ Develops capital plan to meet customer growth and maintenance requirements and adherence to that plan. ▪ Monitors and executes approved capital plan and operating budget. ▪ Leads operations team to be in compliance with all applicable local, state and federal regulations. ▪ Ensures and promotes a safe work environment for all employees. ▪ Analyzes margins to ensure efficient operations. ▪ Manages and provides leadership to regional staff. ▪ Serves as the regional ambassador and local company contact for customers, community organizations, state commissions and representatives; manages UI's relationship with communities by attending local and regional community events. ▪ Maintains profit and loss responsibility for assigned region(s). ▪ Oversees new business development. ▪ Supports the CEO, COO, CFO and CRO (Executive Team) to achieve the Company's goals and objectives.
ADDITIONAL RESPONSIBILITIES	▪ Performs strategic planning for operations and provides input and assists the Executive Team on policy issues. ▪ Serves as main contact for local media and manages relationship. ▪ Stays abreast of local environment and upcoming regulation changes. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Ensures assets are maintained in good operating condition. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards
ADDITIONAL SKILLS	▪ Able to maintain confidential information. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles.

	• Exceptional organizational and analytical skills and experience interpreting a strategic vision into an operational model. • Ability to provide vision and leadership. • Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. • Ability to objectively coach employees and managers through complex, difficult and emotional issues. • Ability to define specific problems and offer variable solutions. • Ability to implement recommendations to effective resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. • Ability to specify goals and effectively achieve them. • Exceptional verbal and written communication skills. • Ability to motivate others in pursuit of Company goals; strong leadership skills. • Ability to understand and implement a variety of the field's concepts, practices and procedures. • Ability to keep accurate records and prepare and submit accurate reports. • Detail oriented with ability to see the big picture.
EDUCATION	Required: Bachelor's degree Preferred: MBA or equivalent
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
EXPERIENCE	Minimum 10 years experience with water and/or wastewater utility management, or equivalent, with increasing levels of responsibility. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of all local, state and Federal water/wastewater tariffs, regulations and laws pertaining to the assigned region.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Regional Business Operations Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Provides analytical and business support to the Regional Vice President, including cash maintenance and planning, etc. Works with Regional Director and Regional staff to assure continuity of processes, goals and vision of Utilities, Inc.
ESSENTIAL FUNCTIONS	▪ Directs the annual regional financial budgeting process, including an array of excel based statistical and financial reports, which are used internally and/or distributed to the Corporate office. ▪ Coordinates the annual regional capital project planning effort. ▪ Manages monthly regional capital spending and financial re-forecasting efforts, including preparing all corporate schedules. ▪ Evaluates and reports on monthly and YTD regional financial performance results vs. budget and prior year's results. ▪ Reviews progress of monthly capital spending to ensure regional conformity to projected budgetary goals. ▪ Responsible for the accuracy of regional financial reporting. ▪ Drives revenue and cost savings by effectively challenging and motivating employees. ▪ Coordinates miscellaneous initiatives assigned to region.
ADDITIONAL RESPONSIBILITIES	▪ Assists in the determination of monthly regional Operations & Maintenance posting validity and suggests corrective measures where necessary. ▪ Assists with the completion of special projects for the Corporate Operations Support Team. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards
ADDITIONAL SKILLS	▪ Able to maintain confidential information. ▪ Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles. Knowledge of automated financial and accounting reporting systems. Knowledge of Federal and State financial regulations. Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Exceptional analytical skills and experience interpreting a strategic vision into an operational model.

	▪ Excellent analytical, communication and organizational skills. ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Detail oriented. ▪ Ability to develop and maintain effective working relationships with a wide variety of individuals.
EDUCATION	Required: Bachelor's degree in Business, Finance, Management, Accounting or similar field. Preferred: MBA
EXPERIENCE	Minimum 3 years business and finance or accounting experience, preferably in water / wastewater utility management, with increasing levels of responsibility.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel will be required as necessary.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Regional Compliance & Safety Advisor
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Responsible for developing and administering safety programs, as outlined in the UI Safety Manual, and to ensure compliance with all Company, local, state and federal regulations for all employees and facilities located within assigned region(s).
ESSENTIAL FUNCTIONS	SAFETY: ▪ Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers. ▪ Ensures every location conducts monthly safety meetings involving all employees; collects and files attendance forms. ▪ Works with all regional facilities to ensure safe working conditions and interact with team members and management to continually reinforce safe work practices, pointing out both the issues and encouraging positive behavior. Promotes good safety culture. ▪ Ensures all safety plans and programs are implemented, reviewed and updated according to changes in regulations or process/policy/equipment. ▪ Performs local safety inspections and training. ▪ Investigates accidents and injuries and recommends ways to avoid reoccurrence. ▪ Assists with all regional accident and injury claims. ▪ Oversees and assists managers with annual facility inspections and follow-ups. ▪ Performs facility safety inspections on newly acquired facilities and/or properties, within assigned region. ▪ Provides inspection reports to RD and CCSC. ▪ Ensures that correct PPE for all job tasks are provided with associated training. ▪ Ensures that drivers comply with all safety regulations and that monthly vehicle inspection forms are completed by all employees that drive a Company vehicle. ▪ Actively participates in safety committee meetings. COMPLIANCE: ▪ Ensures compliance with applicable OSHA, EPA, NIOSH, state departments of health and public service commissions' standards. ▪ Communicates regularly with employees and management to ensure assigned region operates in compliance with all local, state and federal regulations. ▪ Monitors monthly DMR's and all water results for issues. ▪ Tracks implementation of capital projects to ensure compliance (e.g. radium, arsenic, etc.).

	▪ Performs follow-up on all non-compliance advisories to address the specific issue and any underlying issues. ▪ Negotiates and tracks consent orders/compliance schedules to assure timely completion and closure. ▪ Provides reports to senior management to demonstrate compliance assurance. ▪ Maintains files on Notice of Violations, inspection reports, etc. for all facilities and Company response. ▪ Compiles annual Consumer Confidence Report and any customer notifications regarding water quality. ▪ Acts as liaison to Corporate Compliance & Safety Coordinator to implement standardized practices, policies and procedures. ▪ Stays abreast of upcoming regulations and works with Operations Support team to evaluate their impact on UI operations and capital planning.
ADDITIONAL RESPONSIBILITIES	▪ Performs employee job safety observations as needed. ▪ Conducts or assists managers with New Employee Safety Orientation for all new hires prior to entering the workplace. ▪ Assists managers with general and specific security concerns. ▪ Ensures that all documents regarding the safety program are completed and filed appropriately. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	▪ Strong written and verbal communication skills; previous public speaking experience required. ▪ Excellent analytical, communication and organizational skills. ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Relies on previous experience and judgment to plan and accomplish goals.
EDUCATION	Required: Bachelors degree in Environmental Health Sciences, Safety or related field, or the equivalent in related work experience demonstrating the ability to manage compliance and safety programs, as well as incident investigations.
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Certified Safety Professional, OSHA 30-hour course, Operator certification(s) in water and/or wastewater
EXPERIENCE	Requires a minimum of 5 year regulatory compliance and/or safety experience and an in-depth and up-to-date knowledge of relevant codes and standards associated with regulatory agencies such as OSHA, EPA, etc. One or more years of experience in environmental health and safety, or the equivalent in related work experience, demonstrating experience in aggressive worker's compensation claims management is preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.

EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Regional Director
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Responsible for directing the safe and efficient operation of all Utilities, Inc. subsidiaries in assigned region. Oversees all areas of operations: water, wastewater, customer service, development, etc.
ESSENTIAL FUNCTIONS	▪ Monitors financial performance on a regional and business unit basis. ▪ Leads operations team to be in compliance with all applicable local, state and federal regulations. ▪ Manages the preparation and execution of all rate case, pass-through and indexing activity, changes to service territory, and any other PSC related activities in coordination with the company's regulatory department. ▪ Oversees the development and execution of developer agreements, including payment of fees. ▪ Oversees the maintenance of facilities, company vehicles, tools and equipment to guarantee they are in good operating condition. ▪ Develops, monitors and executes approved capital plan and operating budget. ▪ Provides stewardship of legal issues. ▪ Coordinates with the VP of Corporate Development regarding potential acquisitions and divestitures. ▪ Provides information to corporate headquarters and to staff in a timely and comprehensive manner. ▪ Recruits, retains, manages and provides leadership for regional operations staff. ▪ Provides direction and directives to the operations staff in the performance of their duties, establishing work priorities and in achieving management initiatives. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	▪ Develops and maintains positive relationships with community. ▪ Remains up to date on new and revised regulations that may impact the company. ▪ Maintains assets in good operating condition. ▪ Develops familiarity with other regulated industries.
COMPUTER SKILLS	Required: MS Word, Excel, PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to provide vision and leadership. ▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues. ▪ Ability to define specific problems and offer variable solutions.

	▪ Ability to implement recommendations to effective resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Must have ability to effectively communicate with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to motivate others in the pursuit of Company goals. ▪ Excellent analytical, communication and organizational skills. ▪ Ability to read and comprehend maps, plans and surveys.
EDUCATION	Required: Bachelors Degree or a combination or related experience and education. Preferred: MBA
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
EXPERIENCE	Minimum 9 years experience with water and/or wastewater utility management with increasing levels of responsibility. Knowledge of all local, state and federal tariffs, regulations and laws pertaining to the assigned region. Experience in strategic planning and execution is strongly preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Lead Customer Service Representative
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Service Supervisor
JOB SUMMARY	Responsible for assisting the Customer Service Supervisor with daily responsibilities, including leading a team of CSR's, OJT training, new-hire training and performance feedback. Responds to inquiries received through phone, mail and/or face-to-face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under limited supervision.
ESSENTIAL FUNCTIONS	▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints. ▪ Acts as primary point of contact for department in the absence of Customer Service Supervisor. ▪ Approves CSR adjustments on a daily basis, prior to posting. ▪ Oversees the maintenance of files for customer correspondence, legal notices, reports and other records. ▪ Tracks all reporting and filing for the department. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.
ADDITIONAL RESPONSIBILITIES	▪ Assists supervisor in resolving escalated customer calls and complex issues. ▪ Oversees bank deposits. ▪ Opens and closes customer accounts. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible. ▪ Processes customer payments and maintains the requisite financial tracking systems. ▪ Initiates and terminates service as required. ▪ Reviews various billing reports to resolve issues prior to billing. ▪ Reviews receivable shut-off reports and takes appropriate action. ▪ Files liens where appropriate. ▪ Applies tariffs for the areas assigned. ▪ May scan customer payments ▪ Performs other duties as assigned.

Utilities, Inc.

COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	▪ Ability to work independently and under limited supervision. ▪ Ability to successfully research and resolve customer issues with minimal assistance. ▪ Demonstrates initiative to take on new tasks. ▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency. ▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED Preferred: Associates Degree in accounting, business administration or other business related field
EXPERIENCE	3 – 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. Relies on experience and judgment to plan and accomplish goals.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.

Utilities, Inc.

JOB TITLE	Customer Service Representative I
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Service Supervisor
JOB SUMMARY	Responds to inquiries received through phone, mail and/or face-to-face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under direct supervision.
ESSENTIAL FUNCTIONS	▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; forwards complex issues on to CSR II, Lead CSR or supervisor. ▪ Opens and closes customer accounts. ▪ Reviews customer correspondence. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. ▪ Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible. ▪ Processes customer payments and maintains the requisite financial tracking systems. ▪ Initiates and terminates service as requested.
ADDITIONAL RESPONSIBILITIES	▪ Assists with account adjustments as necessary. ▪ Scans customer payments. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook and Explorer
ADDITIONAL SKILLS	▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented.

	• Ability to work within a team environment, as well as independently. • Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED
EXPERIENCE	0 - 1 year of related experience is preferred. Knowledge of commonly used concepts, practices and procedures relating to customer service is helpful. Relies on instructions and pre-established guidelines to perform job functions.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Customer Service Representative II
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Service Supervisor
JOB SUMMARY	Responds to inquiries received through phone, mail and/or face-to-face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under general supervision.
ESSENTIAL FUNCTIONS	• Answers all incoming calls from customers and resolves billing and service issues. • Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; responds to escalated calls from CSR; forwards complex issues on to Lead CSR or supervisor. • Opens and closes customer accounts. • Reviews customer correspondence. • Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. • Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. • Requests shut off door tags and issues shut off Service Orders for non-payment; makes payment arrangements when possible. • Processes customer payments and maintains the requisite financial tracking systems. • Initiates and terminates service as required. • Reviews various billing reports to resolve issues prior to billing. • Reviews receivable shut-off reports and takes appropriate action. • Files liens where appropriate. • Applies tariffs for the areas assigned.
ADDITIONAL RESPONSIBILITIES	• May be required to make bank deposits. • Assists with account adjustments as necessary. • Scans customer payments. • Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	• Ability to work independently and under limited supervision. • Ability to successfully research and resolve customer issues with some assistance. • Demonstrates initiative to take on new tasks.

	▪ Friendly, customer service focus. • Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED
EXPERIENCE	2 – 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. Relies on limited experience and judgment to plan and accomplish goals.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc.

JOB TITLE	Customer Service Supervisor
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY	Responsible for providing quality and efficient customer service to customers through the daily management of a team of employees, including hiring, motivating, recognition and rewarding, coaching, counseling, training and problem solving. This position will serve as the primary contact for problem resolution and information gathering regarding customer inquiries.
ESSENTIAL FUNCTIONS	▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. ▪ Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner. ▪ Responsible for scheduling customer service representative work schedules. ▪ Monitors appropriate usage of overtime by the customer service staff and follows policy regarding overtime. ▪ Ensures employees receive appropriate training and other resources to perform their jobs. ▪ Analyzes monthly Customer Service reports from Corporate; creates reports as requested. ▪ Identifies and informs management of trends by reviewing, analyzing and summarizing special reports. ▪ Evaluates the Customer Service Department's effectiveness by reviewing daily, weekly and monthly reports. ▪ Maintains commercial and developer agreements, tap records, Rule 9 apportionments and sewer deposits; requests Rule 9 reapportionment refund from Corporate. ▪ Conducts monthly audits of monetary transactions. ▪ Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level. ▪ Addresses disciplinary and/or performance problems according to Company policy. ▪ Establishes work procedures and processes that support Company and departmental standards, procedures and strategic directives. ▪ Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to customers. ▪ Resolves escalated customer calls and complex service issues.
ADDITIONAL RESPONSIBILITIES	▪ May assist with maintaining contact with State public utilities commissions for the region. ▪ Periodically monitors the interaction between CSR's and customers to ensure quality control. Give direction and makes recommendations as necessary.

