

090462-WS

CLASS A and B  
WATER AND/OR WASTEWATER UTILITIES

**FINANCIAL, RATE  
AND ENGINEERING  
MINIMUM FILING  
REQUIREMENTS**

OF

UTILITIES, INC. OF FLORIDA

Exact Legal Name of Utility

Docket No.: 090462-WS

**SEMINOLE COUNTY  
VOLUME III (b)**



FOR THE  
Test Year Ended: December 31, 2008

*Volumes III (a) and III (b)*

DOCUMENT NUMBER-DATE

00710 FEB-10

FPSC-COMMISSION CLERK

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Seminole County**

**25-30.440 (5)  
INSPECTION REPORTS**

**Test Year Ended December 31, 2008**

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

**VIA EMAIL**

PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1333

Seminole County – PW  
Bear Lake Manor  
PWS ID Number 3590069

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 9, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager [[SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM)]  
Kathy Sillitoe, Area Manager [[K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM)]  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name BEAR LAKE MANOR County Seminole PWS ID # 3590069  
 Plant Location Lake Asher Circle, Apopka, FL 32703 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Operations Mgr. Phone 407/869-8588  
 This Survey Date 10/9/08 Last Survey Date 10/27/05 Last Compliance Inspection Date 4/3/03

PWS TYPE: Community

PLANT CATEGORY & CLASS: (5C)

MAX-DAY DESIGN CAPACITY: 288,000 gpd

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Disinfection, aeration

**SERVICE AREA CHARACTERISTICS**

Subdivision

Food Service:  Yes  No  N/A

Number of Service Connections 222

Population Served 777 Basis Operator

**OPERATION & MAINTENANCE**

O&M Log:  Yes  No Location Plant

**CERTIFIED OPERATOR: Yes**

Operator(s) & Certification Class-Number:

Elisa Williams C-14846

Hrs/day: *Required* Visit *Actual* Visit

Days/wk: *Required* 5+1 *Actual* 5+1

Non-consecutive Days?  Yes  No  N/A

Comments \_\_\_\_\_

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Average Day (from MORs) 51,599 gpd

Maximum Day (from MORs) 91,000 gpd 5/08

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type 3" Amco

Date Last Calibrated 9/10/08

**RAW WATER SOURCE**

GROUND; Number of Wells 1

PURCHASED from PWS ID # \_\_\_\_\_

Emergency Water Source 3590785 SCES/SW

Emergency Water Capacity 4" manual interconnect

**STANDBY POWER SOURCE: Yes**

Source \_\_\_\_\_

Capacity of Standby (kW) \_\_\_\_\_

Switchover:  Automatic  Manual

Hrs Operated Under Load \_\_\_\_\_

What equipment does it operate?

Well Pumps \_\_\_\_\_

High Service Pumps \_\_\_\_\_

Treatment Equipment \_\_\_\_\_

Satisfy avg. daily demand?  Yes  No  Unknown

Audio-visual alarm?  Yes  No

Comments Automatic pressure differential valve on

interconnect opens when system pressure drops below

40 psi. Meets auxiliary power requirement.

**PLANS AND MAPS**

Coliform Sampling Plan  Yes  No  N/A

D/DBP Monitoring Plan  Yes  No  N/A

Lead and Copper Plan  Yes  No  N/A

Distribution System Map  Yes  No  N/A

Emergency Response Plan  Yes  No  N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual  Yes  No

Preventive Maintenance Program  Yes  No

Flushing Program  Yes  No  N/A

Records  Yes  No  N/A

Isolation Valve Exercise  Yes  No  N/A

Records  Yes  No  N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**

# BFPAs None observed # Tested Unknown

WWTP RPZ N/A Date Tested N/A

Written Plan Yes Date 1/25/08

Comments \_\_\_\_\_

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)		1 (AAH2578)	
Year Drilled		1958	
Depth Drilled		400'	
Drilling Method		Unknown	
Type of Grout		Unknown	
Static Water Level		70'	
Pumping Water Level		Unknown	
Design Well Yield		Unknown	
Test Yield		Unknown	
Actual Yield (if different than rated capacity)		Unknown	
Strainer		Unknown	
Length (outside casing)		Unknown	
Diameter (outside casing)		6"	
Material (outside casing)		Steel	
Well Contamination History		None	
Is inundation of well possible?		No	
6' X 6' X 4" Concrete Pad		Yes	
SET BACKS	Septic Tank	~50'	
	Reuse Water	N/A	
	WW Plumbing	Within 100'	
	Other Sanitary Hazard	None observed	
PUMP	Type	Submersible	
	Manufacturer Name	Goulds	
	Model Number	Unknown	
	Rated Capacity (gpm)	220	
	Motor Horsepower	10	
Well casing 12" above grade?		No	
Well Casing Sanitary Seal		OK	
Raw Water Sampling Tap		Yes	
Above Ground Check Valve		Yes	
Security		Yes	
Well Vent Protection		N/A	

**COMMENTS** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PWS ID # 3590069  
 Date 10/9/08

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make Stenner Capacity 85 gpd  
 Chlorine Feed Rate 45% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant 2.18 Remote 0.77  
 Remote tap location 1220 Gay Street  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Into ground storage tank  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	G	H
Capacity (gal)	13,800	3,000
Material	Concrete	Steel
Gravity Drain	Yes	Yes
By-Pass Piping	Yes	Yes
Protected Openings	Yes	Yes
Sight Glass or Level Indicator	N/A	Yes
PRV/ARV	N/A	PRV
Pressure Gauge	N/A	Yes
On/Off Pressure	N/A	60/70
Access Secured	Yes	Yes
Access Manhole	Yes	Yes
Tank Sample Tap Location	N/A	On tank
Date of Inspection	2/20/06	2/20/06
Date of Cleaning	2/20/06	2/20/06

Chlorine Gas Use Requirements	YES	NO	Comments
	<input type="checkbox"/>	<input type="checkbox"/>	
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type Cascade (4 trays) Capacity 200 gpm  
 Aerator Condition Good  
 Visible Algae Growth None  
 Protective Screen Condition Good  
 Frequency of Cleaning Semi-annually  
 Date Last Inspected/Cleaned 9/18/08  
 Comments \_\_\_\_\_

**HIGH SERVICE PUMPS**

Pump Number	1	2
Type	Centrifugal	Centrifugal
Make	Goulds	Goulds
Model	3656	3656
Capacity (gpm)	200	200
Motor HP	10	10
Date Installed	1989	1988

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2010 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

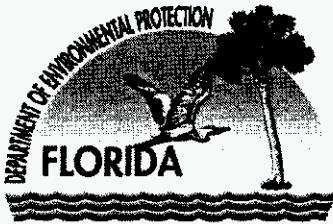
Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Boulevard, Orlando, FL 32803 or via email at [Manuel.Cardonal@dep.state.fl.us](mailto:Manuel.Cardonal@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/21/08

Approved by  Title Environmental Manager Date 11/6/08

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1327

Seminole County – PW  
Crystal Lake  
PWS ID Number 3590258

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 8, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager ([SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM))  
Kathy Silitoe, Area Manager ([K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM))  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name CRYSTAL LAKE County Seminole PWS ID # 3590258  
 Plant Location Sunset Drive/Lot 1 Loch Arbor, Sanford, FL 32771 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Operations Mgr. Phone 407/869-8588  
 This Survey Date 10/8/08 Last Survey Date 10/18/05 Last Compliance Inspection Date 6/1/98

PWS TYPE: Community

PLANT CATEGORY & CLASS: (5D)

MAX-DAY DESIGN CAPACITY: 172,800 gpd

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Disinfection, iron removal - Aquadene

**SERVICE AREA CHARACTERISTICS**

Subdivision

Food Service:  Yes  No  N/A

Number of Service Connections 174

Population Served 609 Basis Operator

**OPERATION & MAINTENANCE**

O&M Log:  Yes  No Location Plant

**CERTIFIED OPERATOR: Yes**

Operator(s) & Certification Class-Number:

Elisa Williams C-14846

Hrs/day: Required Visit Actual Visit

Days/wk: Required 5+1 Actual 3

Non-consecutive Days?  Yes  No  N/A

Comments \_\_\_\_\_

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Average Day (from MORs) 42,131 gpd

Maximum Day (from MORs) 88,000 gpd 5/08

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type 500 gpm Badger

Date Last Calibrated 9/10/08

**RAW WATER SOURCE**

GROUND; Number of Wells 1

PURCHASED from PWS ID # \_\_\_\_\_

Emergency Water Source City of Sanford

Emergency Water Capacity Automatic interconnect

**STANDBY POWER SOURCE: Yes**

Source \_\_\_\_\_

Capacity of Standby (kW) \_\_\_\_\_

Switchover:  Automatic  Manual

Hrs Operated Under Load \_\_\_\_\_

What equipment does it operate?

Well Pumps \_\_\_\_\_

High Service Pumps \_\_\_\_\_

Treatment Equipment \_\_\_\_\_

Satisfy avg. daily demand?  Yes  No  Unknown

Audio-visual alarm?  Yes  No

Comments Automatic pressure differential valve on

interconnect opens when system pressure drops below

45 p.s.i.

**PLANS AND MAPS**

Coliform Sampling Plan  Yes  No  N/A

D/DBP Monitoring Plan  Yes  No  N/A

Lead and Copper Plan  Yes  No  N/A

Distribution System Map  Yes  No  N/A

Emergency Response Plan  Yes  No  N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual  Yes  No

Preventive Maintenance Program  Yes  No

Flushing Program  Yes  No  N/A

Records  Yes  No  N/A

Isolation Valve Exercise  Yes  No  N/A

Records  Yes  No  N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**

# BFPAs None observed # Tested Unknown

WWTP RPZ N/A Date Tested N/A

Written Plan Yes Date 1/25/08

Comments \_\_\_\_\_

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)		1(AAH2572)	
Year Drilled		1955	
Depth Drilled		260'	
Drilling Method		Unknown	
Type of Grout		Unknown	
Static Water Level		17'	
Pumping Water Level		Unknown	
Design Well Yield		Unknown	
Test Yield		Unknown	
Actual Yield (if different than rated capacity)		240 gpm	
Strainer		Bronze - 45'	
Length (outside casing)		82'	
Diameter (outside casing)		6"	
Material (outside casing)		Steel	
Well Contamination History		None	
Is inundation of well possible?		No	
6' X 6' X 4" Concrete Pad		Yes	
SET BACKS	Septic Tank	>100'	
	Reuse Water	N/A	
	WW Plumbing	~90'	
	Other Sanitary Hazard	None observed	
PUMP	Type	Vertical turbine	
	Manufacturer Name	Goulds	
	Model Number	5-CHC-5	
	Rated Capacity (gpm)	Unknown	
	Motor Horsepower	15	
Well casing 12" above grade?		Yes	
Well Casing Sanitary Seal		OK	
Raw Water Sampling Tap		Yes	
Above Ground Check Valve		Yes	
Security		Yes	
Well Vent Protection		N/A	

**COMMENTS** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make Stenner Capacity 17 gpd  
 Chlorine Feed Rate 40% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant 1.71 Remote 0.30  
 Remote tap location 211 Ridge Road  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Prior to hydropneumatic tank  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	H
Capacity (gal)	4,500
Material	Steel
Gravity Drain	Yes
By-Pass Piping	No*
Protected Openings	Yes
Sight Glass or Level Indicator	Yes
PRV/ARV	ARV
Pressure Gauge	Yes
On/Off Pressure	60/71
Access Secured	Yes
Access Manhole	Yes
Tank Sample Tap Location	Discharge piping
Date of Inspection	2/23/06
Date of Cleaning	2/23/06

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments \*Interconnect can be utilized should there be a problem with the hydropneumatic tank.

**HIGH SERVICE PUMPS**

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

Comments \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type \_\_\_\_\_ Capacity \_\_\_\_\_  
 Aerator Condition \_\_\_\_\_  
 Visible Algae Growth \_\_\_\_\_  
 Protective Screen Condition \_\_\_\_\_  
 Frequency of Cleaning \_\_\_\_\_  
 Date Last Inspected/Cleaned \_\_\_\_\_  
 Comments \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2011 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Boulevard, Orlando, FL 32803 or via email at [Manuel.Cardona@dep.state.fl.us](mailto:Manuel.Cardona@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/14/08

Approved by  Title Environmental Manager Date 11/6/08

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1334

Seminole County – PW  
Jansen Subdivision  
PWS ID Number 3590615

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 9, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager [[SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM)]  
Kathy Sillitoe, Area Manager [[K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM)]  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name JANSEN SUBDIVISION County Seminole PWS ID # 3590615  
 Plant Location Corner of Bear Lake Drive & Sombrero Avenue, Apopka, FL 32703 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Operations Mgr. Phone 407/869-8588  
 This Survey Date 10/9/08 Last Survey Date 10/27/05 Last Compliance Inspection Date 4/3/03

PWS TYPE: Community

PLANT CATEGORY & CLASS: (5C)

MAX-DAY DESIGN CAPACITY: 309,600 gpd

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Disinfection, iron removal - Aquadene poly-phosphate

**SERVICE AREA CHARACTERISTICS**

Subdivision

Food Service:  Yes  No  N/A

Number of Service Connections 253

Population Served 886 Basis Operator

**OPERATION & MAINTENANCE**

O&M Log:  Yes  No Location Plant

CERTIFIED OPERATOR: Yes

Operator(s) & Certification Class-Number:

Elisa Williams C-14846

Hrs/day: Required Visit\* Actual Visit\*

Days/wk: Required 5+1 Actual 5+1

Non-consecutive Days?  Yes  No  N/A

Comments \*5 visits/week and one visit each weekend for a total of 0.6 hour/week.

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Average Day (from MORs) 70,074 gpd

Maximum Day (from MORs) 153,000 gpd 5/08

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type 6" Rockwell

Date Last Calibrated 9/10/08

**RAW WATER SOURCE**

GROUND; Number of Wells 2

PURCHASED from PWS ID # \_\_\_\_\_

Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

**STANDBY POWER SOURCE: Yes**

Source Elliot Power Systems Propane generator

Capacity of Standby (kW) 60

Switchover:  Automatic  Manual

Hrs Operated Under Load 1 hr/wk.

What equipment does it operate?

Well Pumps Well #1

High Service Pumps \_\_\_\_\_

Treatment Equipment All

Satisfy avg. daily demand?  Yes  No  Unknown

Audio-visual alarm?  Yes  No

Comments \_\_\_\_\_

**PLANS AND MAPS**

Coliform Sampling Plan  Yes  No  N/A

D/DBP Monitoring Plan  Yes  No  N/A

Lead and Copper Plan  Yes  No  N/A

Distribution System Map  Yes  No  N/A

Emergency Response Plan  Yes  No  N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual  Yes  No

Preventive Maintenance Program  Yes  No

Flushing Program  Yes  No  N/A

Records  Yes  No  N/A

Isolation Valve Exercise  Yes  No  N/A

Records  Yes  No  N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**

# BFPAs None observed # Tested Unknown

WWTP RPZ N/A Date Tested N/A

Written Plan Yes Date 1/25/08

Comments \_\_\_\_\_

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)	1 (AAH2579)	2 (AAH2580)	
Year Drilled	1958	1980	
Depth Drilled	250'	450'	
Drilling Method	Unknown	Cable tool	
Type of Grout	Unknown	Neat cement	
Static Water Level	65'	65'	
Pumping Water Level	Unknown	76'	
Design Well Yield	Unknown	190 gpm	
Test Yield	Unknown	400gpm	
Actual Yield (if different than rated capacity)	Unknown	200 gpm	
Strainer	Unknown	Open hole	
Length (outside casing)	80'	191' 4"	
Diameter (outside casing)	6"	6"	
Material (outside casing)	Black steel	Black steel	
Well Contamination History	None	None	
Is inundation of well possible?	No	No	
6' X 6' X 4" Concrete Pad	Yes	Yes	
SET BACKS	Septic Tank	>150'	>200'
	Reuse Water	N/A	N/A
	WW Plumbing	>100'	>200'
	Other Sanitary Hazard	None observed	None observed
PUMP	Type	Vertical turbine	Submersible
	Manufacturer Name	Peerless	Sta-Rite
	Model Number	Unknown	Unknown
	Rated Capacity (gpm)	240	190
	Motor Horsepower	25	20
Well casing 12" above grade?	Yes	Yes	
Well Casing Sanitary Seal	OK	OK	
Raw Water Sampling Tap	Yes	Yes	
Above Ground Check Valve	Yes	Yes	
Security	Yes	Yes	
Well Vent Protection	N/A	Yes	

**COMMENTS** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make (4) Stenner Capacity 40 gpd  
 Chlorine Feed Rate 90/100/90/90% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant >2.2 Remote 1.80  
 Remote tap location 6134 Linneal Beach  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Prior to hydropneumatic tanks  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	H1	H2
Capacity (gal)	3,000	3,000
Material	Steel	Steel
Gravity Drain	Yes	Yes
By-Pass Piping	Yes	Yes
Protected Openings	Yes	Yes
Sight Glass or Level Indicator	Yes	Yes
PRV/ARV	Both	Both
Pressure Gauge	Yes	Yes
On/Off Pressure	51/68	60/71
Access Secured	Yes	Yes
Access Manhole	Yes	Yes
Tank Sample Tap Location	On tank	On tank
Date of Inspection	2/25/08	2/25/08
Date of Cleaning	2/25/08	2/25/08

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**HIGH SERVICE PUMPS**

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

Comments \_\_\_\_\_  
 \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type \_\_\_\_\_ Capacity \_\_\_\_\_  
 Aerator Condition \_\_\_\_\_  
 Visible Algae Growth \_\_\_\_\_  
 Protective Screen Condition \_\_\_\_\_  
 Frequency of Cleaning \_\_\_\_\_  
 Date Last Inspected/Cleaned \_\_\_\_\_  
 Comments \_\_\_\_\_  
 \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2011 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Blvd., Orlando, FL 32803 or via email at [Manuel.Cardona@dep.state.fl.us](mailto:Manuel.Cardona@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/23/08

Approved by  Title Environmental Manager Date 11/6/08

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1332

Seminole County – PW  
Little Wekiva Estates  
PWS ID Number 3590762

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 9, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager ([SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM))  
Kathy Sillitoe, Area Manager ([K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM))  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
Department of Environmental Protection  
Central District  
**SANITARY SURVEY REPORT**

Plant Name LITTLE WEKIVA ESTATES County Seminole PWS ID # 3590762  
 Plant Location 805 Little Wekiva Drive, Altamonte Springs, FL 32714 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Operations Mgr. Phone 407/869-8588  
 This Survey Date 10/9/08 Last Survey Date 10/6/05 Last Compliance Inspection Date 4/3/03

PWS TYPE: Community

PLANT CATEGORY & CLASS: (SD)

MAX-DAY DESIGN CAPACITY: 48,000 gpd

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Disinfection

**SERVICE AREA CHARACTERISTICS**

Subdivision

Food Service:  Yes  No  N/A

Number of Service Connections 61

Population Served 214 Basis Operator

**OPERATION & MAINTENANCE**

O&M Log:  Yes  No Location Plant

CERTIFIED OPERATOR: Yes

Operator(s) & Certification Class-Number:

Elisa Williams C-14846

Hrs/day: Required          Visit\*          Actual          Visit\*         

Days/wk: Required          2 Actual          2

Non-consecutive Days?  Yes  No  N/A

Comments \*Visits must add up to a cumulative total of at least 0.2 hrs/wk. No more than 5 days between visits.

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Average Day (from MORs) 15,246 gpd

Maximum Day (from MORs) 32,000 gpd 5/08

Comments         

Flow Measuring Device Flow Meter

Meter Size & Type 4" Water Specialties

Date Last Calibrated 1/07

**RAW WATER SOURCE**

GROUND; Number of Wells 1

PURCHASED from PWS ID #         

Emergency Water Source         

Emergency Water Capacity         

**STANDBY POWER SOURCE: Not Required**

Source         

Capacity of Standby (kW)         

Switchover:  Automatic  Manual

Hrs Operated Under Load         

What equipment does it operate?

Well Pumps         

High Service Pumps         

Treatment Equipment         

Satisfy avg. daily demand?  Yes  No  Unknown

Audio-visual alarm?  Yes  No

Comments         

**PLANS AND MAPS**

Coliform Sampling Plan  Yes  No  N/A

D/DBP Monitoring Plan  Yes  No  N/A

Lead and Copper Plan  Yes  No  N/A

Distribution System Map  Yes  No  N/A

Emergency Response Plan  Yes  No  N/A

Comments         

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual  Yes  No

Preventive Maintenance Program  Yes  No

Flushing Program  Yes  No  N/A

Records  Yes  No  N/A

Isolation Valve Exercise  Yes  No  N/A

Records  Yes  No  N/A

Comments         

**CROSS CONNECTION CONTROL**

# BFPAs None observed # Tested Unknown

WWTP RPZ N/A Date Tested NA

Written Plan Yes Date 1/25/08

Comments

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)		1 (AAH2577)	
Year Drilled		1965	
Depth Drilled		150'	
Drilling Method		Unknown	
Type of Grout		Unknown	
Static Water Level		30'	
Pumping Water Level		Unknown	
Design Well Yield		Unknown	
Test Yield		Unknown	
Actual Yield (if different than rated capacity)		Unknown	
Strainer		Unknown	
Length (outside casing)		106'	
Diameter (outside casing)		6"	
Material (outside casing)		Black steel	
Well Contamination History		None	
Is inundation of well possible?		No	
6' X 6' X 4" Concrete Pad		Yes	
SET BACKS	Septic Tank	>100'	
	Reuse Water	N/A	
	WW Plumbing	>100'	
	Other Sanitary Hazard	None observed	
PUMP	Type	Vertical turbine	
	Manufacturer Name	Goulds	
	Model Number	5CHC	
	Rated Capacity (gpm)	100	
	Motor Horsepower	7.5	
Well casing 12" above grade?		Yes	
Well Casing Sanitary Seal		OK	
Raw Water Sampling Tap		Yes	
Above Ground Check Valve		Yes	
Security		Yes	
Well Vent Protection		N/A	

**COMMENTS** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make Stenner Capacity 40 gpd  
 Chlorine Feed Rate 40% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant 2.17 Remote 1.38  
 Remote tap location 791 Richbee Drive  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Prior to hydropneumatic tank  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	H
Capacity (gal)	1,500
Material	Steel
Gravity Drain	Yes
By-Pass Piping	Yes
Protected Openings	Yes
Sight Glass or Level Indicator	Yes
PRV/ARV	Both
Pressure Gauge	Yes
On/Off Pressure	52/62
Access Secured	Yes
Access Manhole	Yes
Tank Sample Tap Location	On tank
Date of Inspection	2/23/06
Date of Cleaning	2/23/06

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type \_\_\_\_\_ Capacity \_\_\_\_\_  
 Aerator Condition \_\_\_\_\_  
 Visible Algae Growth \_\_\_\_\_  
 Protective Screen Condition \_\_\_\_\_  
 Frequency of Cleaning \_\_\_\_\_  
 Date Last Inspected/Cleaned \_\_\_\_\_  
 Comments \_\_\_\_\_

**HIGH SERVICE PUMPS**

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

Comments \_\_\_\_\_  
 \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2009 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Boulevard, Orlando, FL 32803 or via email at [Manuel.Cardona@dep.state.fl.us](mailto:Manuel.Cardona@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/23/08

Approved by  Title Environmental Manager Date 11/6/08

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1331

Seminole County – PW  
Oakland Shores  
PWS ID Number 3590912

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 9, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager [[SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM)]  
Kathy Silitoe, Area Manager [[K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM)]  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name OAKLAND SHORES County Seminole PWS ID # 3590912  
 Plant Location Lakeshore Drive, Altamonte Springs, FL 32714 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/896-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Operations Mgr. Phone 407/869-8588  
 This Survey Date 10/9/08 Last Survey Date 10/27/05 Last Compliance Inspection Date 4/3/03

**PWS TYPE:** Community  
**PLANT CATEGORY & CLASS:** (5C)  
**MAX-DAY DESIGN CAPACITY:** 332,898 gpd  
**PWS STATUS:** Approved

**TREATMENT PROCESSES IN USE**  
Disinfection, aeration, corrosion control - Aquadene polyphosphate

**SERVICE AREA CHARACTERISTICS**  
Subdivision  
 Food Service:  Yes  No  N/A  
 Number of Service Connections 225  
 Population Served 788 Basis Operator

**OPERATION & MAINTENANCE**  
 O&M Log:  Yes  No Location Plant

**CERTIFIED OPERATOR:** Yes  
 Operator(s) & Certification Class-Number:  
Elisa Williams C-14846

Hrs/day: Required Visit\* Actual Visit\*  
 Days/wk: Required 5+1 Actual 5+1  
 Non-consecutive Days?  Yes  No  N/A  
 Comments \*5 visits/week and one visit each weekend for a total of 0.6 hours/week.

**MONTHLY OPERATION REPORTS (MORs)**  
 MORs submitted regularly?  Yes  No  N/A  
 Data missing from MORs?  No  Yes  N/A  
 Average Day (from MORs) 70,570 gpd  
 Maximum Day (from MORs) 148,800 gpd 5/08  
 Comments \_\_\_\_\_

Flow Measuring Device Flow Meter  
 Meter Size & Type 6" Water Specialties  
 Date Last Calibrated 9/10/08

**RAW WATER SOURCE**  
 GROUND; Number of Wells 1  
 PURCHASED from PWS ID # \_\_\_\_\_  
 Emergency Water Source City of Altamonte Springs  
 Emergency Water Capacity Automatic interconnect

**STANDBY POWER SOURCE:** Yes  
 Source \_\_\_\_\_  
 Capacity of Standby (kW) \_\_\_\_\_  
 Switchover:  Automatic  Manual  
 Hrs Operated Under Load \_\_\_\_\_  
 What equipment does it operate?  
 Well Pumps \_\_\_\_\_  
 High Service Pumps \_\_\_\_\_  
 Treatment Equipment \_\_\_\_\_  
 Satisfy avg. daily demand?  Yes  No  Unknown  
 Audio-visual alarm?  Yes  No  
 Comments Automatic pressure differential valve on interconnect opens when system pressure drops below 50 psi.

**PLANS AND MAPS**

Coliform Sampling Plan	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
D/DBP Monitoring Plan	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Lead and Copper Plan	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Distribution System Map	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Emergency Response Plan	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Preventive Maintenance Program	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Flushing Program	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> N/A
Records	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> N/A
Isolation Valve Exercise	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> N/A
Records	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**  
 # BFPAs None observed # Tested Unknown  
 WWTP RPZ N/A Date Tested N/A  
 Written Plan Yes Date 1/25/08  
 Comments \_\_\_\_\_

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)	1 (AAH2576)	
Year Drilled	1957	
Depth Drilled	385'	
Drilling Method	Unknown	
Type of Grout	Unknown	
Static Water Level	29'	
Pumping Water Level	Unknown	
Design Well Yield	Unknown	
Test Yield	Unknown	
Actual Yield (if different than rated capacity)	Unknown	
Strainer	Unknown	
Length (outside casing)	118'	
Diameter (outside casing)	8"	
Material (outside casing)	Black steel	
Well Contamination History	None	
Is inundation of well possible?	No	
6' X 6' X 4" Concrete Pad	Yes	
SET BACKS	Septic Tank	>100'
	Reuse Water	N/A
	WW Plumbing	>100'
	Other Sanitary Hazard	None observed
PUMP	Type	Submersible
	Manufacturer Name	Sta-Rite
	Model Number	Unknown
	Rated Capacity (gpm)	395
	Motor Horsepower	15
Well casing 12" above grade?	Yes	
Well Casing Sanitary Seal	OK	
Raw Water Sampling Tap	Yes	
Above Ground Check Valve	No*	
Security	Yes	
Well Vent Protection	N/A	

**COMMENTS:** \*Air gap provided at ground storage tank prior to chlorination.

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make (2) Stenner Capacity 85X2 gpd  
 Chlorine Feed Rate 55% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant 1.85 Remote 1.59  
 Remote tap location 500 Faith Terrace  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Into ground storage tank  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	G	H
Capacity (gal)	16,800	7,000
Material	Concrete	Steel
Gravity Drain	Yes	Yes
By-Pass Piping	Yes	Yes
Protected Openings	Yes	Yes
Sight Glass or Level Indicator	Yes	Yes
PRV/ARV	N/A	PRV
Pressure Gauge	N/A	Yes
On/Off Pressure	N/A	55/65
Access Secured	Yes	Yes
Access Manhole	Yes	Yes
Tank Sample Tap Location	N/A	On tank
Date of Inspection	2/23/06	2/23/06
Date of Cleaning	2/23/06	2/23/06

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type Cascade Capacity 500 gpm  
 Aerator Condition OK  
 Visible Algae Growth No  
 Protective Screen Condition Good  
 Frequency of Cleaning Semi-annually  
 Date Last Inspected/Cleaned 7/8/08  
 Comments \_\_\_\_\_  
 \_\_\_\_\_

**HIGH SERVICE PUMPS**

Pump Number	1	2
Type	Centrifugal	Centrifugal
Make	Goulds	Goulds
Model	3656	3656
Capacity (gpm)	250	250
Motor HP	15	15
Date Installed	1993	1993

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2009 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Blvd., Orlando, FL 32803 or via email at [Manuel.Cardonal@dep.state.fl.us](mailto:Manuel.Cardonal@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/23/08

Approved by  Title Environmental Manager Date 11/6/08

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Florida Department of  
Environmental Protection

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

SCOTTY

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
[PCFLYNN@UIWATER.COM](mailto:PCFLYNN@UIWATER.COM)

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1328

Seminole County – PW  
Park Ridge  
PWS ID Number 3590993

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 8, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

Deficiencies found during the sanitary survey and in Department records are listed in the enclosed report. These deficiencies shall be corrected in order to return to compliance with *Florida Administrative Code* (F.A.C.) Rules 62-550, 62-555, 62-560 and 62-602.

Please correct the indicated deficiencies, and notify the Department in writing that the deficiencies have been corrected, no later than December 12, 2008. (You may use the attached response form to indicate the corrective actions taken.)

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggio Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager [[SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM)]  
Kathy Sillitoe, Area Manager [[K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM)]  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name PARK RIDGE County Seminole PWS ID # 3590993  
 Plant Location 101 West Ridge Drive, Sanford, FL 32773 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Ops. Manager Phone 407/869-8588  
 This Survey Date 10/8/08 Last Survey Date 10/6/05 Last Compliance Inspection Date 6/1/98

PWS TYPE: Community  
 PLANT CATEGORY & CLASS: (SD)  
 MAX-DAY DESIGN CAPACITY: 246,000 gpd  
 PWS STATUS: Approved

RAW WATER SOURCE  
 GROUND; Number of Wells 1  
 PURCHASED from PWS ID # \_\_\_\_\_  
 Emergency Water Source \_\_\_\_\_  
 Emergency Water Capacity \_\_\_\_\_

TREATMENT PROCESSES IN USE  
Disinfection, corrosion inhibitor, aeration

STANDBY POWER SOURCE: No  
 Source \_\_\_\_\_  
 Capacity of Standby (kW) \_\_\_\_\_  
 Switchover:  Automatic  Manual  
 Hrs Operated Under Load \_\_\_\_\_

SERVICE AREA CHARACTERISTICS  
 Subdivision \_\_\_\_\_  
 Food Service:  Yes  No  N/A  
 Number of Service Connections 103  
 Population Served 361 Basis Operator

What equipment does it operate?  
 Well Pumps \_\_\_\_\_  
 High Service Pumps \_\_\_\_\_  
 Treatment Equipment \_\_\_\_\_  
 Satisfy avg. daily demand?  Yes  No  Unknown  
 Audio-visual alarm?  Yes  No  
 Comments \_\_\_\_\_

OPERATION & MAINTENANCE  
 O&M Log:  Yes  No Location Plant

PLANS AND MAPS  
 Coliform Sampling Plan  Yes  No  N/A  
 D/DBP Monitoring Plan  Yes  No  N/A  
 Lead and Copper Plan  Yes  No  N/A  
 Distribution System Map  Yes  No  N/A  
 Emergency Response Plan  Yes  No  N/A  
 Comments \_\_\_\_\_

CERTIFIED OPERATOR: Yes  
 Operator(s) & Certification Class-Number: Elisa Williams C-14846  
 Hrs/day: Required \_\_\_\_\_ Visit \_\_\_\_\_ Actual \_\_\_\_\_ Visit \_\_\_\_\_  
 Days/wk: Required 5+1 Actual 3  
 Non-consecutive Days?  Yes  No  N/A  
 Comments \_\_\_\_\_

PREVENTIVE MAINTENANCE/O&M  
 Operation & Maintenance Manual  Yes  No  
 Preventive Maintenance Program  Yes  No  
 Flushing Program  Yes  No  N/A  
 Records  Yes  No  N/A  
 Isolation Valve Exercise  Yes  No  N/A  
 Records  Yes  No  N/A  
 Comments \_\_\_\_\_

MONTHLY OPERATION REPORTS (MORs)  
 MORs submitted regularly?  Yes  No  N/A  
 Data missing from MORs?  No  Yes  N/A  
 Average Day (from MORs) 19,975 gpd  
 Maximum Day (from MORs) 54,000 gpd 11/7  
 Comments \_\_\_\_\_

CROSS CONNECTION CONTROL  
 # BFPAs None observed # Tested N/A  
 WWTP RPZ N/A Date Tested N/A  
 Written Plan Yes Date 1/25/08  
 Comments \_\_\_\_\_

Flow Measuring Device Flow Meter  
 Meter Size & Type 4" Water Specialties  
 Date Last Calibrated 9/10/08

PWS ID # 3590993  
 Date 10/8/08

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)		1 (AAH2570)
Year Drilled		1959
Depth Drilled		355'
Drilling Method		Unknown
Type of Grout		Unknown
Static Water Level		13'
Pumping Water Level		Unknown
Design Well Yield		Unknown
Test Yield		Unknown
Actual Yield (if different than rated capacity)		Unknown
Strainer		Bronze - 52'
Length (outside casing)		252'
Diameter (outside casing)		8"
Material (outside casing)		Steel
Well Contamination History		Iron
Is inundation of well possible?		No
6' X 6' X 4" Concrete Pad		Yes
SET BACKS	Septic Tank	Sewer lines~90'*
	Reuse Water	N/A
	WW Plumbing	~40'*
	Other Sanitary Hazard	Irrigation well ~50'
PUMP	Type	Submersible
	Manufacturer Name	Deming
	Model Number	Unknown
	Rated Capacity (gpm)	300
	Motor Horsepower	5
Well casing 12" above grade?		Yes
Well Casing Sanitary Seal		OK
Raw Water Sampling Tap		Yes
Above Ground Check Valve		Yes
Security		Yes
Well Vent Protection		N/A

**COMMENTS** \*The Department will continue to accept setback distances as they currently exist unless the well is shown to be chemically or microbially contaminated.

PWS ID # 3590993  
 Date 10/8/08

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make (2) Stenner Capacity 85 gpd  
 Chlorine Feed Rate 65% & 70% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant 1.40 Remote 0.95  
 Remote tap location 101 Driftwood  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Into aerator  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

**AERATION (Gases, Fe, & Mn Removal)**

Type Fiberglass (3 trays) Capacity 675 gpm  
 Aerator Condition OK  
 Visible Algae Growth No  
 Protective Screen Condition Good  
 Frequency of Cleaning Semi-annually  
 Date Last Inspected/Cleaned 8/18/08  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	G	H
Capacity (gal)	10,000	3,000
Material	Concrete	Steel
Gravity Drain	No	Yes
By-Pass Piping	Yes	Yes
Protected Openings	Yes	Yes
Sight Glass or Level Indicator	No	Yes
PRV/ARV	N/A	PRV
Pressure Gauge	N/A	Yes
On/Off Pressure	N/A	52/68
Access Secured	Yes	Yes
Access Manhole	Yes	Yes
Tank Sample Tap Location	N/A	Discharge piping
Date of Inspection	2/20/06	2/20/06
Date of Cleaning	2/20/06	2/20/06

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**HIGH SERVICE PUMPS**

Pump Number	1	2
Type	Centrifugal	Centrifugal
Make	Goulds	Goulds
Model	3656	3656
Capacity (gpm)	250	250
Motor HP	15	15
Date Installed	Unknown	Unknown

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**DEFICIENCIES:**

**1. Failure to provide standby power.**

Each community water system (CWS) serving, or designed to serve, 350 or more persons or 150 or more service connections shall provide standby power for operation of that portion of the system's water source, treatment, and pumping facilities necessary to deliver drinking water meeting all applicable primary or secondary standards at a rate at least equal to the average daily water demand for the system. If a CWS interconnects with another CWS to meet this requirement, the portion of the combined systems' components provided with standby power shall be sufficient to deliver water at a rate at least equal to the average daily water demand for the combined systems. [Rule 62-555.320(14)(a), F.A.C.]