	▪ Works to maintain high level of cooperation and proper attitude within the department. ▪ Executes special projects assigned by ROM. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook Preferred: Internet Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	▪ Ability to perform all duties of a Customer Service Representative. ▪ Communicates clearly and effectively, both verbally and in writing. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to motivate others in pursuit of Company goals. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality. ▪ Friendly, customer service focus.
EDUCATION	Associates Degree in business administration or other business related field is preferred.
EXPERIENCE	Requires a minimum of 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. 2 years of previous supervisory experience is preferred. Experience in a public utility customer service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Utilities, Inc. of Florida

Employee	Job Title
Anderson, Daniel	Operator
Bailey, Alan	Operator
Blasco, Christopher	Meter Reader
Bonagura, John	Business Manager
Brown, Donna	Meter Reader
Callahan, Robert	Operator
Cardinal, Anthony	Operator
Carver, Nathaniel	Project Manager
Chard, Ronald	Cross Connection Specialist
Coffee Jr, John	Operator
Cooper, Robert	Operator
Durham, Rick	Regional Vice President
Ebert, Shawn	Field Technician
Eubanks, Brian	Operator
Finch, Allan	Operator
Finehirsh, Jeffrey	Lead Operator
Flynn, Patrick	Regional Director
Galarza, Richard	Field Technician
Gentilucci, Domenic	Area Manager
Gongre, Bryan	Regional Manager
Habery, Stephen	Lead Operator
Haws, Scotty	Safety Manager
Hogue, Raymond	Operator
Hollister, Jimmie	Field Technician
Keys, Thomas	Lead Operator
Leard, Mark	Field Technician
Lorenzo, Alexander	Operator
Marinelli, John	Field Supervisor
McPhee, Alison	Lead Operator
Morrell, Matthew	Field Technician
Neal, William	Area Manager
Overton, Michael	Field Technician
Parrish, Raymond	Operator
Pennington, Jonathan	Field Technician
Phillips, Christopher	Operator
Pinder, Jeffrey	Field Supervisor
Remigio, Roberto	Meter Reader
Richardson, James	Operator
Schneider, Keith	Operator
Schwades, Charles	Area Manager
Shue, Mickey	Field Technician
Sillitoe, Terry	Operator (PT)
Smith, Donald	Field Technician
Stewart, Malcolm	Area Manager
Swagheimer, James	Operator
Tzaneff, Paul	Field Technician
Vanmeter Jr, Nathan	Lead Operator
White, Ronald	Field Supervisor
Wierzbicki, Anthony	Project Manager
Wilson, Michael	Regional Manager
Worrell, David	Operator
Wright, Thomas	Field Technician
Abbott, Loretta	Office Clerk (1)
Bennett, Kimberly	Customer Service Representative (1)
Ceballos, Isabel	Customer Service Representative (1)
Chandler, Matthew	Accounts Receivable Clerk (1)
Christian, Elise	Customer Service Representative (1)
Dipasquale, Susan	Staff Assistant (1)
Hanks, Peggy	Office Clerk (1)
Mayeski, Lorie	Customer Service Representative (1)
Loeffel, Leanne	Customer Service Representative (1)
Noell, Sandra	Office Clerk (1)
Patricio, Rheginald	Accounts Receivable Clerk (1)
Raponi, Ann	Office Clerk (1)
Sasic, Karen	Office Manager (1)
Sillitoe, Jacqueline	Customer Service Representative (1)
Trovinger, Ferrellyn	Accounts Payable Clerk (1)

Job Descriptions

**Please see attached job descriptions for duties performed*

ERC Methodology

** Allocation method for all employees is based on ERCs. Employee salary allocations by employee are attached. Please note Patrick Flynn's salary allocation is based off the FL ERC count, and John Bonagura's, Scotty Haws's, Rick Durham's, and all customer service salary's (1) alocations are based off the FL and South ERC Count.*

ERC COUNT 12/08
FLORIDA AND SOUTH REGIONS

w/p d-1

State	Company	Business Unit	ERC	% to Total Florida/South		
Florida	00241	241100	2,093.2	2.23%	2.23%	Tierra Verde
	00242	242100	130.7	0.14%		
	00242	242101	130.7	0.14%	0.28%	Lake Placid
	00245	245100	7,545.9	8.04%		
	00245	245101	1,065.0	1.14%	9.18%	Alafaya
	00246	246100	1,745.0	1.86%	1.86%	Longwood
	00248	248100	1,247.0	1.33%		
	00248	248101	1,145.5	1.22%	2.55%	Cypress Lakes
	00249	249100	1,602.6	1.71%		
	00249	249101	908.0	0.97%	2.68%	Eagle Ridge
	00250	250100	3,355.0	3.58%	3.58%	Mid-County
	00251	251100	66.0	0.07%		
	00251	251101	43.0	0.05%		
	00251	251102	3,065.1	3.27%		
	00251	251103	2,966.8	3.16%		
	00251	251106	5,684.5	6.06%	12.60%	LUSI
	00252	252106	1,788.3	1.91%		
	00252	252107	162.0	0.17%		
	00252	252125	1,225.0	1.31%		
	00252	252126	1,023.0	1.09%	4.48%	UIF - Pasco
	00252	252110	1,174.0	1.25%		
	00252	252111	1,160.5	1.24%		
	00252	252113	225.5	0.24%		
	00252	252114	61.0	0.07%		
	00252	252115	102.0	0.11%		
	00252	252116	77.0	0.08%		
	00252	252117	171.0	0.18%		
	00252	252118	345.0	0.37%		
	00252	252119	245.0	0.26%		
	00252	252121	224 5	0.24%		
	00252	252122	250.5	0.27%	4.30%	UIF - Seminole
	00252	252123	260.5	0.28%		
	00252	252124	43.0	0.05%	0.32%	UIF - Orange
	00252	252128	433.3	0.46%	0.46%	UIF - Pinellas
	00252	252129	532.1	0.57%		
	00252	252130	78.8	0.08%	0.65%	UIF - Marion
	00253	253101	1,104.7	1.18%		
	00253	253102	1,030.2	1.10%	2.28%	Miles Grant
	00254	254100	197.0	0.21%		
	00254	254101	742.5	0.79%	1.00%	ACME
	00255	255100	11,797.7	12.58%		
	00255	255101	9,158.0	9.76%		
	00255	255102	4.0	0.00%	22.34%	Sanlando
	00256	256100	1,083.9	1.16%	1.16%	Sandalhaven
	00257	257100	242.0	0.26%		
	00257	257101	241.0	0.26%	0.51%	Bayside
	00259	259100	781.1	0.83%		
	00259	259101	760.7	0.81%	1.64%	Labrador
	00260	260100	1,465.0	1.56%		
	00260	260101	1,247.0	1.33%	2.89%	Pennbrooke
	00261	261100	195.2	0.21%		
	00261	261101	167.2	0.18%	0.39%	Hutchinson Island

	00262	262100	203.8	0.22%			
	00262	262101	171.0	0.18%		0.40%	Sandy Creek
Louisiana	00356	356102	511.0	0.54%			
	00356	356103	493.0	0.53%			
	00356	356105	2,101.7	2.24%			
	00356	356106	2,069.9	2.21%			
	00356	356108	672.7	0.72%			
	00356	356109	661.8	0.71%			
	00356	356111	672.5		0.72%		
	00356	356112	668.5	0.71%			
	00356	356114	386.5	0.41%			
	00356	356115	363.0	0.39%			
	00356	356117	556.4	0.59%			
	00356	356118	534.6	0.57%			
	00356	356120	49.5	0.05%			
	00356	356121	47.8	0.05%			
	00356	356122	41.8	0.04%			
	00356	356124	161.0	0.17%			
	00356	356125	158.0	0.17%			
	00356	356127	105.0		0.11%	10.93%	LWS
	00357	357101	4,575.8	4.88%			
	00357	357102	4,265.4	4.55%			
	00357	357104	940.8	1.00%			
	00357	357105	811.8	0.87%		11.29%	UIL
			93,816.5	100.00%		100.00%	