*Follow up w/ Bill / Panel on this*

*Note: Per email from Kathy Silitoe on 10/9/08, "...the agreement for the Park Ridge to interconnect has been sent to the City of Sanford's Bill Marcons and Paul Moore. The agreement submitted has been approved by UI so long as the City has no major issues with the agreement, it should be in place by year's end and construct in the first quarter of 2009."*

**2. Failure to provide adequate water supply.**

A minimum of two wells shall be connected to each community water system that is using only ground water and that is serving, or is designed to serve, 350 or more persons or 150 or more service connections. [Rule 62-555.315(2), F.A.C.]

**3. Failure to submit issuance of precautionary boil water notice (PBWN) to Department.** Per the monthly operation report for May 2007, PBWN's were issued on 5/21 & 5/23, however the Department has no record of these occurrences.

Suppliers of water shall telephone, and speak directly to a person at, the appropriate DEP District Office as soon as possible, but never later than noon of the next business day, in the event of any of the following emergency or abnormal operating conditions:

- The occurrence of any abnormal color, odor, or taste in a public water system's raw or finished water;
- The failure of a public water system to comply with applicable disinfection requirements; or
- The breakdown of any water treatment or pumping facilities, or the break of any water main, in a public water system if the breakdown or break is expected to adversely affect finished-water quality, interrupt water service to 150 or more service connections or 350 or more people, interrupt water service to any one service connection for more than eight hours, or necessitate the issuance of a precautionary "boil water" notice in accordance with the Department of Health's "Guidelines for the Issuance of Precautionary Boil Water Notices" as adopted in Rule 62-555.335, F.A.C. [Rule 62-555.350(10)(b), F.A.C.]

**COMMENTS/REMINDERS:**

• **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

*100% B. 4  
2/20/06  
for cleaning  
& inspection*

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

PWS ID # 3590993  
Date 10/8/08

**COMMENTS (continued):**

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2011 monitoring period. For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Boulevard, Orlando, FL 32803 or via email at [Manuel.Cardona@dep.state.fl.us](mailto:Manuel.Cardona@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector 

Title Env. Specialist I Date 10/21/08

Approved by 

Title Environmental Manager Date 11/6/08





December 5, 2008

Mr. Reggie Phillips, Environmental Supervisor  
Florida Department of Environmental Protection  
Central District  
3319 Maguire Boulevard – Suite 232  
Orlando, FL 32803-3767

RE: Seminole County – PW  
Park Ridge  
PWS ID Number 3590993

Dear Mr. Phillips:

This office has received your correspondence dated October 23, 2008 regarding the Department's inspection and deficiencies identified during the visit on October 8, 2008. In response, the Utility offers the following information. For your reference the Department's comments have reiterated in bold with the Utility's response thereafter.

**1. Failure to provide standby power.**

The interconnect agreement between Utilities, Inc. of Florida and the City of Sanford has been reviewed by the City and sent to our Corporate office for execution. The proposal to accept the terms of the executed document is to be placed on the agenda before the City council on Monday, December 8, 2008 or as soon as is practical. Provided that the agreement is deemed acceptable by the City, the Utility will then be in a position to submit a construction permit application to the Department. Funding to construct this project is allocated to spend during the second quarter of 2009.

**2. Failure to provide adequate water supply.**

This deficiency will be addressed with the construction of the above referenced interconnect project.

**3. Failure to submit issuance or precautionary boil water notice (PBWN) to Department.**

A commercial power interruption occurred on May 16, 2007 that allowed the system to fall below the required minimum 20 PSI threshold. A PBWN was issued the same day and the Department was notified. As well, a bacteriological sample was taken to begin the process of determining whether any contamination within the system had occurred. Unfortunately, this facility continued to incur power interruptions of a like nature over the next several days with the last occurrence being on May 23, 2008. The Utility continued to submit bacteriological samples for analysis during the week long event as indicated upon the May 2007 Monthly Operating Report (MOR) until such time as the PBWN was rescinded on May 25, 2007.

Mr. Reggie Phillips  
December 5, 2008

The confusion was created by the operator who erred in reporting a rescission on May 18<sup>th</sup> followed by a subsequent outage on May 21<sup>st</sup> upon the May 2007 MOR when in fact the PBWN issued on May 16<sup>th</sup> was not actually lifted until May 25, 2007. A corrected MOR has been attached for your records.

We hope the information supplied in this letter satisfies the Department's request. If you should require additional information, please contact me directly at 407.869.8588, extension 226.

Sincerely,

UTILITIES, INC. OF FLORIDA

Bryan K. Gongre  
Regional Manager

Enclosure: (1)

Ec: Patrick Flynn, Regional Director, UIF  
Scotty Haws, Regional Compliance & Safety Manager, UIF  
Kathy Sillitoe, Area Manager, UIF

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1329

Seminole County – PW  
Phillips Section  
PWS ID Number 3591008

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 8, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager [[SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM)]  
Kathy Sillitoe, Area Manager [[KASILLITOE@UIWATER.COM](mailto:KASILLITOE@UIWATER.COM)]  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name PHILLIPS SECTION County Seminole PWS ID # 3591008  
 Plant Location 422 West Crystal Drive, Sanford, FL 32771 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Operations Mgr. Phone 407/869-8588  
 This Survey Date 10/8/08 Last Survey Date 10/6/05 Last Compliance Inspection Date 4/3/03

PWS TYPE: Community

PLANT CATEGORY & CLASS: (5D)

MAX-DAY DESIGN CAPACITY: 79,200 gpd

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Disinfection, iron removal

**SERVICE AREA CHARACTERISTICS**

Subdivision

Food Service:  Yes  No  N/A

Number of Service Connections 77

Population Served 270 Basis Operator

**OPERATION & MAINTENANCE**

O&M Log:  Yes  No Location Plant

**CERTIFIED OPERATOR: Yes**

Operator(s) & Certification Class-Number:

Elisa Williams C-14846

Hrs/day: Required          Visit          Actual          Visit         

Days/wk: Required          3 Actual          3

Non-consecutive Days?  Yes  No  N/A

Comments \*Visits must add up to a cumulative total of at least 0.3 hrs/wk. No more than 5 days between visits.

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Average Day (from MORs) 23,585 gpd

Maximum Day (from MORs) 59,000 gpd 5/08

Comments         

Flow Measuring Device Flow Meter

Meter Size & Type 3" Water Specialties

Date Last Calibrated 9/10/08

**RAW WATER SOURCE**

GROUND; Number of Wells 1

PURCHASED from PWS ID #         

Emergency Water Source City of Sanford

Emergency Water Capacity Automatic interconnect

**STANDBY POWER SOURCE: Yes**

Source         

Capacity of Standby (kW)         

Switchover:  Automatic  Manual

Hrs Operated Under Load         

What equipment does it operate?

Well Pumps         

High Service Pumps         

Treatment Equipment         

Satisfy avg. daily demand?  Yes  No  Unknown

Audio-visual alarm?  Yes  No

Comments Automatic pressure differential valve on interconnect opens when system pressure drops below 52 p.s.i.

**PLANS AND MAPS**

Coliform Sampling Plan  Yes  No  N/A

D/DBP Monitoring Plan  Yes  No  N/A

Lead and Copper Plan  Yes  No  N/A

Distribution System Map  Yes  No  N/A

Emergency Response Plan  Yes  No  N/A

Comments         

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual  Yes  No

Preventive Maintenance Program  Yes  No

Flushing Program  Yes  No  N/A

Records  Yes  No  N/A

Isolation Valve Exercise  Yes  No  N/A

Records  Yes  No  N/A

Comments         

**CROSS CONNECTION CONTROL**

# BFPAs None observed # Tested Unknown

WWTP RPZ N/A Date Tested N/A

Written Plan N/A Date 1/25/08

Comments

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)		1 (AAH2571)	
Year Drilled		1955	
Depth Drilled		250'	
Drilling Method		Unknown	
Type of Grout		Unknown	
Static Water Level		13'	
Pumping Water Level		Unknown	
Design Well Yield		Unknown	
Test Yield		Unknown	
Actual Yield (if different than rated capacity)		Unknown	
Strainer		Bronze - 45'	
Length (outside casing)		92'	
Diameter (outside casing)		6"	
Material (outside casing)		Steel	
Well Contamination History		None	
Is inundation of well possible?		No	
6' X 6' X 4" Concrete Pad		Yes	
SET BACKS	Septic Tank	>100'	
	Reuse Water	N/A	
	WW Plumbing	>100'	
	Other Sanitary Hazard	None observed	
PUMP	Type	Vertical turbine	
	Manufacturer Name	Goulds	
	Model Number	5CLC	
	Rated Capacity (gpm)	100	
	Motor Horsepower	7.5	
Well casing 12" above grade?		Yes	
Well Casing Sanitary Seal		OK	
Raw Water Sampling Tap		Yes	
Above Ground Check Valve		Yes	
Security		Yes	
Well Vent Protection		N/A	

**COMMENTS** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make (2) Stenner Capacity 17 gpd  
 Chlorine Feed Rate 40% & 100% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant 1.60 Remote 0.52  
 Remote tap location 111 Kingswood Court  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Prior to hydropneumatic tank  
 Booster Pump Info N/A  
 Comments N/A

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	H
Capacity (gal)	3,000
Material	Steel
Gravity Drain	Yes
By-Pass Piping	Yes
Protected Openings	Yes
Sight Glass or Level Indicator	Yes
PRV/ARV	ARV
Pressure Gauge	Yes
On/Off Pressure	48/66
Access Secured	Yes
Access Manhole	Yes
Tank Sample Tap Location	Discharge piping
Date of Inspection	2/06
Date of Cleaning	2/06

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type \_\_\_\_\_ Capacity \_\_\_\_\_  
 Aerator Condition \_\_\_\_\_  
 Visible Algae Growth \_\_\_\_\_  
 Protective Screen Condition \_\_\_\_\_  
 Frequency of Cleaning \_\_\_\_\_  
 Date Last Inspected/Cleaned \_\_\_\_\_  
 Comments \_\_\_\_\_

**HIGH SERVICE PUMPS**

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

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2011 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Blvd., Orlando, FL 32803 or via email at [Manuel.Cardonal@dep.state.fl.us](mailto:Manuel.Cardonal@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/23/08

Approved by  Title Environmental Manager Date 11/6/08



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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1326

Seminole County -- PW  
Ravenna Park  
PWS ID Number 3591061

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 8, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager [[SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM)]  
Kathy Silitoe, Area Manager [[K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM)]  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name RAVENNA PARK County Seminole PWS ID # 3591061  
 Plant Location Temple Avenue, Sanford, FL 32771 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32771  
 Contact Person Scotty Haws Title Asst. Operations Mgr. Phone 407/869-8588  
 This Survey Date 10/8/08 Last Survey Date 10/18/05 Last Compliance Inspection Date 4/3/03

PWS TYPE: Community

PLANT CATEGORY & CLASS: (5C)

MAX-DAY DESIGN CAPACITY: 360,000 gpd

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Disinfection, aeration

**SERVICE AREA CHARACTERISTICS**

Subdivision \_\_\_\_\_

Food Service:  Yes  No  N/A

Number of Service Connections 339

Population Served 1,187 Basis Operator

**OPERATION & MAINTENANCE**

O&M Log:  Yes  No Location Plant

**CERTIFIED OPERATOR: Yes**

Operator(s) & Certification Class-Number:

Elisa Williams C-14846

Hrs/day: Required \_\_\_\_\_ Visit\* \_\_\_\_\_ Actual \_\_\_\_\_ Visit\* \_\_\_\_\_

Days/wk: Required 5+1 Actual 5+1

Non-consecutive Days?  Yes  No  N/A

Comments \*5 visits/week and one visit each weekend for a total of 0.6 hour/week.

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Average Day (from MORs) 78,964 gpd

Maximum Day (from MORs) 130,000 gpd 1/08

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type 6" Badger

Date Last Calibrated 9/10/08

**RAW WATER SOURCE**

GROUND; Number of Wells 2

PURCHASED from PWS ID # \_\_\_\_\_

Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

**STANDBY POWER SOURCE: Yes**

Source Groban

Capacity of Standby (kW) 70

Switchover:  Automatic  Manual

Hrs Operated Under Load 4 hrs/mo.

What equipment does it operate?

Well Pumps \_\_\_\_\_

High Service Pumps \_\_\_\_\_

Treatment Equipment \_\_\_\_\_

Satisfy avg. daily demand?  Yes  No  Unknown

Audio-visual alarm?  Yes  No

Comments Generator down for repair. Mobile

generator in use until permanent generator is fixed or replaced.

**PLANS AND MAPS**

Coliform Sampling Plan  Yes  No  N/A

D/DBP Monitoring Plan  Yes  No  N/A

Lead and Copper Plan  Yes  No  N/A

Distribution System Map  Yes  No  N/A

Emergency Response Plan  Yes  No  N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual  Yes  No

Preventive Maintenance Program  Yes  No

Flushing Program  Yes  No  N/A

Records  Yes  No  N/A

Isolation Valve Exercise  Yes  No  N/A

Records  Yes  No  N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**

# BFPAs None observed # Tested Unknown

WWTP RPZ N/A

Date Tested N/A

Written Plan Yes

Date 1/25/08

Comments \_\_\_\_\_

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)		1(AAH2573)	2(AAH2574)	
Year Drilled		1959	1965	
Depth Drilled		475'	460'	
Drilling Method		Unknown	Unknown	
Type of Grout		Cement	Unknown	
Static Water Level		6'	3'	
Pumping Water Level		Unknown	16'	
Design Well Yield		Unknown	Unknown	
Test Yield		Unknown	190 gpm	
Actual Yield (if different than rated capacity)		Unknown	Unknown	
Strainer		Unknown	Unknown	
Length (outside casing)		195'	148'	
Diameter (outside casing)		6"	8"	
Material (outside casing)		Steel	Steel	
Well Contamination History		None	None	
Is inundation of well possible?		No	No	
6' X 6' X 4" Concrete Pad		Yes	Yes	
SET BACKS	Septic Tank	WWTP>200'	WWTP>200'	
	Reuse Water	N/A	N/A	
	WW Plumbing	~100'	~100'	
	Other Sanitary Hazard	None observed	None observed	
PUMP	Type	Vertical turbine	Vertical turbine	
	Manufacturer Name	Goulds	Goulds	
	Model Number	6DHHC-6	DHHC-6	
	Rated Capacity (gpm)	Unknown	Unknown	
	Motor Horsepower	20	15	
Well casing 12" above grade?		Yes	Yes	
Well Casing Sanitary Seal		OK	OK	
Raw Water Sampling Tap		Yes	Yes	
Above Ground Check Valve		Yes	Yes	
Security		Yes	Yes	
Well Vent Protection		N/A	N/A	

**COMMENTS**

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make (3) Stenner Capacity 85 gpd  
 Chlorine Feed Rate 80/100/ 80% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant 1.78 Remote 1.06  
 Remote tap location 100 Vihlen Road  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Into aerator  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	G	H1/ft	H2
Capacity (gal)	20,000	3,000	10,000
Material	Steel	Steel	Steel
Gravity Drain	Yes	Yes	Yes
By-Pass Piping	Yes	Yes	Yes
Protected Openings	Yes	Yes	Yes
Sight Glass or Level Indicator	Yes	No	Yes
PRV/ARV	N/A	ARV	ARV
Pressure Gauge	N/A	N/A	Yes
On/Off Pressure	N/A	N/A	50/65
Access Secured	Yes	Yes	Yes
Access Manhole	Yes	Yes	Yes
Tank Sample Tap Location	N/A	On tank	On tank
Date of Inspection	Scheduled for '09	2/20/06	2/20/06
Date of Cleaning	Scheduled for '09	2/20/06	2/20/06

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type Cascade Capacity 440 gpm  
 Aerator Condition OK  
 Visible Algae Growth No  
 Protective Screen Condition OK  
 Frequency of Cleaning Semi-annually  
 Date Last Inspected/Cleaned 7/9/08  
 Comments \_\_\_\_\_

**HIGH SERVICE PUMPS**

Pump Number	1	2
Type	Centrifugal	Centrifugal
Make	Goulds	Peerless
Model	3656	820A
Capacity (gpm)	Unknown	250
Motor HP	15	15
Date Installed	Unknown	1986

Comments \_\_\_\_\_  
 \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2008 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Boulevard, Orlando, FL 32803 or via email at [Manuel.Cardona@dep.state.fl.us](mailto:Manuel.Cardona@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/23/08

Approved by  Title Environmental Manager Date 11/6/08

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# Florida Department of Environmental Protection

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

Charlie Crist  
Governor

Jeff Kottkamp  
Lt. Governor

Michael W. Sole  
Secretary

VIA EMAIL  
PCFLYNN@UIWATER.COM

October 23, 2008

Mr. Patrick Flynn, Regional Director  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

OCD-PW-SS-08-1330

Seminole County – PW  
Weathersfield  
PWS ID Number 3591451

Dear Mr. Flynn:

This confirms a visit to the subject community public water system on October 8, 2008 by Chris Rossing to conduct a sanitary survey inspection. A copy of the sanitary survey inspection report is enclosed for your reference and records.

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

If you have any questions, please contact Chris Rossing by e-mail at [Chris.Rossing@dep.state.fl.us](mailto:Chris.Rossing@dep.state.fl.us) or by phone at (407)893-3318, extension 2294.