ERC COUNT 12/08
FLORIDA REGION

w/p d-2

State	Company	Business Unit	ERC	% to Total Florida	
Florida	00241	241100	2,093.2	2.87%	2.87% Tierra Verde
	00242	242100	130.7	0.18%	
	00242	242101	130.7	0.18%	0.36% Lake Placid
	00245	245100	7,545.9	10.34%	
	00245	245101	1,065.0	1.46%	11.80% Alafaya
	00246	246100	1,745.0	2.39%	2.39% Longwood
	00248	248100	1,247.0	1.71%	
	00248	248101	1,145.5	1.57%	3.28% Cypress Lakes
	00249	249100	1,602.6	2.20%	
	00249	249101	908.0	1.24%	3.44% Eagle Ridge
	00250	250100	3,355.0	4.60%	4.60% Mid-County
	00251	251100	66.0	0.09%	
	00251	251101	43.0	0.06%	
	00251	251102	3,065.1	4.20%	
	00251	251103	2,966.8	4.07%	
	00251	251106	5,684.5	7.79%	16.21% LUSI
	00252	252106	1,788.3	2.45%	
	00252	252107	162.0	0.22%	
	00252	252125	1,225.0	1.68%	
	00252	252126	1,023.0	1.40%	5.75% UIF - Pasco
	00252	252110	1,174.0	1.61%	
	00252	252111	1,160.5	1.59%	
	00252	252113	225.5	0.31%	
	00252	252114	61.0	0.08%	
	00252	252115	102.0	0.14%	
	00252	252116	77.0	0.11%	
	00252	252117	171.0	0.23%	
	00252	252118	345.0	0.47%	
	00252	252119	245.0	0.34%	
	00252	252121	224.5	0.31%	
	00252	252122	250.5	0.34%	5.53% UIF - Seminole
	00252	252123	260.5	0.36%	
	00252	252124	43.0	0.06%	0.42% UIF - Orange
	00252	252128	433.3	0.59%	0.59% UIF - Pinellas
	00252	252129	532.1	0.73%	
	00252	252130	78.8	0.11%	0.84% UIF - Marion
	00253	253101	1,104.7	1.51%	
	00253	253102	1,030.2	1.41%	2.93% Miles Grant
	00254	254100	197.0	0.27%	
	00254	254101	742.5	1.02%	1.29% ACME
	00255	255100	11,797.7	16.17%	
	00255	255101	9,158.0	12.55%	
	00255	255102	4.0	0.01%	28.72% Sanlando
	00256	256100	1,083.9	1.49%	1.49% Sandalhaven
	00257	257100	242.0	0.33%	
	00257	257101	241.0	0.33%	0.66% Bayside

00259	259100	781.1	1.07%		
00259	259101	760.7	1.04%	2.11%	Labrador
00260	260100	1,465.0	2.01%		
00260	260101	1,247.0	1.71%	3.72%	Pennbrooke
00261	261100	195.2	0.27%		
00261	261101	167.2	0.23%	0.50%	Hutchinson Island
00262	262100	203.8	0.28%		
00262	262101	171.0	0.23%	0.51%	Sandy Creek
		72,968.0	100.00%	100.00%	

ERC COUNT 12/08
FLORIDA FIELD EMPLOYEES

w/p d-3

Neal, William	System			ERC Count (1)	Percentage to Total	
	241100 Tierra Verde		S	2,093.2	14.07%	14.07%
	248100 Cypress Lakes	W		1,247.0	8.38%	
	248101 Cypress Lakes		S	1,145.5	7.70%	16.09%
	250100 Mid-County		S	3,355.0	22.56%	22.56%
	Utilities, Inc. of Florida					
	252106 Orangewood	W		1,788.3	12.02%	
	252107 Orangewood		S	162.0	1.09%	
	252125 Summertree	W		1,225.0	8.24%	
	252126 Summertree		S	1,023.0	6.88%	
	252128 Lake Tarpon	W		433.3	2.91%	31.14%
	257100 Bayside	W		242.0	1.63%	
	257101 Bayside		S	241.0	1.62%	3.25%
	259100 Labrador	W		781.1	5.25%	
	259101 Labrador		S	760.7	5.12%	10.37%
	262100 Sandy Creek	W		203.8	1.37%	
	262101 Sandy Creek		S	171.0	1.15%	2.52%
				14,871.9	100.00%	100.00%

Finehirsh, Jeffrey	System			ERC Count (1)	Percentage to Total	
	241100 Tierra Verde		S	2,093.2	31.13%	31.13%
	Utilities, Inc. of Florida					
	252106 Orangewood	W		1,788.3	26.59%	
	252107 Orangewood		S	162.0	2.41%	
	252125 Summertree	W		1,225.0	18.22%	
	252126 Summertree		S	1,023.0	15.21%	
	252128 Lake Tarpon	W		433.3	6.44%	68.87%
				6,724.8	100.00%	100.00%

Stewart, Malcolm	System			ERC Count (1)	Percentage to Total	
	242100 Lake Placid	W		130.7	3.39%	
	242101 Lake Placid		S	130.7	3.39%	6.78%
	249100 Eagle Ridge		S	1,602.6	41.56%	
	249101 Eagle Ridge		S	908.0	23.55%	65.11%
	256100 Sandalhaven		S	1,083.9	28.11%	28.11%
				3,855.9	100.00%	100.00%

Chard, Ronald	System			ERC Count (1)	Percentage to Total	
	242100 Lake Placid	W		130.7	0.71%	
	242101 Lake Placid		S	130.7	0.71%	1.42%
	248100 Cypress Lakes	W		1,247.0	6.78%	
	248101 Cypress Lakes		S	1,145.5	6.23%	13.01%
	249100 Eagle Ridge		S	1,602.6	8.71%	
	249101 Eagle Ridge		S	908.0	4.94%	13.65%
	250100 Mid-County		S	3,355.0	18.24%	18.24%
	Utilities, Inc. of Florida					
	252106 Orangewood	W		1,788.3	9.72%	
	252107 Orangewood		S	162.0	0.88%	
	252125 Summertree	W		1,225.0	6.66%	
	252126 Summertree		S	1,023.0	5.56%	

252128 Lake Tarpon	W	433.3	2.36%	25.18%
253101 Miles Grant	W	1,104.7	6.01%	
253102 Miles Grant	S	1,030.2	5.60%	11.61%
256100 Sandalhaven	S	1,083.9	5.89%	5.89%
257100 Bayside	W	242.0	1.32%	
257101 Bayside	S	241.0	1.31%	2.63%
259100 Labrador	W	781.1	4.25%	
259101 Labrador	S	760.7	4.14%	8.38%
		18,394.7	100.00%	100.00%

Wilson, Michael

System		ERC Count (1)	Percentage to Total	
242100 Lake Placid	W	130.7	0.68%	
242101 Lake Placid	S	130.7	0.68%	1.37%
248100 Cypress Lakes	W	1,247.0	6.52%	
248101 Cypress Lakes	S	1,145.5	5.99%	12.51%
249100 Eagle Ridge	S	1,602.6	8.38%	
249101 Eagle Ridge	S	908.0	4.75%	13.12%
250100 Mid-County	S	3,355.0	17.54%	17.54%
Utilities, Inc. of Florida				
252106 Orangewood	W	1,788.3	9.35%	
252107 Orangewood	S	162.0	0.85%	
252125 Summertree	W	1,225.0	6.40%	
252126 Summertree	S	1,023.0	5.35%	
252128 Lake Tarpon	W	433.3	2.26%	24.21%
253101 Miles Grant	W	1,104.7	5.77%	
253102 Miles Grant	S	1,030.2	5.38%	11.16%
256100 Sandalhaven	S	1,083.9	5.67%	5.67%
257100 Bayside	W	242.0	1.26%	
257101 Bayside	S	241.0	1.26%	2.52%
259100 Labrador	W	781.1	4.08%	
259101 Labrador	S	760.7	3.98%	8.06%
261100 Hutchinson Island	W	195.2	1.02%	
261101 Hutchinson Island	S	167.2	0.87%	1.89%
262100 Sandy Creek	W	203.8	1.07%	
262101 Sandy Creek	S	171.0	0.89%	1.96%
		19,131.9	100.00%	100.00%

Worrell, David

System		ERC Count (1)	Percentage to Total	
241100 Tierra Verde	S	2,093.2	20.77%	20.77%
250100 Mid-County	S	3,355.0	33.28%	33.28%
Utilities, Inc. of Florida				
252106 Orangewood	W	1,788.3	17.74%	
252107 Orangewood	S	162.0	1.61%	
252125 Summertree	W	1,225.0	12.15%	
252126 Summertree	S	1,023.0	10.15%	
252128 Lake Tarpon	W	433.3	4.30%	45.95%
		10,079.8	100.00%	100.00%

Anderson, Daniel

System		ERC Count (1)	Percentage to Total	
Utilities, Inc. of Florida				
252129 Golden Hills	W	532.1	16.01%	
252130 Golden Hills	S	78.8	2.37%	18.38%

260100	Pennbrooke	W		1,465.0	44.09%	
260101	Pennbrooke		S	1,247.0	37.53%	81.62%
				3,322.9	100.00%	100.00%

Bailey, Alan
Brown, Donna
Finch, Allan
Keys, Eugene
Lorenzo, Alexander
Sweetsimer, James
Tzareff, Paul

System				ERC Count (1)	Percentage to Total	
255100	Sanlando	W		11,797.7	56.29%	
255101	Sanlando		S	9,158.0	43.69%	
255102	Sanlando		R	4.0	0.02%	100.00%
				20,959.7	100.00%	100.00%

Blasco, Christopher
Richardson, James
Schwades, Charles
Smith, Donald
White, Donald

System				ERC Count (1)	Percentage to Total	
	LUSI					
251100	Four Lakes	W		66.0	0.42%	
251101	Lake Saunders	W		43.0	0.27%	
251102	South	W		3,065.1	19.29%	
251103	South		S	2,966.8	18.67%	
251106	North	W		5,684.5	35.77%	74.42%
	Utilities, Inc. of Florida					
252129	Golden Hills	W		532.1	3.35%	
252130	Golden Hills		S	78.8	0.50%	3.84%
254101	ACME	N	R	742.5	4.67%	4.67%
260100	Pennbrooke	W		1,465.0	9.22%	
260101	Pennbrooke		S	1,247.0	7.85%	17.07%
				15,890.8	100.00%	100.00%

Callahan, Robert
Cooper, Robert
Ebert, Shawn
Galarza, Richard
Hollister, Jimmie
Leard, Mark
Learned, Scott
Marinelli, John
Morrell, Matthew
Pennington, Jonathan
Pinder, Jeffrey
Shue, Mickey
Wright, Thomas

System				ERC Count (1)	Percentage to Total	
245100	Alafaya		S	7,545.9	21.16%	
245101	Alafaya		R	1,065.0	2.99%	24.15%
246100	Longwood		S	1,745.0	4.89%	4.89%
	Utilities, Inc. of Florida					
252110	Weathersfield	W		1,174.0	3.29%	
252111	Weathersfield		S	1,160.5	3.25%	
252113	Oakland Shores	W		225.5	0.63%	
252114	Little Wekiva	W		61.0	0.17%	
252115	Park Ridge	W		102.0	0.29%	
252116	Phillips	W		77.0	0.22%	
252117	Crystal Lake	W		171.0	0.48%	
252118	Ravenna Park	W		345.0	0.97%	
252119	Ravenna Park		S	245.0	0.69%	
252121	Bear Lake Manor	W		224.5	0.63%	

	252122 Jansen	W		250.5	0.70%	
	252123 Crescent Heights	W		260.5	0.73%	
	252124 Davis Shores	W		43.0	0.12%	12.17%
	255100 Sanlando	W		11,797.7	33.09%	
	255101 Sanlando		S	9,158.0	25.68%	
	255102 Sanlando		R	4.0	0.01%	58.78%
				35,655.1	100.00%	100.00%

Cardinal, Anthony Habery, Stephen Schneider, Keith	System			ERC Count (1)	Percentage to Total	
	Utilities, Inc. of Florida					
	252106 Orangewood	W		1,788.3	38.61%	
	252107 Orangewood		S	162.0	3.50%	
	252125 Summertree	W		1,225.0	26.45%	
	252126 Summertree		S	1,023.0	22.09%	
	252128 Lake Tarpon	W		433.3	9.36%	100.00%
				4,631.6	100.00%	100.00%

Carver, Nathaniel	System			ERC Count (1)	Percentage to Total	
	245100 Alafaya		S	7,545.9	14.85%	
	245101 Alafaya		R	1,065.0	2.10%	16.95%
	246100 Longwood		S	1,745.0	3.43%	3.43%
	LUSI					
	251100 Four Lakes	W		66.0	0.13%	
	251101 Lake Saunders	W		43.0	0.08%	
	251102 South	W		3,065.1	6.03%	
	251103 South		S	2,966.8	5.84%	
	251106 North	W		5,684.5	11.19%	23.28%
	Utilities, Inc. of Florida					
	252110 Weathersfield	W		1,174.0	2.31%	
	252111 Weathersfield		S	1,160.5	2.28%	
	252113 Oakland Shores	W		225.5	0.44%	
	252114 Little Wekiva	W		61.0	0.12%	
	252115 Park Ridge	W		102.0	0.20%	
	252116 Phillips	W		77.0	0.15%	
	252117 Crystal Lake	W		171.0	0.34%	
	252118 Ravenna Park	W		345.0	0.68%	
	252119 Ravenna Park		S	245.0	0.48%	
	252121 Bear Lake Manor	W		224.5	0.44%	
	252122 Jansen	W		250.5	0.49%	
	252123 Crescent Heights	W		260.5	0.51%	
	252124 Davis Shores	W		43.0	0.08%	
	252129 Golden Hills	W		532.1	1.05%	
	252130 Golden Hills		S	78.8	0.16%	9.74%
	255100 Sanlando	W		11,797.7	23.22%	
	255101 Sanlando		S	9,158.0	18.03%	
	255102 Sanlando		R	4.0	0.01%	41.26%
	260100 Pennbrooke	W		1,465.0	2.88%	
	260101 Pennbrooke		S	1,247.0	2.45%	5.34%
				50,803.4	100.00%	100.00%

Coffee Jr., John	System			ERC Count (1)	Percentage to Total
	Utilities, Inc. of Florida				
	252110 Weathersfield	W		1,174.0	4.64%
	252111 Weathersfield		S	1,160.5	4.59%
	252113 Oakland Shores	W		225.5	0.89%
	252114 Little Wekiva	W		61.0	0.24%
	252115 Park Ridge	W		102.0	0.40%
	252116 Phillips	W		77.0	0.30%
	252117 Crystal Lake	W		171.0	0.68%
	252118 Ravenna Park	W		345.0	1.36%