Sincerely,

Reggie Phillips, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

RFP/cr  
Enclosures

cc: Scotty Haws, Assistant Operations Manager [[SLHAWS@UIWATER.COM](mailto:SLHAWS@UIWATER.COM)]  
Kathy Silitoe, Area Manager [[K.SILLITOE@UTILITIESINC-USA.COM](mailto:K.SILLITOE@UTILITIESINC-USA.COM)]  
Chris Rossing, DEP Drinking Water Compliance and Enforcement

State of Florida  
 Department of Environmental Protection  
 Central District  
**SANITARY SURVEY REPORT**

Plant Name WEATHERSFIELD County Seminole PWS ID # 3591451  
 Plant Location 200 Weathersfield Avenue, Altamonte Springs, FL 32714 Phone 407/869-1919  
 Owner Name Utilities Inc. of Florida, Attn: Patrick Flynn Phone 407/869-1919  
 Owner Address 200 Weathersfield Avenue, Altamonte Springs, FL 32714  
 Contact Person Scotty Haws Title Asst. Ops. Manager Phone 407/869-8588  
 This Survey Date 10/8/08 Last Survey Date 10/27/05 Last Compliance Inspection Date 6/3/98

PWS TYPE: Community

PLANT CATEGORY & CLASS: (5C)

MAX-DAY DESIGN CAPACITY: 864,000 gpd

PWS STATUS: Approved

**TREATMENT PROCESSES IN USE**

Disinfection, aeration

**SERVICE AREA CHARACTERISTICS**

Subdivision

Food Service:  Yes  No  N/A

Number of Service Connections 1,206

Population Served 4,221 Basis Operator

**OPERATION & MAINTENANCE**

O&M Log:  Yes  No Location Plant

**CERTIFIED OPERATOR: Yes**

Operator(s) & Certification Class-Number:

Elisa Williams C-14846

Hrs/day: Required Visit Actual Visit

Days/wk: Required 5+1 Actual 5+1

Non-consecutive Days?  Yes  No  N/A

Comments \_\_\_\_\_

**MONTHLY OPERATION REPORTS (MORs)**

MORs submitted regularly?  Yes  No  N/A

Data missing from MORs?  No  Yes  N/A

Average Day (from MORs) 308,940 gpd

Maximum Day (from MORs) 361,500 gpd 5/08

Comments \_\_\_\_\_

Flow Measuring Device Flow Meter

Meter Size & Type 10" Water Specialties

Date Last Calibrated 9/10/08

**RAW WATER SOURCE**

GROUND; Number of Wells 2

PURCHASED from PWS ID # \_\_\_\_\_

Emergency Water Source \_\_\_\_\_

Emergency Water Capacity \_\_\_\_\_

**STANDBY POWER SOURCE: Yes**

Source Magnetek

Capacity of Standby (kW) 125

Switchover:  Automatic  Manual

Hrs Operated Under Load 1 hr/wk.

What equipment does it operate?

Well Pumps Not well #2

High Service Pumps \_\_\_\_\_

Treatment Equipment \_\_\_\_\_

Satisfy avg. daily demand?  Yes  No  Unknown

Audio-visual alarm?  Yes  No

Comments \_\_\_\_\_

**PLANS AND MAPS**

Coliform Sampling Plan  Yes  No  N/A

D/DBP Monitoring Plan  Yes  No  N/A

Lead and Copper Plan  Yes  No  N/A

Distribution System Map  Yes  No  N/A

Emergency Response Plan  Yes  No  N/A

Comments \_\_\_\_\_

**PREVENTIVE MAINTENANCE/O&M**

Operation & Maintenance Manual  Yes  No

Preventive Maintenance Program  Yes  No

Flushing Program  Yes  No  N/A

Records  Yes  No  N/A

Isolation Valve Exercise  Yes  No  N/A

Records  Yes  No  N/A

Comments \_\_\_\_\_

**CROSS CONNECTION CONTROL**

# BFPAs None observed # Tested Unknown

WWTP RPZ N/A Date Tested N/A

Written Plan Yes Date 1/25/08

Comments \_\_\_\_\_

**GROUND WATER SOURCE**

Well Number (Florida Unique Well ID #)		1 (AAH2581)	2 (AAH2582)
Year Drilled		1958	1976
Depth Drilled		412'	500'
Drilling Method		Cable tool	Cable tool
Type of Grout		Neat cement	Unknown
Static Water Level		35'	42'
Pumping Water Level		Unknown	52'
Design Well Yield		Unknown	1000 gpm
Test Yield		Unknown	1600 gpm
Actual Yield (if different than rated capacity)		Unknown	Unknown
Strainer		Unknown	Open hole
Length (outside casing)		105'/220'	174' 8"
Diameter (outside casing)		12"/8"	12"
Material (outside casing)		Steel	Black steel
Well Contamination History		None	None
Is inundation of well possible?		No	No
6' X 6' X 4" Concrete Pad		Yes	Yes
SET BACKS	Septic Tank	N/A	>200'
	Reuse Water	N/A	N/A
	WW Plumbing	w/in 100' (homes)	>100'
	Other Sanitary Hazard	None observed	None observed
PUMP	Type	Submersible	Verticle turbine
	Manufacturer Name	Deming	Johnston
	Model Number	Unknown	17628-12CS
	Rated Capacity (gpm)	550	1,000
	Motor Horsepower	15	40
Well casing 12" above grade?		Yes	Yes
Well Casing Sanitary Seal		OK	OK
Raw Water Sampling Tap		Yes	Yes
Above Ground Check Valve		Yes	Yes
Security		Yes	Yes
Well Vent Protection		Yes	Yes

**COMMENTS** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PWS ID # 3591451  
 Date 10/8/08

**CHLORINATION (Disinfection)**

Type:  Gas  Hypo  
 Make (2) Stenner Capacity 85X2 gpd  
 Chlorine Feed Rate 65% & 65% stroke  
 Avg. Amount of Cl<sub>2</sub> gas used N/A  
 Chlorine Residuals: Plant >2.2 Remote 1.64  
 Remote tap location 706 Hillview Drive  
 DPD Test Kit:  On-site  With operator  
 None  Not Used Daily  
 Injection Points Into aerator  
 Booster Pump Info N/A  
 Comments \_\_\_\_\_

**STORAGE FACILITIES**

(G) Ground (C) Clearwell (E) Elevated  
 (B) Bladder (H) Hydropneumatic / flow-through

Tank Type/Number	G3	H
Capacity (gal)	100,000	10,000
Material	Steel	Steel
Gravity Drain	Yes	Yes
By-Pass Piping	Yes	Yes
Protected Openings	Yes	Yes
Sight Glass or Level Indicator	Yes	Yes
PRV/ARV	N/A	PRV
Pressure Gauge	N/A	Yes
On/Off Pressure	N/A	65/75
Access Secured	Yes	Yes
Access Manhole	Yes	Yes
Tank Sample Tap Location	N/A	Discharge piping
Date of Inspection	Due 10/09	2/20/08
Date of Cleaning	Unknown	2/20/08

Chlorine Gas Use Requirements	YES	NO	Comments
Dual System	<input type="checkbox"/>	<input type="checkbox"/>	
Auto-switchover	<input type="checkbox"/>	<input type="checkbox"/>	
Alarms:			
Loss of Cl <sub>2</sub> capability	<input type="checkbox"/>	<input type="checkbox"/>	
Loss of Cl <sub>2</sub> residual	<input type="checkbox"/>	<input type="checkbox"/>	
Cl <sub>2</sub> leak detection	<input type="checkbox"/>	<input type="checkbox"/>	
Scale	<input type="checkbox"/>	<input type="checkbox"/>	
Chained Cylinders	<input type="checkbox"/>	<input type="checkbox"/>	
Reserve Supply	<input type="checkbox"/>	<input type="checkbox"/>	
Adequate Air-pak	<input type="checkbox"/>	<input type="checkbox"/>	
Sign of Leaks	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Ammonia	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>	
Room Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Warning Signs	<input type="checkbox"/>	<input type="checkbox"/>	
Repair Kits	<input type="checkbox"/>	<input type="checkbox"/>	
Fitted Wrench	<input type="checkbox"/>	<input type="checkbox"/>	
Housing/Protection	<input type="checkbox"/>	<input type="checkbox"/>	

Comments G3 was cleared for service 10/29/04.

**HIGH SERVICE PUMPS**

Pump Number	1	2
Type	Centrifugal	Centrifugal
Make	Pacific	Peerless
Model	H30M-KPG	AOP-3
Capacity (gpm)	500	700
Motor HP	40	30
Date Installed	1961	1968

Comments \_\_\_\_\_

**AERATION (Gases, Fe, & Mn Removal)**

Type Cascade Capacity 1,500 gpm  
 Aerator Condition Good  
 Visible Algae Growth No  
 Protective Screen Condition Good  
 Frequency of Cleaning Semi-annually  
 Date Last Inspected/Cleaned 9/18/08  
 Comments \_\_\_\_\_

**COMMENTS/REMINDERS:**

- **Provide documentation of last cleaning and inspection for finished water storage tanks.**

Accumulated sludge and bio-growths shall be cleaned routinely (i.e., at least annually) from all treatment facilities that are in contact with raw, partially treated, or finished drinking water and that are not specifically designed to collect sludge or support a bio-growth; and blistering, chipped, or cracked coatings and linings on treatment or storage facilities in contact with raw, partially treated, or finished drinking water shall be rehabilitated or repaired. [Rule 62-555.350(2), F.A.C.]

Finished-drinking-water storage tanks, including conventional hydropneumatic tanks with an access manhole but excluding bladder- or diaphragm-type hydropneumatic tanks without an access manhole, shall be checked at least annually to ensure that hatches are closed and screens are in place; shall be cleaned at least once every five years to remove biogrowths, calcium or iron/manganese deposits, and sludge from inside the tanks; and shall be inspected for structural and coating integrity at least once every five years by personnel under the responsible charge of a professional engineer licensed in Florida. [Rule 62-555.350(2), F.A.C.]

Ensure proper disinfection and bacteriological evaluation of public water system components in accordance with 62-555.340, F.A.C. Also, ensure proper disposal of heavily chlorinated water from the tank disinfection process.

- Lead and copper tap sampling must be conducted during the June through September 2011 monitoring period.

For other chemical monitoring requirements, you are advised to call Marie Carrasquillo at (407) 894-7555, extension 2242, or Paul Morrison at (407) 893-3988.

Early sampling is recommended. Results shall be submitted within the first ten days following the end of the required monitoring period, or the first ten days following the month in which the sample results were received, whichever time is shortest.

- Submit a copy of the last risk assessment of the existing premises. This assessment is a requirement of all cross-connection control programs and ensures that all hazards are identified and properly protected. Provide this information in writing to Manuel F. Cardona in the potable water section at 3319 Maguire Boulevard, Orlando, FL 32803 or via email at [Manuel.Cardona@dep.state.fl.us](mailto:Manuel.Cardona@dep.state.fl.us). [Section 2.7, AWWA Manual M14, 2nd Edition as incorporated into Rule 62-555.330, F.A.C.]

Inspector  Title Env. Specialist I Date 10/21/08

Approved by  Title Environmental Manager Date 11/6/08



**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Seminole County**

**25-30.440 (6)  
PERMITS**

**Test Year Ended December 31, 2008**

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# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

## NOTICE OF PERMIT ISSUANCE

SENT BY MAIL  
d.l.orr@utilitiesinc-usa.com

Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714

Attention: David L. Orr, E.I.  
Regional Manager

Seminole County - PW  
Bear Lake  
Chlorine Conversion

Dear Mr. Orr:

Enclosed is Permit Number WC59-0214327-001 to modify a water plant issued pursuant to Section 403.861(9), *Florida Statutes*.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under Sections 120.569 and 120.57 of the *Florida Statutes* before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. The petition must contain the information set forth below and must be filed (received by the clerk) with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
3900 Commonwealth Boulevard, Mail Station 35  
Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under Section 120.60(3) of the *Florida Statutes* must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under Section 120.60(3) of the *Florida Statutes*, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with Rule 28-106.205 of the *Florida Administrative Code*.

Patty Pittman\Bear Lake - Permit.doc

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by Rule 28-106.301, *Florida Statutes*.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

Mediation under Section 120.573 of the *Florida Statutes* is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under Section 120.68 of the *Florida Statutes*, by the filing of a notice of appeal under Rule 9.110 of the Florida Rules of Appellate Procedure with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
Mail Station 35,  
3900 Commonwealth Boulevard  
Tallahassee, Florida, 32399-3000

and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.



# Department of Environmental Protection

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

David B. Struhs  
Secretary

Jeb Bush  
Governor

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714

Permit Number: WC59-0214327-001  
Expiration Date: 05/16/08  
County: Seminole  
Utility: Bear Lake  
Project: Chlorine Conversion

Attention: David L. Orr, E.I.  
Regional Manager

This permit is issued under the provisions of Chapter 403, *Florida Statutes*, and Rule 62-555, *Florida Administrative Code*, (F.A.C.). The above named permittee is hereby authorized to perform the work shown on the application and approved drawing, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

This project consists of converting from gas chlorination to hypochlorination at the Bear Lake Water Plant. Included are:

- One 275-gallon ANSI/NSF Standard 61 certified HDPE bulk storage tank with 300-gallon containment tub. The tank has UV protection inhibitor built into the resin.
- Two Stenner Series 85M5 peristaltic feed pumps rated at 85 gpd each, one for the well, and one as an installed spare
- associated NSF Certified Schedule 80 piping, tubing and appurtenances
- chlorine injection point will remain unchanged
- sodium hypochlorite will be ANSI/NSF 60 approved as provided by Odyssey Manufacturing Company
- a chlorine residual monitoring system and alarm will be provided
- the feed pumps will be installed inside the existing gas chlorination room

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714  
Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0214327-001  
Expiration Date: 05/16/08  
County: Seminole  
Utility: Bear Lake  
Project: Chlorine Conversion

#### GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violations of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, as required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
  - (a) Have access to and copy any records that must be kept under conditions of the permit;
  - (b) Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
  - (c) Sample or monitor any substances or parameters at any location reasonably necessary to assure compliance with this permit or Department rules.Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any conditions or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
  - (a) A description of and cause of noncompliance; and
  - (b) The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance.The permittee shall be responsible for any and all damages which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.
9. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714  
Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0214327-001  
Expiration Date: 05/16/08  
County: Seminole  
Utility: Bear Lake  
Project: Chlorine Conversion

GENERAL CONDITIONS

10. The permittee agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-30.300, F.A.C., as applicable. The permittee shall be liable for any non-compliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
13. ~~This permit also constitutes:~~
  - ~~( ) Determination of Best Available Control Technology (BACT)~~
  - ~~( ) Determination of Prevention of Significant Deterioration (PSD)~~
  - ~~( ) Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)~~
  - ~~( ) Compliance with New Source Performance Standards~~
14. The permittee shall comply with the following:
  - (a) Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
  - (b) The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date the sample, measurement, report, or application unless otherwise specified by Department rule.
  - (c) Records of monitoring information shall include:
    1. the date, exact place, and time of sampling or measurements;
    2. the person responsible for performing the sampling or measurements;
    3. the dates analyses were performed;
    4. the person responsible for performing the analyses;
    5. the analytical techniques or methods used;
    6. the results of such analyses.
15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714  
Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0214327-001  
Expiration Date: 05/16/08  
County: Seminole  
Utility: Bear Lake  
Project: Chlorine Conversion

SPECIFIC CONDITIONS:

Clearance of the Project

1. **A Clearance Letter must be issued by the DEP Central District Potable Water program before placement of this project into service. Failure to do so will result in enforcement action against the permittee.**

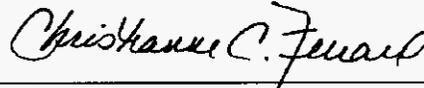
To obtain clearance letter, the engineer of record must submit the following:

- (1) completion of the enclosed "Request for Letter of Release to Place Water Supply System into Service" [DEP Form 62-555.900(9), F.A.C.]; and
- (2) a copy of this permit;

Permit Transfer

2. The permittee will promptly notify the Department upon sale or legal transfer of the permitted facility. In accordance with General Condition #11 of this permit, this permit is transferable only upon Department approval. The new owner must apply, by letter, for a transfer of permit within 30 days.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro P.E.  
Administrator, Water Resource Management



CCF:fh:pp

ISSUED May 23, 2003

Copies furnished to:

Stephen N. Romano, P.E. [sromano@cphengineers.com]  
Karen Sasic [k.l.sasic@utilitiesinc-usa.com]

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), *Florida Statutes*, with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

May 23, 2003

Date

CERTIFICATE OF SERVICE

The undersigned duly designated deputy agency clerk hereby certified that this NOTICE OF PERMIT ISSUANCE and all copies were sent by E-Mail before the close of business on May 27, 2003 to the listed persons.

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# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

## NOTICE OF PERMIT ISSUANCE

SENT BY MAIL  
d.l.orr@utilitiesinc-usa.com

Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte, FL 32714

Attention: David L. Orr, E.I.  
Regional Manager

Seminole County - PW  
Jansen  
Chlorine Conversion

Dear Mr. Orr:

Enclosed is Permit Number WC59-0080865-001 to modify a water plant issued pursuant to Section 403.861(9), *Florida Statutes*.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under Sections 120.569 and 120.57 of the *Florida Statutes* before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. The petition must contain the information set forth below and must be filed (received by the clerk) with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
3900 Commonwealth Boulevard, Mail Station 35  
Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under Section 120.60(3) of the *Florida Statutes* must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under Section 120.60(3) of the *Florida Statutes*, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with Rule 28-106.205 of the *Florida Administrative Code*.

Patty Pittman\Jansen - Chlorine Conversion - PErmit.doc

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by Rule 28-106.301, *Florida Statutes*.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

Mediation under Section 120.573 of the *Florida Statutes* is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under Section 120.68 of the *Florida Statutes*, by the filing of a notice of appeal under Rule 9.110 of the Florida Rules of Appellate Procedure with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
Mail Station 35,  
3900 Commonwealth Boulevard  
Tallahassee, Florida, 32399-3000

and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.