252119	Ravenna Park		S	245.0	0.97%	
252121	Bear Lake Manor	W		224.5	0.89%	
252122	Jansen	W		250.5	0.99%	
252123	Crescent Heights	W		260.5	1.03%	
252124	Davis Shores	W		43.0	0.17%	17.15%
255100	Sanlando	W		11,797.7	46.63%	
255101	Sanlando		S	9,158.0	36.20%	
255102	Sanlando		R	4.0	0.02%	82.85%
				25,299.2	100.00%	100.00%

Eubanks, Brian

	System			ERC Count (1)	Percentage to Total	
	LUSI					
251100	Four Lakes	W		66.0	0.44%	
251101	Lake Saunders	W		43.0	0.28%	
251102	South	W		3,065.1	20.23%	
251103	South		S	2,966.8	19.59%	
251106	North	W		5,684.5	37.53%	78.06%
	Utilities, Inc. of Florida					
252129	Golden Hills	W		532.1	3.51%	
252130	Golden Hills		S	78.8	0.52%	4.03%
260100	Pennbrooke	W		1,465.0	9.67%	
260101	Pennbrooke		S	1,247.0	8.23%	17.90%
				15,148.3	100.00%	100.00%

Gentilucci, Domenic

	System			ERC Count (1)	Percentage to Total	
245100	Alafaya		S	7,545.9	16.60%	
245101	Alafaya		R	1,065.0	2.34%	18.94%
	LUSI					
251100	Four Lakes	W		66.0	0.15%	
251101	Lake Saunders	W		43.0	0.09%	
251102	South	W		3,065.1	6.74%	
251103	South		S	2,966.8	6.53%	
251106	North	W		5,684.5	12.50%	26.01%
	Utilities, Inc. of Florida					
252129	Golden Hills	W		532.1	1.17%	
252130	Golden Hills		S	78.8	0.17%	1.34%
255100	Sanlando	W		11,797.7	25.95%	
255101	Sanlando		S	9,158.0	20.14%	
255102	Sanlando		R	4.0	0.01%	46.10%
254101	ACME	N	R	742.5	1.63%	1.63%
260100	Pennbrooke	W		1,465.0	3.22%	
260101	Pennbrooke		S	1,247.0	2.74%	5.97%
				45,461.4	100.00%	100.00%

Gonyre, Brian

	System			ERC Count (1)	Percentage to Total	
245100	Alafaya		S	7,545.9	14.64%	
245101	Alafaya		R	1,065.0	2.07%	16.71%
246100	Longwood		S	1,745.0	3.39%	3.39%
	LUSI					
251100	Four Lakes	W		66.0	0.13%	
251101	Lake Saunders	W		43.0	0.08%	
251102	South	W		3,065.1	5.95%	
251103	South		S	2,966.8	5.76%	
251106	North	W		5,684.5	11.03%	22.94%
	Utilities, Inc. of Florida					
252110	Weathersfield	W		1,174.0	2.28%	
252111	Weathersfield		S	1,160.5	2.25%	

252113	Oakland Shores	W		225.5	0.44%	
252114	Little Wekiva	W		61.0	0.12%	
252115	Park Ridge	W		102.0	0.20%	
252116	Phillips	W		77.0	0.15%	
252117	Crystal Lake	W		171.0	0.33%	
252118	Ravenna Park	W		345.0	0.67%	
252119	Ravenna Park		S	245.0	0.48%	
252121	Bear Lake Manor	W		224.5	0.44%	
252122	Jansen	W		250.5	0.49%	
252123	Crescent Heights	W		260.5	0.51%	
252124	Davis Shores	W		43.0	0.08%	
252129	Golden Hills	W		532.1	1.03%	
252130	Golden Hills		S	78.8	0.15%	9.60%
254101	ACME	N	R	742.5	1.44%	1.44%
255100	Sanlando	W		11,797.7	22.89%	
255101	Sanlando		S	9,158.0	17.77%	
255102	Sanlando		R	4.0	0.01%	40.66%
260100	Pennbrooke	W		1,465.0	2.84%	
260101	Pennbrooke		S	1,247.0	2.42%	5.26%
				51,545.9	100.00%	100.00%

Hogue, Raymond	System			ERC Count (1)	Percentage to Total	
245100	Alafaya		S	7,545.9	25.52%	
245101	Alafaya		R	1,065.0	3.60%	29.12%
255100	Sanlando	W		11,797.7	39.90%	
255101	Sanlando		S	9,158.0	30.97%	
255102	Sanlando		R	4.0	0.01%	70.88%
				29,570.6	100.00%	100.00%

McPhee, Allson	System			ERC Count (1)	Percentage to Total	
260100	Pennbrooke	W		1,465.0	54.02%	
260101	Pennbrooke		S	1,247.0	45.98%	100.00%
				2,712.0	100.00%	100.00%

Overton, Michael	System			ERC Count (1)	Percentage to Total	
245101	Alafaya		R	1,065.0	4.51%	4.51%
	LUSI					
251100	Four Lakes	W		66.0	0.28%	
251101	Lake Saunders	W		43.0	0.18%	
251106	North	W		5,684.5	24.10%	24.56%
	Utilities, Inc. of Florida					
252110	Weathersfield	W		1,174.0	4.98%	
252113	Oakland Shores	W		225.5	0.96%	
252114	Little Wekiva	W		61.0	0.26%	
252115	Park Ridge	W		102.0	0.43%	
252116	Phillips	W		77.0	0.33%	
252117	Crystal Lake	W		171.0	0.72%	
252118	Ravenna Park	W		345.0	1.46%	
252121	Bear Lake Manor	W		224.5	0.95%	
252122	Jansen	W		250.5	1.06%	
252123	Crescent Heights	W		260.5	1.10%	
252124	Davis Shores	W		43.0	0.18%	
252129	Golden Hills	W		532.1	2.26%	14.69%
255100	Sanlando	W		11,797.7	50.01%	
255102	Sanlando		R	4.0	0.02%	50.03%
260100	Pennbrooke	W		1,465.0	6.21%	6.21%
				23,591.3	100.00%	100.00%

Parrish, Raymond	System	ERC Count (1)	Percentage to Total

	LUSI					
	251100 Four Lakes	W		66.0	0.45%	
	251101 Lake Saunders	W		43.0	0.30%	
	251102 South	W		3,065.1	21.08%	
	251103 South		S	2,966.8	20.41%	
	251106 North	W		5,684.5	39.10%	81.34%
	260100 Pennbrooke	W		1,465.0	10.08%	
	260101 Pennbrooke		S	1,247.0	8.58%	18.66%
				14,537.4	100.00%	100.00%

Phillips, Christopher	System			ERC Count (1)	Percentage to Total	
	245100 Alafaya		S	7,545.9	56.78%	
	245101 Alafaya		R	1,065.0	8.01%	64.79%
	246100 Longwood		S	1,745.0	13.13%	13.13%
	Utilities, Inc. of Florida					
	252110 Weathersfield	W		1,174.0	8.83%	
	252113 Oakland Shores	W		225.5	1.70%	
	252114 Little Wekiva	W		61.0	0.46%	
	252115 Park Ridge	W		102.0	0.77%	
	252116 Phillips	W		77.0	0.58%	
	252117 Crystal Lake	W		171.0	1.29%	
	252118 Ravenna Park	W		345.0	2.60%	
	252121 Bear Lake Manor	W		224.5	1.69%	
	252122 Jansen	W		250.5	1.88%	
	252123 Crescent Heights	W		260.5	1.96%	
	252124 Davis Shores	W		43.0	0.32%	22.08%
				13,289.9	100.00%	100.00%

Remirio, Robert	System			ERC Count (1)	Percentage to Total	
	255100 Sanlando	W		11,797.7	99.97%	
	255102 Sanlando		R	4.0	0.03%	100.00%
				11,801.7	100.00%	100.00%

Sillitoe, Terry	System			ERC Count (1)	Percentage to Total	
	Utilities, Inc. of Florida					
	252110 Weathersfield	W		1,174.0	8.14%	
	252113 Oakland Shores	W		225.5	1.56%	
	252114 Little Wekiva	W		61.0	0.42%	
	252115 Park Ridge	W		102.0	0.71%	
	252116 Phillips	W		77.0	0.53%	
	252117 Crystal Lake	W		171.0	1.19%	
	252118 Ravenna Park	W		345.0	2.39%	
	252121 Bear Lake Manor	W		224.5	1.56%	
	252122 Jansen	W		250.5	1.74%	18.23%
	255100 Sanlando	W		11,797.7	81.77%	81.77%
				14,428.2	100.00%	100.00%

Vanmeter Jr, Nathan	System			ERC Count (1)	Percentage to Total	
	246100 Longwood		S	1,745.0	100.00%	100.00%
				1,745.0	100.00%	100.00%

Weirzbicki, Anthony	System			ERC Count (1)	Percentage to Total	
	242100 Lake Placid	W		130.7	0.77%	
	242101 Lake Placid		S	130.7	0.77%	1.54%
	248100 Cypress Lakes	W		1,247.0	7.34%	
	248101 Cypress Lakes		S	1,145.5	6.74%	14.08%
	249100 Eagle Ridge		S	1,602.6	9.43%	
	249101 Eagle Ridge		S	908.0	5.34%	14.77%
	250100 Mid-County		S	3,355.0	19.74%	19.74%

Utilities, Inc. of Florida					
252106 Orangewood	W		1,788.3	10.52%	
252107 Orangewood		S	162.0	0.95%	
252125 Summertree	W		1,225.0	7.21%	
252126 Summertree		S	1,023.0	6.02%	
252128 Lake Tarpon	W		433.3	2.55%	27.25%
256100 Sandalhaven		S	1,083.9	6.38%	6.38%
257100 Bayside	W		242.0	1.42%	
257101 Bayside		S	241.0	1.42%	2.84%
259100 Labrador	W		781.1	4.60%	
259101 Labrador		S	760.7	4.48%	9.07%
261100 Hutchinson Island	W		195.2	1.15%	
261101 Hutchinson Island		S	167.2	0.98%	2.13%
262100 Sandy Creek	W		203.8	1.20%	
262101 Sandy Creek		S	171.0	1.01%	2.21%
			16,997.0	100.00%	100.00%

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (9)
VEHICLES

Test Year Ended December 31, 2008

Vehicle Schedule

Company: Utilities, Inc of Florida; Pinellas County
Docket No.: 090402-WS
Test Year Ended: December 31, 2008

Vehicle #	Year	Model	Serial Number	Driver	Position	Vehicle Price	Allocation Method
436	2004	CHEV TRUCK C15 FULL	1GCEC14X24Z201474	Worrell, David	Operator	18,847.25	ERCS
453	2004	CHEV SILVERADO LS 1500	2GCEC19T341374628	Wierzbicki, Anthony	Project Manager	23,157.56	ERCS
512	2005	CHEV TAHOE 2WD	1GNEC13T85R119267	Flynn, Patrick	Regional Director	53,357.93	ERCS
637	2006	CHEV TRUCK C15 FULL	1GCEC14V96E197609	Finehirsh, Jeffrey	Lead Operator	19,786.51	ERCS
649	2006	CHEV TRAILBLAZER LS	1GNDT13SX62176280	Sudduth, Donald	Business Director	29,748.89	ERCS
650	2006	CHEV TAHOE LS	1GNEK13TX6R148941	Durham, Rick	Regional Vice President	32,505.83	ERCS
657	2006	CHEV TRUCK C15 FULL	3GCEC14V76G203528	Cardinal, Anthony	Operator	19,968.48	ERCS
671	2006	FORD RANGER	1FTYR10D96PA83834	Schneider, Keith	Operator	13,318.15	ERCS
728	2007	CHEV TRAILBLAZER	1GNDS13S672194103	Wilson, Michael	Regional Manager	28,711.49	ERCS
729	2007	CHEV TRAILBLAZER	1GNDS13S572108957	Haws, Scotty	Saftey Manager	29,355.64	ERCS
741	2007	CHEV SILVERADO	3GCEC14X07G242657	Habery, Stephen	Lead Operator	16,707.40	ERCS
803	2008	CHEV COLORADO EXT CAB 2	1GCCS19E888113719	Chard, Ronald	Cross Connection Specialist	17,962.31	ERCS
825	2008	CHEV SILVERADO	2GCEC19C281204055	Neal, William	Area Manager	22,388.38	ERCS

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (10)
CUSTOMER COMPLAINTS

Test Year Ended December 31, 2008

Pinellas County – Lake Tarpon
Customer Complaints and Resolutions – 01/01/08 to 05/31/08

SUBDIVISION :. 00637
ROUTE :. 637
SERVICE ORDER# :. 259362
ACCOUNT# :. 006370011713
CUSTOMER NAME :. HALPIN, ALFRED R
SERVICE ADDRESS:. 221 COLONIAL BLVD
EDATE :. 01/17/08
TYPE :. 27
COMMENT :. Custom called answering service on 1-16-08 and said there was a pipe broken in the ground and started to sink when he walked outside. Please resolve.
RESOLUTION :. READING 660780
. Leak near 6" line adjacent to customer's address. Dispatched workers to Possible main break. Turned out to be service laterial. Repaired. Meter
. relocated to main.
RDATE :. 01/18/08

SUBDIVISION :. 00637
ROUTE :. 637
SERVICE ORDER# :. 261091
ACCOUNT# :. 006370011713
CUSTOMER NAME :. HALPIN,ALFRED R
SERVICE ADDRESS:. 221 COLONIAL BLVD
EDATE :. 01/22/08
TYPE :. 33
COMMENT :. Please replace sold in area the lateral leak was and do other necessary repairs to that area to look nice since we did the damage.
RESOLUTION :. Grading contractor will repair 1-23-08. Customer is aware of this.
RDATE :. 01/23/08

Pinellas County – Lake Tarpon
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008

Sub Division : 421 MR Route : F53 FA ID: 0948310912
Account # : 0948310000 Customer Name: BYRD, DONALD T Phone #: (727) 781-7384
Address : 162 NEW ENGLAND AVE CSR: Lorie Mayeski Operator: Stephen Habrey
Entry Date : 9/30/2008 9:26:55AM SO Type: M-SIO Request Type: General Investigation
Instructions : Customer called states that there is air in the line and cloudy water at times. 9-30-08
Due Date : 9/30/2008 10:26:00AM Resolution Date : 9/30/2008 12:35:00PM FA Status: Completed
Resolution : Check water before it went into house it was clear, not cloudy. Showed customer this. They will have someone check their plumbing.