# Department of Environmental Protection

Jeb Bush  
Governor

Central District  
3319 Maguire Boulevard, Suite 232  
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David B. Struhs  
Secretary

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte, FL 32714

Permit Number: WC59-0080865-001  
Expiration Date: 05/15/08  
County: Seminole  
Utility: Jansen  
Project: Chlorine Conversion

Attention: David L. Orr, E.I.  
Regional Manager

This permit is issued under the provisions of Chapter 403, *Florida Statutes*, and Rule 62-555, *Florida Administrative Code*, (F.A.C.). The above named permittee is hereby authorized to perform the work shown on the application and approved drawing, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

This project consists of converting from gas chlorination to hypochlorination at the Jansen Water Plant. Included are:

- One 475-gallon ANSI/NSF Standard 61 certified HDPLE bulk storage tank with 525-gallon containment tub. The tank has UV protection inhibitor built into the resin.
- Four Stenner Series 85MHP17 peristaltic feed pumps rated at 17 gpd each, two for Well #1, one for Well #2, and the 4<sup>th</sup> as an installed spare
- associated NSF Certified Schedule 80 piping, tubing and appurtenances
- chlorine injection point will be installed on the raw water piping to the hydropneumatic tank
- sodium hypochlorite will be ANSI/NSF 60 approved as provided by Odyssey Manufacturing Company
- a chlorine residual monitoring system and alarm will be provided
- the feed pumps will be installed inside the existing gas chlorination room

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte, FL 32714

Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0080865-001  
Expiration Date: 05/15/08  
County: Seminole  
Utility: Jansen  
Project: Chlorine Conversion

GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violations of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, as required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
  - (a) Have access to and copy any records that must be kept under conditions of the permit;
  - (b) Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
  - (c) Sample or monitor any substances or parameters at any location reasonably necessary to assure compliance with this permit or Department rules.

Reasonable time may depend on the nature of the concern being investigated.

8. If, for any reason, the permittee does not comply with or will be unable to comply with any conditions or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
  - (a) A description of and cause of noncompliance; and
  - (b) The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance.

The permittee shall be responsible for any and all damages which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.

9. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte, FL 32714

Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0080865-001  
Expiration Date: 05/15/08  
County: Seminole  
Utility: Jansen  
Project: Chlorine Conversion

GENERAL CONDITIONS

10. The permittee agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-30.300, F.A.C., as applicable. The permittee shall be liable for any non-compliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
- ~~13. This permit also constitutes:~~
  - ~~( ) Determination of Best Available Control Technology (BACT)~~
  - ~~( ) Determination of Prevention of Significant Deterioration (PSD)~~
  - ~~( ) Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)~~
  - ~~( ) Compliance with New Source Performance Standards~~
14. The permittee shall comply with the following:
  - (a) Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
  - (b) The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date the sample, measurement, report, or application unless otherwise specified by Department rule.
  - (c) Records of monitoring information shall include:
    1. the date, exact place, and time of sampling or measurements;
    2. the person responsible for performing the sampling or measurements;
    3. the dates analyses were performed;
    4. the person responsible for performing the analyses;
    5. the analytical techniques or methods used;
    6. the results of such analyses.
15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte, FL 32714

Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0080865-001  
Expiration Date: 05/15/08  
County: Seminole  
Utility: Jansen  
Project: Chlorine Conversion

**SPECIFIC CONDITIONS:**

Clearance of the Project

1. ***A Clearance Letter must be issued by the DEP Central District Potable Water program before placement of this project into service. Failure to do so will result in enforcement action against the permittee.***

To obtain clearance letter, the engineer of record must submit the following:

- (1) completion of the enclosed "Request for Letter of Release to Place Water Supply System into Service" [DEP Form 62-555.900(9), F.A.C.]; and
- (2) a copy of this permit.

Permit Transfer

2. The permittee will promptly notify the Department upon sale or legal transfer of the permitted facility. In accordance with General Condition #11 of this permit, this permit is transferable only upon Department approval. The new owner must apply, by letter, for a transfer of permit within 30 days.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro P.E.  
Administrator, Water Resource Management

ISSUED May 23, 2003



CCF:fh:pp

Copies furnished to:  
Stephen N. Romano, P.E. [sromano@cphengineers.com]  
Karen Sasic [k.l.sasic@utilitiesinc-usa.com]

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), *Florida Statutes*, with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

May 23, 2003

Date

CERTIFICATE OF SERVICE

The undersigned duly designated deputy agency clerk hereby certified that this NOTICE OF PERMIT ISSUANCE and all copies were sent by E Mail before the close of business on May 27, 2003 to the listed persons.

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# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

## NOTICE OF PERMIT ISSUANCE

SENT BY MAIL  
d.l.orr@utilitiesinc-usa.com

Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Attention: Donald W. Rasmussen, Vice President

Seminole County - PW  
Oakland Shores Water Treatment Plant  
Chlorine Conversion

Dear Mr. Rasmussen:

Enclosed is Permit Number WC59-0080875-002 to modify a water plant issued pursuant to Section 403.861(9), *Florida Statutes*.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under Sections 120.569 and 120.57 of the *Florida Statutes* before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. The petition must contain the information set forth below and must be filed (received by the clerk) with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
3900 Commonwealth Boulevard, Mail Station 35  
Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under Section 120.60(3) of the *Florida Statutes* must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under Section 120.60(3) of the *Florida Statutes*, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with Rule 28-106.205 of the *Florida Administrative Code*.

Patty Pittman\Oakland Shores C12 Conv.doc

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by Rule 28-106.301, *Florida Statutes*.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

Mediation under Section 120.573 of the *Florida Statutes* is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under Section 120.68 of the *Florida Statutes*, by the filing of a notice of appeal under Rule 9.110 of the Florida Rules of Appellate Procedure with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
Mail Station 35,  
3900 Commonwealth Boulevard  
Tallahassee, Florida, 32399-3000

and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.



# Department of Environmental Protection

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

David B. Struhs  
Secretary

Jeb Bush  
Governor

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Permit Number: WC59-0080875-002  
Expiration Date: 06/25/08  
County: Seminole  
Utility: Oakland Shores Water Treatment Plant  
Project: Chlorine Conversion

Attention: Donald W. Rasmussen, Vice  
President

This permit is issued under the provisions of Chapter 403, *Florida Statutes*, and Rule 62-555, *Florida Administrative Code*, (F.A.C.). The above named permittee is hereby authorized to perform the work shown on the application and approved drawing, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

This project consists of converting from gas chlorination to hypochlorination at the Oakland Shores Water Plant. Included are:

- a 475-gallon HDPLE NSF Certified bulk storage tank with 525-gallon containment
- two Stenner Series 85M5 peristaltic feed pumps rated at 85 gpd each
- associated Schedule 80 piping, tubing and appurtenances
- the chlorine injection point will remain unchanged (into the ground storage tank)
- sodium hypochlorite will be ANSI/NSF 60 approved as provided by Odyssey Manufacturing Company
- a chlorine residual monitoring system and alarm will be provided

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Donald W. Rasmussen, Vice  
President

Permit Number: WC59-0080875-002  
Expiration Date: 06/25/08  
County: Seminole  
Utility: Oakland Shores Water Treatment Plant  
Project: Chlorine Conversion

#### GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violations of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, as required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
  - (a) Have access to and copy any records that must be kept under conditions of the permit;
  - (b) Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
  - (c) Sample or monitor any substances or parameters at any location reasonably necessary to assure compliance with this permit or Department rules.Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any conditions or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
  - (a) A description of and cause of noncompliance; and
  - (b) The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance.The permittee shall be responsible for any and all damages which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.
9. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Donald W. Rasmussen, Vice  
President

Permit Number: WC59-0080875-002  
Expiration Date: 06/25/08  
County: Seminole  
Utility: Oakland Shores Water Treatment Plant  
Project: Chlorine Conversion

GENERAL CONDITIONS

10. The permittee agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-30.300, F.A.C., as applicable. The permittee shall be liable for any non-compliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
13. ~~This permit also constitutes:~~
  - ~~( ) Determination of Best Available Control Technology (BACT)~~
  - ~~( ) Determination of Prevention of Significant Deterioration (PSD)~~
  - ~~( ) Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)~~
  - ~~( ) Compliance with New Source Performance Standards~~
14. The permittee shall comply with the following:
  - (a) Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
  - (b) The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date the sample, measurement, report, or application unless otherwise specified by Department rule.
  - (c) Records of monitoring information shall include:
    1. the date, exact place, and time of sampling or measurements;
    2. the person responsible for performing the sampling or measurements;
    3. the dates analyses were performed;
    4. the person responsible for performing the analyses;
    5. the analytical techniques or methods used;
    6. the results of such analyses.
15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Donald W. Rasmussen, Vice  
President

Permit Number: WC59-0080875-002  
Expiration Date: 06/25/08  
County: Seminole  
Utility: Oakland Shores Water Treatment Plant  
Project: Chlorine Conversion

**SPECIFIC CONDITIONS:**

Clearance of the Project

1. ***A Clearance Letter must be issued by the DEP Central District Potable Water program before placement of this project into service. Failure to do so will result in enforcement action against the permittee.***

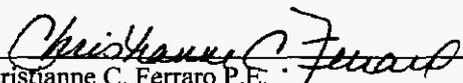
To obtain clearance letter, the engineer of record must submit the following:

- (1) completion of the enclosed "Request for Letter of Release to Place Water Supply System into Service" [DEP Form 62-555.900(9), F.A.C.]; and
- (2) a copy of this permit.

Permit Transfer

2. The permittee will promptly notify the Department upon sale or legal transfer of the permitted facility. In accordance with General Condition #11 of this permit, this permit is transferable only upon Department approval. The new owner must apply, by letter, for a transfer of permit within 30 days.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION

  
Christianne C. Ferraro P.E.  
Administrator, Water Resource Management  
ISSUED July 2, 2003

CC: [Handwritten initials]

Copies furnished to:  
Stephen N. Romano, P.E. [sromano@cphengineers.com]  
Karen Sasic [k.l.sasic@utilitiesinc-usa.com]

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), *Florida Statutes*, with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

July 2, 2003

Date

CERTIFICATE OF SERVICE

The undersigned duly designated deputy agency clerk hereby certified that this NOTICE OF PERMIT ISSUANCE and all copies were sent by E-Mail before the close of business on July 2, 2003 to the listed persons.

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# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

## NOTICE OF PERMIT ISSUANCE

SENT BY MAIL  
d.l.orr@utilitiesinc-usa.com

Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714

Attention: David L. Orr, E.I.  
Regional Manager

Seminole County - PW  
Park Ridge  
Chlorine Conversion

Dear Mr. Orr:

Enclosed is Permit Number WC59-0080878-001 to modify a water plant issued pursuant to Section 403.861(9), *Florida Statutes*.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under Sections 120.569 and 120.57 of the *Florida Statutes* before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. The petition must contain the information set forth below and must be filed (received by the clerk) with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
3900 Commonwealth Boulevard, Mail Station 35  
Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under Section 120.60(3) of the *Florida Statutes* must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under Section 120.60(3) of the *Florida Statutes*, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with Rule 28-106.205 of the *Florida Administrative Code*.

Patty Pittman\Park Ridge - Permit.doc

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by Rule 28-106.301, *Florida Statutes*.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

Mediation under Section 120.573 of the *Florida Statutes* is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under Section 120.68 of the *Florida Statutes*, by the filing of a notice of appeal under Rule 9.110 of the Florida Rules of Appellate Procedure with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
Mail Station 35,  
3900 Commonwealth Boulevard  
Tallahassee, Florida, 32399-3000

and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.



# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714

Permit Number: WC59-0080878-001  
Expiration Date: 05/16/08  
County: Seminole  
Utility: Park Ridge  
Project: Chlorine Conversion

Attention: David L. Orr, E.I.  
Regional Manager

This permit is issued under the provisions of Chapter 403, *Florida Statutes*, and Rule 62-555, *Florida Administrative Code*, (F.A.C.). The above named permittee is hereby authorized to perform the work shown on the application and approved drawing, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

This project consists of converting from gas chlorination to hypochlorination at the Park Ridge Water Plant. Included are:

- Two 55-gallon ANSI/NSF Standard 61 certified HDPLE drums
- Two Stenner Series 85M5 peristaltic feed pumps rated at 85 gpd each, one for the well, the other as an installed spare
- associated NSF Certified Schedule 80 piping, tubing and appurtenances
- chlorine injection point will remain unchanged
- sodium hypochlorite will be ANSI/NSF 60 approved as provided by Odyssey Manufacturing Company
- a chlorine residual monitoring system and alarm will be provided
- the feed pumps will be installed inside the existing gas chlorination room

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714  
Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0080878-001  
Expiration Date: 05/16/08  
County: Seminole  
Utility: Park Ridge  
Project: Chlorine Conversion

#### GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violations of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, as required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
  - (a) Have access to and copy any records that must be kept under conditions of the permit;
  - (b) Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
  - (c) Sample or monitor any substances or parameters at any location reasonably necessary to assure compliance with this permit or Department rules.Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any conditions or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
  - (a) A description of and cause of noncompliance; and
  - (b) The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance.The permittee shall be responsible for any and all damages which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.
9. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714  
Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0080878-001  
Expiration Date: 05/16/08  
County: Seminole  
Utility: Park Ridge  
Project: Chlorine Conversion

GENERAL CONDITIONS

10. The permittee agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-30.300, F.A.C., as applicable. The permittee shall be liable for any non-compliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
13. ~~This permit also constitutes:~~
  - ~~( ) Determination of Best Available Control Technology (BACT)~~
  - ~~( ) Determination of Prevention of Significant Deterioration (PSD)~~
  - ~~( ) Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)~~
  - ~~( ) Compliance with New Source Performance Standards~~
14. The permittee shall comply with the following:
  - (a) Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
  - (b) The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date the sample, measurement, report, or application unless otherwise specified by Department rule.
  - (c) Records of monitoring information shall include:
    1. the date, exact place, and time of sampling or measurements;
    2. the person responsible for performing the sampling or measurements;
    3. the dates analyses were performed;
    4. the person responsible for performing the analyses;
    5. the analytical techniques or methods used;
    6. the results of such analyses.
15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs FL 32714

Attention: David L. Orr, E.I.  
Regional Manager

Permit Number: WC59-0080878-001

Expiration Date: 05/16/08

County: Seminole

Utility: Park Ridge

Project: Chlorine Conversion

**SPECIFIC CONDITIONS:**

Clearance of the Project

1. **A Clearance Letter must be issued by the DEP Central District Potable Water program before placement of this project into service. Failure to do so will result in enforcement action against the permittee.**

To obtain clearance letter, the engineer of record must submit the following:

- (1) completion of the enclosed "Request for Letter of Release to Place Water Supply System into Service" [DEP Form 62-555.900(9), F.A.C.]; and
- (2) a copy of this permit;

Permit Transfer

2. The permittee will promptly notify the Department upon sale or legal transfer of the permitted facility. In accordance with General Condition #11 of this permit, this permit is transferable only upon Department approval. The new owner must apply, by letter, for a transfer of permit within 30 days.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro P.E.  
Administrator, Water Resource Management



CCF:fh:pp

ISSUED May 23, 2003

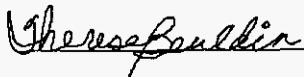
Copies furnished to:

Stephen N. Romano, P.E. [sromano@cphengineers.com]

Karen Sasic [k.l.sasic@utilitiesinc-usa.com]

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), *Florida Statutes*, with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

May 23, 2003

Date

CERTIFICATE OF SERVICE

The undersigned duly designated deputy agency clerk hereby certified that this NOTICE OF PERMIT ISSUANCE and all copies were sent by E-Mail before the close of business on May 27, 2003 to the listed persons.

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# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

## NOTICE OF PERMIT ISSUANCE

SENT BY MAIL

p.c.flynn@utilitiesinc-usa.com

Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Attention: Patrick C. Flynn, Regional Director

Seminole County - PW  
Ravenna Park  
Chlorine Conversion

Dear Mr. Flynn:

Enclosed is Permit Number WC59-0080880-003 to modify a water system issued pursuant to Section 403.861(9), *Florida Statutes*.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under Sections 120.569 and 120.57 of the *Florida Statutes* before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. The petition must contain the information set forth below and must be filed (received by the clerk) with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
3900 Commonwealth Boulevard, Mail Station 35  
Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under Section 120.60(3) of the *Florida Statutes* must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under Section 120.60(3) of the *Florida Statutes*, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with Rule 28-106.205 of the *Florida Administrative Code*.

Patty Pittman\59-0080880-003 - Ravenna Park - Chlorine Conversion - Permit.doc

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by Rule 28-106.301, *Florida Statutes*.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

Mediation under Section 120.573 of the *Florida Statutes* is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under Section 120.68 of the *Florida Statutes*, by the filing of a notice of appeal under Rule 9.110 of the Florida Rules of Appellate Procedure with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
Mail Station 35,  
3900 Commonwealth Boulevard  
Tallahassee, Florida, 32399-3000

and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.



# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Permit Number: WC59-0080880-003  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Ravenna Park  
Project: Chlorine Conversion

Attention: Patrick C. Flynn, Regional Director

This permit is issued under the provisions of Chapter 403, *Florida Statutes*, and Rule 62-555, *Florida Administrative Code*, (F.A.C.). The above named permittee is hereby authorized to perform the work shown on the application and approved drawing, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

This project consists of converting from gas chlorination to hypochlorination at the Ravenna Park Water Plant. Included are:

- a 475-gallon NSF Certified HDPLE bulk storage tank with 525-gallon containment
- three Stenner Series 85M5 peristaltic feed pumps rated at 85 gpd each, one for each well and the 3<sup>rd</sup> as a spare, located inside the existing chlorinator room
- associated NSF approved Schedule 80 piping, tubing and appurtenances
- chlorine injection point will remain unchanged (to the ground storage tank)
- sodium hypochlorite will be ANSI/NSF 60 approved as provided by Odyssey Manufacturing Company
- a chlorine residual monitoring system and alarm will be provided

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Patrick C. Flynn, Regional Director

Permit Number: WC59-0080880-003  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Ravenna Park  
Project: Chlorine Conversion

#### GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violations of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, as required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
  - (a) Have access to and copy any records that must be kept under conditions of the permit;
  - (b) Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
  - (c) Sample or monitor any substances or parameters at any location reasonably necessary to assure compliance with this permit or Department rules.Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any conditions or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
  - (a) A description of and cause of noncompliance; and
  - (b) The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance.The permittee shall be responsible for any and all damages which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.
9. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Patrick C. Flynn, Regional Director

Permit Number: WC59-0080880-003  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Ravenna Park  
Project: Chlorine Conversion

GENERAL CONDITIONS

10. The permittee agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-30.300, F.A.C., as applicable. The permittee shall be liable for any non-compliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
13. ~~This permit also constitutes:~~
  - ~~( ) Determination of Best Available Control Technology (BACT)~~
  - ~~( ) Determination of Prevention of Significant Deterioration (PSD)~~
  - ~~( ) Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)~~
  - ~~( ) Compliance with New Source Performance Standards~~
14. The permittee shall comply with the following:
  - (a) Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
  - (b) The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date the sample, measurement, report, or application unless otherwise specified by Department rule.
  - (c) Records of monitoring information shall include:
    1. the date, exact place, and time of sampling or measurements;
    2. the person responsible for performing the sampling or measurements;
    3. the dates analyses were performed;
    4. the person responsible for performing the analyses;
    5. the analytical techniques or methods used;
    6. the results of such analyses.
15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Attention: Patrick C. Flynn, Regional Director

Permit Number: WC59-0080880-003  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Ravenna Park  
Project: Chlorine Conversion

**SPECIFIC CONDITIONS:**

Clearance of the Project

1. **A Clearance Letter must be issued by the DEP Central District Potable Water program before placement of this project into service. Failure to do so will result in enforcement action against the permittee.**

To obtain clearance letter, the engineer of record must submit the following:

- (1) completion of the enclosed "Request for Letter of Release to Place Water Supply System into Service" [DEP Form 62-555.900(9), F.A.C.]; and
- (2) a copy of this permit.