Sub Division : 421 MR Route : F53 FA ID: 2441410014
Account # : 2441410000 Customer Name: JANCI, BERTHA Phone #: (813) 785-9257
Address : 271 INDEPENDENCE AVE CSR: Jacqueline Sillitoe Operator: Stephen Habrey
Entry Date : 11/3/2008 9:28:18AM SO Type: M-SIO Request Type: General Investigation
Instructions : Customer says that hydrant is on. Dispatched to Steve H.
Due Date : 11/3/2008 12:00:00AM Resolution Date : 11/3/2008 12:45:00PM FA Status: Completed
Resolution :

Sub Division : 421 MR Route : F53 FA ID: 2818310274
Account # : 2818310000 Customer Name: FORGUES, ROLAND Phone #: (727) 771-6085
Address : 133 NEW ENGLAND AVE CSR: Ann Raponi Operator: Stephen Habrey
Entry Date : 6/23/2008 9:49:47AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions : Customer called about llw water pressure at all times of a day. This has been happening for about a month. Please tag with findings. Changed date to 6/24/08 per customer. He called yesterday and asked that this be check today. 06/24/08
Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 12:41:00PM FA Status: Completed
Resolution : Water softener causing problem. Showed customer.

Sub Division : 421 MR Route : F53 FA ID: 3568310988
Account # : 3568310000 Customer Name: ONDERCIN, FLORENCE H Phone #: (727) 785-6007
Address : 38 VILLAGE GREEN WAY CSR: Leanne Loeffel Operator: Keith Schneider
Entry Date : 12/23/2008 11:57:31AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions : Customer called with an odor in the water. Paged to Steve H.
Due Date : 12/23/2008 6:00:00PM Resolution Date : 12/29/2008 12:00:00AM FA Status: Completed
Resolution : Water clean and clear.

Sub Division : 421 MR Route : F53 FA ID: 3640410698
Account # : 3640410000 Customer Name: KEIFRIDER, DONALD Phone #: (727) 785-9389
Address : 72 HARBOR WAY CSR: Isabel Ceballos Operator: Anthony Cardinal
Entry Date : 7/30/2008 2:03:26PM SO Type: M-SIO Request Type: Water Main Break
Instructions : Customer called answering service on 7-29-08 and reported a water leak at corner of Philadelphia and Harbor Way. Water gushing heavily.

Due Date : 7/31/2008 12:00:00AM Resolution Date : 7/30/2008 12:00:00AM FA Status: Completed

Resolution : KBH repaired on 7/30/08.

Sub Division : 421 MR Route : F53 FA ID: 3720410544

Account # : 3720410000 Customer Name: SLOAN, FRANK P Phone #: (727) 789-5183

Address : 40 HARBOR WAY CSR: Isabel Ceballos Operator: Jeffrey Finehirsh

Entry Date : 9/8/2008 10:06:45AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer says valve at meter is leaking. Please check.

Due Date : 9/9/2008 12:00:00AM Resolution Date : 9/10/2008 10:30:00AM FA Status: Completed

Resolution : Replaced valve. No leaks now.

Sub Division : 421 MR Route : F53 FA ID: 4491410344

Account # : 4491410000 Customer Name: HAMILTON, JAMES Phone #: (419) 221-0916

Address : 116 INDEPENDENCE AVE CSR: Jacqueline Sillitoe Operator: Stephen Habrey

Entry Date : 7/28/2008 1:51:44PM SO Type: M-SIO Request Type: General Investigation

Instructions : Pipe broken behind house. Needs water turned off and if ours, need to repair. Dispatched to Steve H. 07/28/08

Due Date : 7/28/2008 12:00:00AM Resolution Date : 7/28/2008 3:49:00PM FA Status: Completed

Resolution : Leak was before meter. Repaired

Sub Division : 421 MR Route : F53 FA ID: 4740410748

Account # : 4740410000 Customer Name: LINDSAY, KAREN D Phone #: (727) 786-3443

Address : 68 HARBOR WAY CSR: Lyn Paulk Operator: Stephen Habrey

Entry Date : 8/19/2008 8:31:00AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer wants meter moved to easement because he is moving a trailer on the lot. Please call Bill at 727-789-155 to let him know if you can or cannot move this meter.

Due Date : 8/20/2008 12:00:00AM Resolution Date : 8/21/2008 10:00:00AM FA Status: Completed

Resolution : Relocated meter to main.

Sub Division : 421 MR Route : F53 FA ID: 4740410288

Account # : 4740410000 Customer Name: LINDSAY, KAREN D Phone #: (727) 786-3443

Address : 68 HARBOR WAY CSR: Kimberly Bennett Operator: Stephen Habrey

Entry Date : 8/13/2008 8:57:15AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions : Customer called about low water pressure. Paged to Steve H.

Due Date : 8/13/2008 12:00:00AM Resolution Date : 8/13/2008 10:47:00AM FA Status: Completed

Resolution : PSI at outside hose bib 53. Spoke with customer and showed them findings. They will call a plumber to check the lines under the trailer

Sub Division : 421 MR Route : F53 FA ID: 5107310155

Account # : 5107310000 Customer Name: LEE, DONALD R Phone #: (727) 789-1031

Address : 143 PHILADELPHIA CSR: Jacqueline Sillitoe Operator: Stephen Habrey

Entry Date : 7/25/2008 8:09:22AM SO Type: M-SIO Request Type: General Investigation

Instructions : Please check pressure here. Customer says he was promised that some day we would increase the water

pressure in this area and in the last two years it hasn't been done. Tag door.

Due Date : 7/28/2008 12:00:00AM Resolution Date : 7/28/2008 10:51:00AM FA Status: Completed

Resolution : Spoke with customer and showed him the psi is 58 to 60 pounds at outside hose bib. He will call plumber for inside trailer.

Sub Division : 421 MR Route : F53 FA ID: 5128310493

Account # : 5128310000 Customer Name: MILLER, LENA H Phone #: (727) 953-3750

Address : 141 NEW ENGLAND AVE CSR: Leanne Loeffel Operator: Keith Schneider

Entry Date : 11/25/2008 7:27:17AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions : Please check out low pressure complaint. Paged to Keith S.

Due Date : 11/25/2008 6:00:00PM Resolution Date : 11/25/2008 12:00:00AM FA Status: Completed

Resolution : Water pressure good at meter, could be water softener. Customer not home. Tagged door.

Sub Division : 421 MR Route : F53 FA ID: 5350410239

Account # : 5350410000 Customer Name: FINN, JOHN Phone #: (727) 784-4715

Address : 42 DELAWARE CT CSR: Isabel Ceballos Operator:

Entry Date : 10/6/2008 2:46:51PM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer says meter valve is leaking; please check, repair or replace. Customer had leak under house.

Due Date : 10/7/2008 12:00:00AM Resolution Date : 10/7/2008 10:00:00AM FA Status: Completed

Resolution : Repaired leak.

Sub Division : 421 MR Route : F53 FA ID: 8308310313

Account # : 8308310000 Customer Name: SMEBY, FOSTER Phone #: (727) 785-3509

Address : 105 FREEDOM CT CSR: Matthew Chandler Operator: Anthony Cardinal

Entry Date : 8/7/2008 7:08:16AM SO Type: M-SIO Request Type: General Investigation

Instructions : Please locate meter and tag customer door with location.

Due Date : 8/8/2008 12:00:00AM Resolution Date : 8/7/2008 11:55:00AM FA Status: Completed

Resolution : Located meter with customer. 8/7/08

Sub Division : 421 MR Route : F53 FA ID: 8648310681

Account # : 8648310000 Customer Name: MCSHANE, FRANK L Phone #: (727) 771-7051

Address : 170 NEW ENGLAND AVE CSR: Isabel Ceballos Operator: Stephen Habrey

Entry Date : 6/10/2008 7:56:50AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions : Customer called answering service on 6/7/08 and reported leak coming from outside on the road. Please resolve.

Due Date : 6/11/2008 12:00:00AM Resolution Date : 6/11/2008 10:09:00AM FA Status: Completed

Resolution : Leak was before meter.