Permit Transfer

2. The permittee will promptly notify the Department upon sale or legal transfer of the permitted facility. In accordance with General Condition #11 of this permit, this permit is transferable only upon Department approval. The new owner must apply, by letter, for a transfer of permit within 30 days.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro P.E.  
Administrator, Water Resource Management

ISSUED 11/14/03

RL  
CCF:fh:pp

Copies furnished to:

Stephen N. Romano, P.E. [sromano@cphengineers.com]  
David Orr, P.E. [d.l.orr@utilitiesinc-usa.com]  
Leah N. Wright, Staff Assistant [l.n.wright@utilitiesinc-usa.com]

CERTIFICATE OF SERVICE

The undersigned duly designated deputy agency clerk hereby certified that this NOTICE OF PERMIT ISSUANCE and all copies were mailed by Certified Mail before the close of business on November 17, 2003 to the listed persons.

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), *Florida Statutes*, with the designated Department Clerk, receipt of which is hereby acknowledged.



November 14, 2003

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Clerk

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Date

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# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

## NOTICE OF PERMIT ISSUANCE

SENT BY MAIL

p.c.flynn@utilitiesinc-usa.com

Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Attention: Patrick C. Flynn, Regional Director

Seminole County - PW  
Weathersfield  
Chlorine Conversion

Dear Mr. Flynn:

Enclosed is Permit Number WC59-0080885-004 to modify a water system issued pursuant to Section 403.861(9), *Florida Statutes*.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under Sections 120.569 and 120.57 of the *Florida Statutes* before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. The petition must contain the information set forth below and must be filed (received by the clerk) with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
3900 Commonwealth Boulevard, Mail Station 35  
Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under Section 120.60(3) of the *Florida Statutes* must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under Section 120.60(3) of the *Florida Statutes*, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under Sections 120.569 and 120.57 of the *Florida Statutes*. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with Rule 28-106.205 of the *Florida Administrative Code*.

Patty Pittman\59-0080885-004 - Weathersfield - Chlorine Conversion - Permit.doc

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by Rule 28-106.301, *Florida Statutes*.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.

Mediation under Section 120.573 of the *Florida Statutes* is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under Section 120.68 of the *Florida Statutes*, by the filing of a notice of appeal under Rule 9.110 of the Florida Rules of Appellate Procedure with:

Clerk of the Department of Environmental Protection  
Office of General Counsel  
Mail Station 35,  
3900 Commonwealth Boulevard  
Tallahassee, Florida, 32399-3000

and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.



# Department of Environmental Protection

Jeb Bush  
Governor

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

David B. Struhs  
Secretary

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714

Permit Number: WC59-0080885-004  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Weathersfield  
Project: Chlorine Conversion

Attention: Patrick C. Flynn, Regional Director

This permit is issued under the provisions of Chapter 403, *Florida Statutes*, and Rule 62-555, *Florida Administrative Code*, (F.A.C.). The above named permittee is hereby authorized to perform the work shown on the application and approved drawing, plans, and other documents attached hereto or on file with the Department and made a part hereof and specifically described as follows:

This project consists of converting from gas chlorination to hypochlorination at the Weathersfield Water Plant. Included are:

- An 800-gallon NSF Certified HDPLE bulk storage tank with 900-gallon containment
- Three Stenner Series 85M5 peristaltic feed pumps rated at 85 gpd each, one for each well and the 3<sup>rd</sup> as a spare, located inside the existing chlorinator room
- associated NSF approved Schedule 80 piping, tubing and appurtenances
- chlorine injection point will remain unchanged (to the ground storage tank)
- sodium hypochlorite will be ANSI/NSF 60 approved as provided by Odyssey Manufacturing Company
- a chlorine residual monitoring system and alarm will be provided

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Patrick C. Flynn, Regional Director

Permit Number: WC59-0080885-004  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Weathersfield  
Project: Chlorine Conversion

#### GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations and restrictions set forth in this permit, are "permit conditions" and are binding and enforceable pursuant to Sections 403.141, 403.727, or 403.859 through 403.861, F.S. The permittee is placed on notice that the Department will review this permit periodically and may initiate enforcement action for any violations of these conditions.
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviation from the approved drawings, exhibits, specifications, or conditions of this permit may constitute grounds for revocation and enforcement action by the Department.
3. As provided in subsections 403.087(6) and 403.722(5), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit that may be required for other aspects of the total project which are not addressed in this permit.
4. This permit conveys no title to land or water, does not constitute State recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title.
5. This permit does not relieve the permittee from liability for harm or injury to human health or welfare, animal, or plant life, or property caused by the construction or operation of this permitted source, or from penalties therefore; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department.
6. The permittee shall properly operate and maintain the facility and systems of treatment and control (and related appurtenances) that are installed and used by the permittee to achieve compliance with the conditions of this permit, as required by Department rules. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to achieve compliance with the conditions of the permit and when required by Department rules.
7. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, upon presentation of credentials or other documents as may be required by law and at reasonable times, access to the premises where the permitted activity is located or conducted to:
  - (a) Have access to and copy any records that must be kept under conditions of the permit;
  - (b) Inspect the facility, equipment, practices, or operations regulated or required under this permit; and
  - (c) Sample or monitor any substances or parameters at any location reasonably necessary to assure compliance with this permit or Department rules.Reasonable time may depend on the nature of the concern being investigated.
8. If, for any reason, the permittee does not comply with or will be unable to comply with any conditions or limitation specified in this permit, the permittee shall immediately provide the Department with the following information:
  - (a) A description of and cause of noncompliance; and
  - (b) The period of noncompliance, including dates and times; or, if not corrected, the anticipated time the noncompliance is expected to continue, and steps being taken to reduce, eliminate, and prevent recurrence of the noncompliance.The permittee shall be responsible for any and all damages which may result and may be subject to enforcement action by the Department for penalties or for revocation of this permit.
9. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except where such use is prescribed by Section 403.111 and 403.73, F.S. Such evidence shall only be used to the extent it is consistent with the Florida Rules of Civil Procedure and appropriate evidentiary rules.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Patrick C. Flynn, Regional Director

Permit Number: WC59-0080885-004  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Weathersfield  
Project: Chlorine Conversion

GENERAL CONDITIONS

10. The permittee agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules.
11. This permit is transferable only upon Department approval in accordance with Rule 62-4.120 and 62-30.300, F.A.C., as applicable. The permittee shall be liable for any non-compliance of the permitted activity until the transfer is approved by the Department.
12. This permit or a copy thereof shall be kept at the work site of the permitted activity.
13. ~~This permit also constitutes:~~
  - ~~( ) Determination of Best Available Control Technology (BACT)~~
  - ~~( ) Determination of Prevention of Significant Deterioration (PSD)~~
  - ~~( ) Certification of compliance with state Water Quality Standards (Section 401, PL 92-500)~~
  - ~~( ) Compliance with New Source Performance Standards~~
14. The permittee shall comply with the following:
  - (a) Upon request, the permittee shall furnish all records and plans required under Department rules. During enforcement actions, the retention period for all records will be extended automatically unless otherwise stipulated by the Department.
  - (b) The permittee shall hold at the facility or other location designated by this permit records of all monitoring information (including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation) required by the permit, copies of all reports required by this permit, and records of all data used to complete the application for this permit. These materials shall be retained at least three years from the date the sample, measurement, report, or application unless otherwise specified by Department rule.
  - (c) Records of monitoring information shall include:
    1. the date, exact place, and time of sampling or measurements;
    2. the person responsible for performing the sampling or measurements;
    3. the dates analyses were performed;
    4. the person responsible for performing the analyses;
    5. the analytical techniques or methods used;
    6. the results of such analyses.
15. When requested by the Department, the permittee shall within a reasonable time furnish any information required by law which is needed to determine compliance with the permit. If the permittee becomes aware the relevant facts were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be corrected promptly.

Permittee:  
Utilities Inc. of Florida  
200 Weathersfield Avenue  
Altamonte Springs, FL 32714  
Attention: Patrick C. Flynn, Regional Director

Permit Number: WC59-0080885-004  
Expiration Date: 11/07/08  
County: Seminole  
Utility: Weathersfield  
Project: Chlorine Conversion

**SPECIFIC CONDITIONS:**

Clearance of the Project

1. **A Clearance Letter must be issued by the DEP Central District Potable Water program before placement of this project into service. Failure to do so will result in enforcement action against the permittee.**

To obtain clearance letter, the engineer of record must submit the following:

- (1) completion of the enclosed "Request for Letter of Release to Place Water Supply System into Service" [DEP Form 62-555.900(9), F.A.C.]; and
- (2) a copy of this permit.

Permit Transfer

2. The permittee will promptly notify the Department upon sale or legal transfer of the permitted facility. In accordance with General Condition #11 of this permit, this permit is transferable only upon Department approval. The new owner must apply, by letter, for a transfer of permit within 30 days.

STATE OF FLORIDA DEPARTMENT  
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro P.E.  
Administrator, Water Resource Management

ISSUED 11/14/03



CCF:fh:pp

Copies furnished to:  
Stephen N. Romano, P.E. [sromano@cphengineers.com]  
David Orr, P.E. [d.l.orr@utilitiesinc-usa.com]  
Leah N. Wright, Staff Assistant [l.n.wright@utilitiesinc-usa.com]

CERTIFICATE OF SERVICE

The undersigned duly designated deputy agency clerk hereby certified that this NOTICE OF PERMIT ISSUANCE and all copies were mailed by Certified Mail before the close of business on November 17, 2003 to the listed persons.

FILING AND ACKNOWLEDGMENT

FILED, on this date, under Section 120.52(7), *Florida Statutes*, with the designated Department Clerk, receipt of which is hereby acknowledged.



November 14, 2003

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date

Utilities, Inc. of Florida

Docket No.: 090462-WS

Seminole County

25-30.440 (7)  
NOTICES

Test Year Ended December 31, 2008

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Seminole 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. SOL**  
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.: 008122

THE CLASS A WASTEWATER 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: 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**

**DISPLAY IS REQUIRED BY LAW**

**SECRETARY**



**State of Florida**

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

\*\*\*\*\*ALTERNATED AND C 323 75 75 \*\*\*\*\*  
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  
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	Elsa 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



<b>JOB TITLE</b>	Water/Wastewater Treatment Operator I
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Area Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol.</li> <li>▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment.</li> <li>▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors.</li> <li>▪ Ensures regulatory compliance and adherence to Company policies and standards.</li> <li>▪ Maintains a safe working environment and reports safety concerns to Area Manager.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Completes facility and vehicle inspections, along with related follow-up.</li> <li>▪ Assists w repairs of water/wastewater treatment plant equipment.</li> <li>▪ Forwards customer inquiries on to Operator II or Lead Operator.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service.</li> <li>▪ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards.</li> <li>▪ May install and read water meters.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations.</li> <li>▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing.</li> <li>▪ Ability to review, classify, categorize, prioritize and/or analyze data.</li> <li>▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED
<b>CERTIFICATIONS/LICENSES</b>	Required: Currently holds first-level operator license, may be in the process of obtaining second-level license; must maintain a valid driver's license.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
<b>EQUIPMENT USED</b>	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.
<b>TRAVEL REQUIRED</b>	Within service area.
<b>SHIFT</b>	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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



<b>JOB TITLE</b>	<b>Water/Wastewater Treatment Operator II</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Area Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol.</li> <li>▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment.</li> <li>▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors.</li> <li>▪ Ensures regulatory compliance and adherence to Company policies and standards.</li> <li>▪ Maintains a safe working environment and reports safety concerns to Area Manager.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Completes facility and vehicle inspections, along with related follow-up.</li> <li>▪ Installs and reads water meters.</li> <li>▪ Acts as liaison between customers and customer service; provides on-site customer communication.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service.</li> <li>▪ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations.</li> <li>▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing.</li> <li>• Ability to review, classify, categorize, prioritize and/or analyze data.</li> <li>• Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies.</li> <li>• Ability to follow verbal and written instructions.</li> <li>▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED
<b>CERTIFICATIONS/LICENSES</b>	Required: Currently holds second-level operator license, may be in the process of obtaining third-level license; must maintain a valid driver's license.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
<b>EQUIPMENT USED</b>	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.
<b>TRAVEL REQUIRED</b>	Within service area.
<b>SHIFT</b>	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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This description is a working draft, subject to revision.*



<b>JOB TITLE</b>	Area Manager
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Develops strategic plans for water and wastewater facility needs; manages the design and construction of facilities and infrastructure.</li> <li>▪ 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.</li> <li>▪ Manages the operation of multiple water systems and wastewater treatment facilities.</li> <li>▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment.</li> <li>▪ Ensures water and wastewater quality consistently meet Federal, state and local laws.</li> <li>▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations.</li> <li>▪ Stays abreast of Federal, state and local regulations and environmental guidelines regarding water/wastewater treatment and distribution.</li> <li>▪ 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.</li> <li>▪ Drives revenue by effectively challenging and motivating employees.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Responds to all emergency situations, including coordination of contractors, public notification and informing UI personnel and governmental agencies as needed.</li> <li>▪ Meets Company goals and objectives in conformance with budgetary guidelines.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel Preferred: PowerPoint, Outlook and Explorer
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel.</li> <li>▪ Ability to objectively coach employees through complex, difficult and emotional issues.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Ability to delegate responsibility and authority to maximize use of employees' skills.</li> <li>• Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to provide for safe working conditions for fellow workers.</li> <li>▪ Ability to effectively communicate and interact with other employees and the public.</li> <li>• Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Proven ability to motivate others in the pursuit of Company goals.</li> </ul>
<b>EDUCATION</b>	<p>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.</p>
<b>CERTIFICATIONS/LICENSES</b>	<p>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.</p>
<b>EXPERIENCE</b>	<p>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.</p>
<b>PHYSICAL DEMANDS</b>	<p>Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.</p>
<b>EQUIPMENT USED</b>	<p>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.</p>
<b>TRAVEL REQUIRED</b>	<p>Within service area.</p>
<b>SHIFT</b>	<p>Requires 24 hour responsiveness to various situations.</p>
<b>ADDITIONAL COMMENTS</b>	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Construction Inspector</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Project Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Evaluates specifications for plan procedures, start and completion dates, and staffing requirements for each phase of the construction project.</li> <li>▪ Inspects construction of new service connections and water/sewer main breaks.</li> <li>▪ Oversees construction and maintenance employees at a property location.</li> <li>▪ Provides timely information regarding construction projects and work relating to construction projects.</li> <li>▪ Prepares service work orders per plans for water and sewer main installations.</li> <li>▪ Maintains frequent contact with external agencies and the general public in order to coordinate activities related to water and sewer service.</li> <li>▪ Responds to customer issues related to construction projects.</li> <li>▪ Reviews water and sewer main plans.</li> <li>▪ Enforces Company policies and procedures, work methods and operational procedures.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Assists Project Manager with property inspections, completing environmental and engineer reports and attaining all necessary permits.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel Preferred: Outlook, Explorer, JD Edwards
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Excellent organizational and problem solving skills.</li> <li>▪ Ability to provide safe working conditions for fellow workers.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Ability to effectively communicate and interact with other employees.</li> <li>▪ Ability to deal professionally with customers and maintain good public relations.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED
<b>CERTIFICATIONS/LICENSES</b>	Required: Grade 2 State Distribution License, or ability to obtain within 18 months of hire; must maintain a valid driver's license
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
<b>EQUIPMENT USED</b>	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Occasional travel may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Field Technician I</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-exempt
<b>SUPERVISOR'S TITLE</b>	Area Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Determines consistency of meter readings; reports unusual cases to supervisor.</li> <li>▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly.</li> <li>▪ Indicates irregularities on forms for necessary action by servicing department.</li> <li>▪ Documents customer interaction and field activities in CC&amp;B.</li> <li>▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants.</li> <li>▪ Maintains accurate and up-to-date records.</li> <li>▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution.</li> <li>▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Performs minor meter maintenance and repair duties.</li> <li>▪ Assists with repairs of water/wastewater treatment plant equipment.</li> <li>▪ Assists with ordering parts and job costing.</li> <li>▪ May assist with on-site customer communication.</li> <li>▪ May assist with customer inquiries, requests and minor issues regarding meter reading schedule, billing, how meters are read and other customer service related matters.</li> <li>▪ May prepare a variety of operational reports related to water meter reading activities.</li> <li>▪ Assists with the installation and disconnect of water meters.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word; ability to learn internal software programs Preferred: MS Excel, Outlook



<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to work independently in the absence of supervision.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies.</li> <li>▪ Ability to learn to read a variety of water meters.</li> <li>▪ Ability to learn and understand tariffs as they apply to assigned duties.</li> <li>▪ Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters.</li> <li>▪ Ability to read maps, electrical schematics, blueprints, etc.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to read and transfer digits accurately.</li> </ul>
<b>EDUCATION</b>	Required: HS diploma or GED
<b>CERTIFICATIONS/LICENSES</b>	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.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	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.
<b>EQUIPMENT USED</b>	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
<b>TRAVEL REQUIRED</b>	Within service area.
<b>SHIFT</b>	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	Field Technician II
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-exempt
<b>SUPERVISOR'S TITLE</b>	Area Manager
<b>JOB SUMMARY</b>	Responsible for maintaining and cleaning water/wastewater system; identifying water meter equipment problems; and to perform minor water meter and/or system maintenance.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains</li> <li>▪ Maintains and tests water meters; performs new meter installation.</li> <li>▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation.</li> <li>▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools.</li> <li>▪ Inspects area for cross connection violations and other unsafe conditions.</li> <li>▪ Maintains accurate and up-to-date records.</li> <li>▪ Documents customer interaction and Field Activities in CC&amp;B.</li> <li>▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution.</li> <li>▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters.</li> <li>▪ Provides on-site customer communication.</li> <li>▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ May assist with repairs of water/wastewater treatment plant equipment.</li> <li>▪ 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.</li> <li>▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor.</li> <li>▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly.</li> <li>▪ Indicates irregularities on forms for necessary action by servicing department.</li> <li>▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants.</li> <li>▪ Assists with ordering parts and job costing.</li> <li>▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems.</li> <li>▪ Assists with the installation and/or disconnection of water and/or sewer services.</li> <li>▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment.</li> <li>▪ May assist in maintaining plant compliance with Federal, state and local</li> </ul>



	<p>regulatory requirements.</p> <ul style="list-style-type: none"> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	<p>Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook</p>
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to work independently in the absence of supervision.</li> <li>▪ Demonstrates initiative and desire to learn new tasks.</li> <li>▪ 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.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies.</li> <li>▪ Ability to read a variety of water meters.</li> <li>▪ Ability to apply the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters.</li> <li>▪ Ability to understand tariffs as they apply to assigned duties.</li> <li>▪ Ability to read maps, electrical schematics, blueprints, etc.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to read and transfer digits accurately.</li> </ul>
<b>EDUCATION</b>	<p>Required: HS diploma or GED</p>
<b>CERTIFICATIONS/LICENSES</b>	<p>Required: Must maintain a valid driver's license. Preferred: Distribution and/or Collections certification as required by statute or regulation, or the ability to attain certification within 12 months of hire. *May be in the process of obtaining first-level operating license.</p>
<b>EXPERIENCE</b>	<p>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.</p>
<b>PHYSICAL DEMANDS</b>	<p>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.</p>
<b>EQUIPMENT USED</b>	<p>Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.</p>
<b>TRAVEL REQUIRED</b>	<p>Within service area.</p>
<b>SHIFT</b>	<p>May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.</p>
<b>ADDITIONAL COMMENTS</b>	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	Field Technician III
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-exempt
<b>SUPERVISOR'S TITLE</b>	Area Manager
<b>JOB SUMMARY</b>	Responsible for maintaining and cleaning water/wastewater systems; identifying water meter equipment problems; and performing water meter and/or system maintenance activities.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains</li> <li>▪ Maintains and tests water meters; performs new meter installation.</li> <li>▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation.</li> <li>▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools.</li> <li>▪ Inspects area for cross connection violations and other unsafe conditions.</li> <li>▪ Maintains accurate and up-to-date records.</li> <li>▪ Documents customer interaction and Field Activities in CC&amp;B.</li> <li>▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution.</li> <li>▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters.</li> <li>▪ Provides on-site customer communication.</li> <li>▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ May assist AM with overseeing the daily tasks of other field technicians.</li> <li>▪ May assist with repairs of water/wastewater treatment plant equipment.</li> <li>▪ 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.</li> <li>▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor.</li> <li>▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly.</li> <li>▪ Indicates irregularities on forms for necessary action by servicing department.</li> <li>▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants.</li> <li>▪ Assists with ordering parts and job costing.</li> <li>▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems.</li> <li>▪ Assists with the installation and disconnection of water meters and sewer services.</li> <li>▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment.</li> <li>▪ May assist in maintaining plant compliance with Federal, state and local regulatory requirements.</li> <li>▪ Performs other related duties as assigned.</li> </ul>



<b>COMPUTER SKILLS</b>	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to work independently in the absence of supervision.</li> <li>▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.</li> <li>▪ Ability to motivate others in pursuit of Company goals.</li> <li>▪ Demonstrates initiative to take on new tasks.</li> <li>▪ 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.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies.</li> <li>▪ Ability to read a variety of water meters.</li> <li>▪ Ability to apply the methods, techniques, tools, equipment and materials used in the repair, installation and testing of water and flow meters.</li> <li>▪ Ability to understand tariffs as they apply to assigned duties.</li> <li>▪ Ability to read maps, electrical schematics, blueprints, etc.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to read and transfer digits accurately.</li> </ul>
<b>EDUCATION</b>	Required: HS diploma or GED
<b>CERTIFICATIONS/LICENSES</b>	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.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	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.
<b>EQUIPMENT USED</b>	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
<b>TRAVEL REQUIRED</b>	Within service area.
<b>SHIFT</b>	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Lead Water/Wastewater Treatment Operator</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Area Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Oversees the operation and maintenance of water/wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits.</li> <li>▪ Oversees the organization and delegation of team tasks.</li> <li>▪ Develops and maintains operational records and prepares reports in compliance with regulatory standards.</li> <li>▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment.</li> <li>▪ Installs and repairs pumps, motors, valves and piping; diagnoses, repairs and clarifies aeration equipment, ion exchange bins, filtration equipment and other major apparatuses.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Implements emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol and notifies local emergency responders.</li> <li>▪ Adds chemicals to water by predetermined formula. Maintains minimum inventory levels of these materials.</li> <li>▪ 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.</li> <li>▪ 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.</li> </ul>



	<ul style="list-style-type: none"> <li>• Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment.</li> <li>• Ensures regulatory compliance and adherence to Company policies and standards.</li> <li>• Coordinates construction and excavation involved in system repairs; estimates required labor and materials; identifies equipment needed for all projects; orders necessary parts.</li> <li>• Maintains a safe working environment and reports safety concerns to Area Manager.</li> <li>• Trains personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures.</li> <li>• Ensures all operators are equipped with necessary tools, parts and safety equipment to work effectively.</li> <li>• Stays abreast of Federal, State and local regulations and environmental guidelines regarding water/wastewater treatment and distribution.</li> </ul>
<p style="text-align: center;"><b>ADDITIONAL RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• May assist with training personnel on safety procedures.</li> <li>• Assists with overseeing and inspections of local construction projects.</li> <li>• 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.</li> <li>• Assists with the design and construction of extension and improvement projects.</li> <li>• Provides on-site customer communication.</li> <li>• Acts as liaison between the customers and customer service.</li> <li>• Responds to requests and inquiries from the general public.</li> <li>• Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service.</li> <li>• Performs other related duties as assigned.</li> </ul>
<p style="text-align: center;"><b>COMPUTER SKILLS</b></p>	<p>Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook, Internet Explorer</p>
<p style="text-align: center;"><b>ADDITIONAL SKILLS</b></p>	<ul style="list-style-type: none"> <li>• Ability to work independently and under limited supervision.</li> <li>• Demonstrates initiative to take on new tasks.</li> <li>• Ability to mentor and guide co-workers to increase skill level, morale and efficiency.</li> <li>• Ability to motivate others in pursuit of Company goals.</li> <li>• Ability to read meters, charts and gauges and accurately maintain records of plant operations.</li> <li>• Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing.</li> <li>• Ability to review, classify, categorize, prioritize and/or analyze data.</li> <li>• Ability to keep accurate records and prepare and submit accurate reports.</li> <li>• Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment.</li> <li>• Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED
<b>CERTIFICATIONS/LICENSES</b>	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.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
<b>EQUIPMENT USED</b>	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.
<b>TRAVEL REQUIRED</b>	Within service area.
<b>SHIFT</b>	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. Requires 24 hour responsiveness to various situations.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Project Manager</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Director
<b>JOB SUMMARY</b>	Responsible for all water and wastewater utility construction projects from initial contract negotiations through warranty termination.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Oversees complex technical projects, adhering to strict goals and deadlines.</li> <li>▪ Creates and maintains activity and progress reports for internal and external customers.</li> <li>▪ Responsible for all project development.</li> <li>▪ Hires, directs, evaluates and disciplines Construction Inspectors.</li> <li>▪ Obtains engineering proposals, monitors project budgets, construction activity and coordinates timing with operations.</li> <li>▪ Tracks all budget related information, such as hours worked and expenses, etc.</li> <li>▪ Coordinates all daily activities and personnel for each project.</li> <li>▪ Processes paperwork, including invoices, for each project in a timely manner and submits to Regional Director.</li> <li>▪ Ensures the success of projects, while remaining in line with time and budget parameters.</li> <li>▪ Notifies management staff of any current or pending escalations relating to projects, or items that could impact the success of projects.</li> <li>▪ Coordinates and completes the work necessary to obtain approval on emergency projects.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Assists AM &amp; RM with forecasting and planning capital projects up to 5 years in advance.</li> <li>▪ Attends project team status meetings as required.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	<p>Required: MS Word, Excel, Outlook; ability to learn internal software programs</p> <p>Preferred: PowerPoint and Explorer</p>
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to calculate basic mathematical equations.</li> <li>▪ Ability to read and interpret soil and hydro-geological reports and maps.</li> <li>▪ Ability to complete work that will ensure the approval of all capital projects in a timely manner.</li> <li>▪ Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Excellent organizational and problem solving skills, including negotiating, decision-making research and analysis, and interpersonal skills.</li> </ul>



	<ul style="list-style-type: none"> <li>• Ability to provide safe working conditions for fellow workers.</li> <li>▪ Ability to effectively communicate and interact with other employees and the public.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Ability to motivate others in the pursuit of Company goals.</li> </ul>
<b>EDUCATION</b>	Required: Bachelor's Degree in Civil/Environmental Engineering or similar field. Preferred: MS or MBA
<b>CERTIFICATIONS/LICENSES</b>	Required: Must maintain a valid driver's license
<b>EXPERIENCE</b>	Requires a minimum of 3 years engineering experience, preferably related to water and/or wastewater projects and design.
<b>PHYSICAL DEMANDS</b>	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
<b>EQUIPMENT USED</b>	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Within the region; up to 25% for training, meetings, project management, etc.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Regional Manager</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Director
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Oversees plant operations and maintenance, customer contact and capital planning.</li> <li>▪ Provides support and follow up to Area Managers.</li> <li>▪ Maintains accurate and timely reports, records and permits associated with facility operations and customer relations, ensuring they meet compliance regulations.</li> <li>▪ Assists Regional Director in the development and implementation of operational and regional strategies.</li> <li>▪ Ensures water and wastewater quality consistently meet Federal, state and local laws.</li> <li>▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations.</li> <li>▪ Provides expertise as required to maintain compliance with local, state, regional and Federal regulatory requirements regarding water/wastewater treatment and distribution.</li> <li>▪ Offers opportunities to increase efficiency by identifying and implementing operational cost saving ideas.</li> <li>▪ Serves as the contact for inquiries regarding operational issues; answers routine and ad hoc information requests that are regional or unit-specific in nature.</li> <li>▪ Responsible for safety and maintaining a safe work environment.</li> <li>▪ 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.</li> <li>▪ Drives revenue by effectively challenging and motivating employees.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Provides leadership and guidance in energy management.</li> <li>▪ Acts as point of contact with developers, engineers, consultants, regulators and customers.</li> <li>▪ Assists Regional Director in executing any additional assigned duties.</li> <li>▪ Meets Company goals and objectives in conformance with budgetary guidelines.</li> <li>▪ Performs other related duties as assigned.</li> </ul>



<b>COMPUTER SKILLS</b>	Required: MS Word, Excel; ability to learn internal software programs Preferred: PowerPoint, Outlook and Explorer
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel.</li> <li>▪ Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to provide for safe working conditions for fellow workers.</li> <li>▪ Must have ability to effectively communicate with other employees and the public.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Ability to motivate others in the pursuit of Company goals.</li> </ul>
<b>EDUCATION</b>	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.
<b>CERTIFICATIONS/LICENSES</b>	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.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Within region.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Warehouse Clerk</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Manages warehouse facility, including minor grounds upkeep.</li> <li>▪ Orders all supplies and chemicals through assigned vendors.</li> <li>▪ 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.</li> <li>▪ Ensures safe loading and unloading of supplies.</li> <li>▪ Manages distribution record of items received by operations staff for Company facilities.</li> <li>▪ Coordinates inspection of fire extinguishers returned by field staff.</li> <li>▪ Follows established safety policies and procedures to ensure safe work environment.</li> <li>▪ Maintains warehouse facility and equipment in a clean and orderly condition.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Assists RM with performing price comparisons with competing vendors to select most cost efficient option for the region.</li> <li>▪ Performs other duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel Preferred: Outlook, Explorer, Filemaker Pro; familiarity with Mac computers would be helpful.
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to work independently in the absence of supervision.</li> <li>▪ Ability to effectively communicate and interact with other employees.</li> <li>▪ Ability to receive, track and distribute materials, supplies and equipment.</li> <li>▪ Ability to read, write, sort, check, count and verify numbers.</li> <li>▪ Ability to prepare routine administrative paperwork.</li> <li>▪ Ability to understand and follow safety procedures.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED
<b>CERTIFICATIONS/LICENSES</b>	Required: Must maintain a valid driver's license. Preferred: Forklift certification
<b>EXPERIENCE</b>	Previous warehouse work is preferred, including shipping and receiving.



<b>PHYSICAL DEMANDS</b>	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
<b>EQUIPMENT USED</b>	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.
<b>SHIFT</b>	This is a part-time position; Monday - Friday, 8am - 12pm with minor variations.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Administrative Assistant</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Director or Regional Manager
<b>JOB SUMMARY</b>	Under direct supervision of the Regional Director, provides administrative and secretarial support to the Regional Director and Regional Managers.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Schedules and organizes meetings, conferences, interviews and/or other events; distributes information or invitations; prepares agendas, notices, minutes and resolutions for meetings.</li> <li>▪ Performs complex and confidential administrative functions, including written correspondence, reports, spreadsheets and other documents. Responds to routine external correspondence.</li> <li>▪ Assists with arranging travel plans and itineraries for the RD, RM and others.</li> <li>▪ Establishes, maintains and updates files, databases, reports, and/or other documents.</li> <li>▪ Performs routine analyses and calculations in the processing of data for recurring internal reports.</li> <li>▪ 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.</li> <li>▪ Sorts, reviews and distributes incoming and outgoing mail; composes, prepares and ensures timely responses to a variety of routine written inquiries.</li> <li>▪ Serves as liaison with regional companies in the resolution of day-to-day administrative and operational problems.</li> <li>▪ Uses the internet and historical documents to perform research.</li> <li>▪ Maintains office supplies, maintenance of office equipment and other services.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Assists RD and RM with calendar management; coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments as requested.</li> <li>▪ Assists management and staff in problem solving, project planning and development and execution of stated goals and objectives.</li> <li>▪ Assists with special projects as needed.</li> <li>▪ May assist other operational staff depending on workload.</li> <li>▪ Performs other related duties as assigned.</li> </ul>



<b>COMPUTER SKILLS</b>	Required: MS Office, Internet Explorer; ability to learn internal software programs Preferred: Visio
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy.</li> <li>• Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.</li> <li>▪ Ability to multitask in a fast-paced environment.</li> <li>▪ Ability to communicate and work professionally with senior level management and external contacts.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.</li> <li>▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.</li> <li>• Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED Preferred: Associates Degree in business related field
<b>CERTIFICATIONS/LICENSES</b>	Required: Valid driver's license
<b>EXPERIENCE</b>	A minimum of 1-2 years previous experience in an administrative role or similar position.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Occasional travel may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Accounts Payable/Receivable Clerk</b>
<b>DEPARTMENT</b>	Operations - BioTech
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Vice President
<b>JOB SUMMARY</b>	Maintains accounts payable and receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Processes AP and AR for BioTech.</li> <li>▪ Performs data entry of AP and AR invoices and journal entries.</li> <li>▪ Enters and posts daily cash receipts.</li> <li>▪ Accepts vendor payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling.</li> <li>▪ Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each.</li> <li>▪ Endorses checks daily with proper endorsing equipment.</li> <li>▪ Prepares daily cash deposits and delivers to bank; obtains receipt of all bank transactions.</li> <li>▪ Contacts vendors with payment discrepancies and/or to verify remittance information.</li> <li>▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment.</li> <li>▪ Researches and processes payment related items..</li> <li>▪ Responds to vendor and staff inquiries and answers AP/AR related questions.</li> <li>▪ Maintains AP/AR reports, spreadsheets and files.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Prepares analysis of accounts as required.</li> <li>▪ Assists with receiving checks, processing utility invoices, proofing AP/AR and filing journal entries.</li> <li>▪ Assembles and processes overnight shipments, as needed.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	<p>Required: MS Word, Excel; ability to learn internal software programs</p> <p>Preferred: JD Edwards, CC&amp;B, Outlook, Internet Explorer</p>
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> <li>▪ Reliable, self-motivated and well organized.</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Maintains confidentiality.</li> </ul>
<b>EDUCATION</b>	<p>Required: HS Diploma or GED</p> <p>Preferred: Associate's Degree or equivalent</p>



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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<b>JOB TITLE</b>	Accounts Receivable Clerk
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Office Manager
<b>JOB SUMMARY</b>	Maintains accounts receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Processes AR for multiple states.</li> <li>▪ Performs data entry of AR invoices, journal entries, cash book entries and customer address/contact information changes.</li> <li>▪ Enters and posts daily cash receipts.</li> <li>▪ Accepts customer payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling.</li> <li>▪ Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each.</li> <li>▪ Endorses checks daily with proper endorsing equipment.</li> <li>▪ Prepares daily cash deposits and delivers to bank; obtains receipt of all bank transactions.</li> <li>▪ Contacts customers with payment discrepancies and/or to verify remittance information.</li> <li>▪ Reviews customer accounts with customers and Regional Office Manager.</li> <li>▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment.</li> <li>▪ Researches and processes payment related items..</li> <li>▪ Responds to customer and regional staff inquiries and answers AR questions related to processed payments.</li> <li>▪ Prepares written notification to customers when payment cannot be processed for various reasons.</li> <li>▪ Forwards all customer correspondence to branch offices daily.</li> <li>▪ Maintains AR reports, spreadsheets and files.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Prepares analysis of accounts as required.</li> <li>▪ Assists with receiving checks, processing utility invoices, proofing AR and filing journal entries.</li> <li>▪ Assembles and processes overnight shipments, as needed.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	<p>Required: MS Word, Excel; ability to learn internal software programs</p> <p>Preferred: JD Edwards, CC&amp;B, Outlook, Internet Explorer</p>
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> </ul>



	<ul style="list-style-type: none"><li>▪ Reliable, self-motivated and well organized.</li><li>▪ Strong written and verbal communication skills.</li><li>▪ Maintains confidentiality.</li></ul>
<b>EDUCATION</b>	Required: HS Diploma or GED Preferred: Associate's Degree or equivalent
<b>CERTIFICATIONS/LICENSES</b>	Required: Valid Driver's License, safe driving record and proof of valid insurance.
<b>EXPERIENCE</b>	2 - 3 years related experience and/or training. Requires general knowledge of accounts receivable and bookkeeping skills.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision and ability to lift and transport daily mail.
<b>EQUIPMENT USED</b>	PC and/or laptop, endorsing machine, copy/fax/scan machine, telephone and other general office equipment.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Regional Executive Assistant</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Vice President
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Manages the RVP's calendar; coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments.</li> <li>▪ Arranges detailed travel plans and itineraries for the RVP.</li> <li>▪ Organizes meetings, conferences and/or events by arranging facilities and caterers and issuing information or invitations; prepares agendas, notices, minutes and resolutions for meetings.</li> <li>▪ 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.</li> <li>▪ Prepares the RVP's expense reports.</li> <li>▪ Reviews and summarizes miscellaneous reports, presentation materials and other documents; prepares background documents as necessary.</li> <li>▪ Completes inquiry forms; analyzes resolves and distributes forms for resolution.</li> <li>▪ Provides follow up on information requests, projects and pending matters with limited direction.</li> <li>▪ Maintains regional headcount and organizational chart.</li> <li>▪ Maintains regional filing system for records, reports and other documents.</li> <li>▪ Acts as liaison between executive staff and others, including PUC, county and other government officials, as well as community and political leaders.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Attends internal and external meetings and takes minutes as requested; transcribes and disseminates minutes to executive staff; prepares agenda for staff meetings.</li> <li>▪ Assists office staff with JDE and other computer issues.</li> <li>▪ Prepares various documents and forms upon request.</li> <li>▪ Researches and analyzes projects as assigned.</li> <li>▪ Makes photocopies, faxes documents and performs other clerical functions.</li> <li>▪ Performs other related duties as assigned.</li> </ul>



<b>COMPUTER SKILLS</b>	Required: MS Office; ability to learn internal software programs Preferred: Visio, JD Edwards, CC&B
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy.</li> <li>▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.</li> <li>▪ Highly organized and ability to multitask in a fast-paced environment.</li> <li>▪ Ability to communicate and work professionally with senior level management and external contacts while under pressure.</li> <li>▪ Excellent written and verbal communication skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.</li> <li>▪ Strong decision-making ability.</li> <li>▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.</li> <li>▪ Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED Preferred: Associates Degree in business related field
<b>CERTIFICATIONS/LICENSES</b>	Required: Valid driver's license Preferred: Executive Assistant certification, or similar certification
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Occasional travel may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Regional Office Manager</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Director
<b>JOB SUMMARY</b>	Responsible for overall regional office activities, including customer service, accounts receivable, phone reception, mail, purchasing requests and assisting local facilities.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Manages customer service team and regional office staff; hires, directs, evaluates, promotes and disciplines subordinate employees.</li> <li>▪ 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.</li> <li>▪ Addresses disciplinary and/or performance problems according to Company policy.</li> <li>▪ Oversees and coordinates overall administrative activities for the regional offices.</li> <li>▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary.</li> <li>▪ Maintains effective customer service and resolves escalated customer calls.</li> <li>▪ Provides training to regional office staff and CSR's in the areas of billing, tariff compliance, rate case preparation, reporting and customer service.</li> <li>▪ Maintains tap records, tracks Rule 9 apportionments and sewer deposits, and requests reapportionment refunds from Corporate.</li> <li>▪ Manages the reception area to ensure effective telephone and mail communications both internally and externally to maintain a professional image.</li> <li>▪ Supervises the maintenance of office areas and premises.</li> <li>▪ Informs management by reviewing and analyzing special reports, summarizing information and identifying trends.</li> <li>▪ Negotiates the purchase of office supplies and equipment for the regional office staff in accordance with company purchasing policies and budgetary restrictions.</li> <li>▪ Supervises the maintenance of office equipment, including copy/fax machines, etc.</li> <li>▪ Provides continual evaluation of processes and procedures; evaluates existing systems and tools and provides feedback for future improvements.</li> <li>▪ Establishes work procedures and processes that support Company and departmental standards, procedures and strategic directives.</li> <li>▪ Responsible for suggesting methods to improve area operations, efficiency and service to customers</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ May serve as liaison between Public Utilities Commission and regional office regarding customer service issues; maintains files for commercial</li> </ul>



	<p>and developer agreements.</p> <ul style="list-style-type: none"> <li>▪ Follows pre-established guidelines in emergency situations.</li> <li>▪ Participates in special projects as needed.</li> <li>▪ Performs other duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	<p>Required: MS Word, Excel, Outlook          Preferred: Internet Explorer, JD Edwards, CC&amp;B, AccuTerm</p>
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Maintains high level of confidentiality.</li> <li>▪ Communicates clearly and effectively, both verbally and in writing.</li> <li>▪ Ability to coach employees through complex, difficult and emotional issues.</li> <li>▪ 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.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Ability to delegate responsibility and authority to maximize use of employees' skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality; detail oriented.</li> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to work equally well in a leadership role, within a team environment and independently.</li> <li>▪ Ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to promote positive morale and teamwork among staff while maintain a professional work environment.</li> <li>• Ability to specify goals and effectively achieve them.</li> <li>▪ Ability to provide vision and leadership.</li> </ul>
<b>EDUCATION</b>	<p>Associates Degree in Accounting, Business Administration or other business related field is preferred.</p>
<b>EXPERIENCE</b>	<p>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.</p>
<b>PHYSICAL DEMANDS</b>	<p>Light to moderate physical activity, ability to lift approximately 15-20 lbs.; requires normal hearing and vision</p>
<b>EQUIPMENT USED</b>	<p>Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
<b>TRAVEL REQUIRED</b>	<p>Occasional travel may be required.</p>
<b>ADDITIONAL COMMENTS</b>	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Regional Vice President</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Chief Operating Officer
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Oversees all operations of the regional offices.</li> <li>▪ Drives profitability by effectively challenging and motivating employees.</li> <li>▪ Develops capital plan to meet customer growth and maintenance requirements and adherence to that plan.</li> <li>▪ Monitors and executes approved capital plan and operating budget.</li> <li>▪ Leads operations team to be in compliance with all applicable local, state and federal regulations.</li> <li>▪ Ensures and promotes a safe work environment for all employees.</li> <li>▪ Analyzes margins to ensure efficient operations.</li> <li>▪ Manages and provides leadership to regional staff.</li> <li>▪ 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.</li> <li>▪ Maintains profit and loss responsibility for assigned region(s).</li> <li>▪ Oversees new business development.</li> <li>▪ Supports the CEO, COO, CFO and CRO (Executive Team) to achieve the Company's goals and objectives.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Performs strategic planning for operations and provides input and assists the Executive Team on policy issues.</li> <li>▪ Serves as main contact for local media and manages relationship.</li> <li>▪ Stays abreast of local environment and upcoming regulation changes.</li> <li>▪ Meets Company goals and objectives in conformance with budgetary guidelines.</li> <li>▪ Ensures assets are maintained in good operating condition.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Able to maintain confidential information.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel.</li> <li>▪ 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.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Exceptional organizational and analytical skills and experience interpreting a strategic vision into an operational model.</li> <li>▪ Ability to provide vision and leadership.</li> <li>▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.</li> <li>▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues.</li> <li>▪ Ability to define specific problems and offer variable solutions.</li> <li>▪ 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.</li> <li>▪ Ability to specify goals and effectively achieve them.</li> <li>▪ Exceptional verbal and written communication skills.</li> <li>▪ Ability to motivate others in pursuit of Company goals; strong leadership skills.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Detail oriented with ability to see the big picture.</li> </ul>
<b>EDUCATION</b>	Required: Bachelor's degree Preferred: MBA or equivalent
<b>CERTIFICATIONS/LICENSES</b>	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Frequent travel may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Regional Business Operations Manager</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Vice President
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Coordinates the annual regional capital project planning effort.</li> <li>▪ Manages monthly regional capital spending and financial re-forecasting efforts, including preparing all corporate schedules.</li> <li>▪ Evaluates and reports on monthly and YTD regional financial performance results vs. budget and prior year's results.</li> <li>▪ Reviews progress of monthly capital spending to ensure regional conformity to projected budgetary goals.</li> <li>▪ Responsible for the accuracy of regional financial reporting.</li> <li>• Drives revenue and cost savings by effectively challenging and motivating employees.</li> <li>▪ Coordinates miscellaneous initiatives assigned to region.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Assists in the determination of monthly regional Operations &amp; Maintenance posting validity and suggests corrective measures where necessary.</li> <li>▪ Assists with the completion of special projects for the Corporate Operations Support Team.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Able to maintain confidential information.</li> <li>▪ 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.</li> <li>▪ Exceptional analytical skills and experience interpreting a strategic vision into an operational model.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Excellent analytical, communication and organizational skills.</li> <li>▪ Proven ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Detail oriented.</li> <li>▪ Ability to develop and maintain effective working relationships with a wide variety of individuals.</li> </ul>
<b>EDUCATION</b>	Required: Bachelor's degree in Business, Finance, Management, Accounting or similar field. Preferred: MBA
<b>EXPERIENCE</b>	Minimum 3 years business and finance or accounting experience, preferably in water /wastewater utility management, with increasing levels of responsibility.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Occasional travel will be required as necessary.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Regional Compliance &amp; Safety Advisor</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Regional Vice President
<b>JOB SUMMARY</b>	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).
<b>ESSENTIAL FUNCTIONS</b>	<p><b>SAFETY:</b></p> <ul style="list-style-type: none"> <li>▪ Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance &amp; Safety Coordinator and managers.</li> <li>▪ Ensures every location conducts monthly safety meetings involving all employees; collects and files attendance forms.</li> <li>▪ 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.</li> <li>▪ Ensures all safety plans and programs are implemented, reviewed and updated according to changes in regulations or process/policy/equipment.</li> <li>▪ Performs local safety inspections and training.</li> <li>▪ Investigates accidents and injuries and recommends ways to avoid reoccurrence.</li> <li>▪ Assists with all regional accident and injury claims.</li> <li>▪ Oversees and assists managers with annual facility inspections and follow-ups.</li> <li>▪ Performs facility safety inspections on newly acquired facilities and/or properties, within assigned region.</li> <li>▪ Provides inspection reports to RD and CCSC.</li> <li>▪ Ensures that correct PPE for all job tasks are provided with associated training.</li> <li>▪ Ensures that drivers comply with all safety regulations and that monthly vehicle inspection forms are completed by all employees that drive a Company vehicle.</li> <li>▪ Actively participates in safety committee meetings.</li> </ul> <p><b>COMPLIANCE:</b></p> <ul style="list-style-type: none"> <li>▪ Ensures compliance with applicable OSHA, EPA, NIOSH, state departments of health and public service commissions' standards.</li> <li>▪ Communicates regularly with employees and management to ensure assigned region operates in compliance with all local, state and federal regulations.</li> <li>▪ Monitors monthly DMR's and all water results for issues.</li> <li>▪ Tracks implementation of capital projects to ensure compliance (e.g. radium, arsenic, etc.).</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Performs follow-up on all non-compliance advisories to address the specific issue and any underlying issues.</li> <li>▪ Negotiates and tracks consent orders/compliance schedules to assure timely completion and closure.</li> <li>▪ Provides reports to senior management to demonstrate compliance assurance.</li> <li>▪ Maintains files on Notice of Violations, inspection reports, etc. for all facilities and Company response.</li> <li>▪ Compiles annual Consumer Confidence Report and any customer notifications regarding water quality.</li> <li>▪ Acts as liaison to Corporate Compliance &amp; Safety Coordinator to implement standardized practices, policies and procedures.</li> <li>▪ Stays abreast of upcoming regulations and works with Operations Support team to evaluate their impact on UI operations and capital planning.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Performs employee job safety observations as needed.</li> <li>▪ Conducts or assists managers with New Employee Safety Orientation for all new hires prior to entering the workplace.</li> <li>▪ Assists managers with general and specific security concerns.</li> <li>▪ Ensures that all documents regarding the safety program are completed and filed appropriately.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	<p>Required: MS Word, Excel  Preferred: PowerPoint, Outlook and Explorer</p>
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Strong written and verbal communication skills; previous public speaking experience required.</li> <li>▪ Excellent analytical, communication and organizational skills.</li> <li>▪ Proven ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Relies on previous experience and judgment to plan and accomplish goals.</li> </ul>
<b>EDUCATION</b>	<p>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.</p>
<b>CERTIFICATIONS/LICENSES</b>	<p>Required: Valid driver's license  Preferred: Certified Safety Professional, OSHA 30-hour course, Operator certification(s) in water and/or wastewater</p>
<b>EXPERIENCE</b>	<p>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.</p>
<b>PHYSICAL DEMANDS</b>	<p>Light to moderate physical activity, requires normal hearing and vision.</p>



<b>EQUIPMENT USED</b>	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Frequent travel may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
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<b>JOB TITLE</b>	<b>Regional Director</b>
<b>DEPARTMENT</b>	<b>Operations</b>
<b>STATUS</b>	<b>Exempt</b>
<b>SUPERVISOR'S TITLE</b>	<b>Regional Vice President</b>
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Monitors financial performance on a regional and business unit basis.</li> <li>▪ Leads operations team to be in compliance with all applicable local, state and federal regulations.</li> <li>• 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.</li> <li>▪ Oversees the development and execution of developer agreements, including payment of fees.</li> <li>▪ Oversees the maintenance of facilities, company vehicles, tools and equipment to guarantee they are in good operating condition.</li> <li>▪ Develops, monitors and executes approved capital plan and operating budget.</li> <li>• Provides stewardship of legal issues.</li> <li>▪ Coordinates with the VP of Corporate Development regarding potential acquisitions and divestitures.</li> <li>▪ Provides information to corporate headquarters and to staff in a timely and comprehensive manner.</li> <li>▪ Recruits, retains, manages and provides leadership for regional operations staff.</li> <li>▪ Provides direction and directives to the operations staff in the performance of their duties, establishing work priorities and in achieving management initiatives.</li> <li>• Drives revenue by effectively challenging and motivating employees.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Develops and maintains positive relationships with community.</li> <li>▪ Remains up to date on new and revised regulations that may impact the company.</li> <li>▪ Maintains assets in good operating condition.</li> <li>• Develops familiarity with other regulated industries.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel, PowerPoint, Outlook and Explorer
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.</li> <li>▪ Ability to provide vision and leadership.</li> <li>▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues.</li> <li>▪ Ability to define specific problems and offer variable solutions.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Ability to specify goals and effectively achieve them.</li> <li>▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel.</li> <li>▪ Ability to keep accurate records and prepare and submit accurate reports.</li> <li>▪ Ability to follow verbal and written instructions.</li> <li>▪ Ability to provide for safe working conditions for fellow workers.</li> <li>▪ Must have ability to effectively communicate with other employees and the public.</li> <li>▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.</li> <li>▪ Ability to motivate others in the pursuit of Company goals.</li> <li>▪ Excellent analytical, communication and organizational skills.</li> <li>▪ Ability to read and comprehend maps, plans and surveys.</li> </ul>
<b>EDUCATION</b>	Required: Bachelors Degree or a combination of related experience and education. Preferred: MBA
<b>CERTIFICATIONS/LICENSES</b>	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Frequent travel may be required.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
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<b>JOB TITLE</b>	<b>Lead Customer Service Representative</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-exempt
<b>SUPERVISOR'S TITLE</b>	Customer Service Supervisor
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Answers all incoming calls from customers and resolves billing and service issues.</li> <li>▪ 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.</li> <li>▪ Acts as primary point of contact for department in the absence of Customer Service Supervisor.</li> <li>▪ Approves CSR adjustments on a daily basis, prior to posting.</li> <li>▪ Oversees the maintenance of files for customer correspondence, legal notices, reports and other records.</li> <li>▪ Tracks all reporting and filing for the department.</li> <li>▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Assists supervisor in resolving escalated customer calls and complex issues.</li> <li>▪ Oversees bank deposits.</li> <li>▪ Opens and closes customer accounts.</li> <li>▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues.</li> <li>▪ Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible.</li> <li>▪ Processes customer payments and maintains the requisite financial tracking systems.</li> <li>▪ Initiates and terminates service as required.</li> <li>▪ Reviews various billing reports to resolve issues prior to billing.</li> <li>▪ Reviews receivable shut-off reports and takes appropriate action.</li> <li>▪ Files liens where appropriate.</li> <li>▪ Applies tariffs for the areas assigned.</li> <li>▪ May scan customer payments</li> <li>▪ Performs other duties as assigned.</li> </ul>



<b>COMPUTER SKILLS</b>	Required: MS Word, Excel Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to work independently and under limited supervision.</li> <li>▪ Ability to successfully research and resolve customer issues with minimal assistance.</li> <li>▪ Demonstrates initiative to take on new tasks.</li> <li>▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency.</li> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> <li>▪ Reliable, self-motivated and well organized.</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Ability to motivate others in pursuit of Company goals.</li> <li>▪ Ability to multitask in a fast-paced environment.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Detail oriented.</li> <li>▪ Ability to work within a team environment, as well as independently.</li> <li>▪ Maintains high level of confidentiality.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED Preferred: Associates Degree in accounting, business administration or other business related field
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
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<b>JOB TITLE</b>	Customer Service Representative I
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-exempt
<b>SUPERVISOR'S TITLE</b>	Customer Service Supervisor
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Answers all incoming calls from customers and resolves billing and service issues.</li> <li>▪ 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.</li> <li>▪ Opens and closes customer accounts.</li> <li>▪ Reviews customer correspondence.</li> <li>▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues.</li> <li>▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.</li> <li>▪ Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible.</li> <li>▪ Processes customer payments and maintains the requisite financial tracking systems.</li> <li>▪ Initiates and terminates service as requested.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ Assists with account adjustments as necessary.</li> <li>▪ Scans customer payments.</li> <li>▪ Performs other duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel Preferred: Outlook and Explorer
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> <li>▪ Reliable, self-motivated and well organized.</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Ability to multitask in a fast-paced environment.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Detail oriented.</li> </ul>



	<ul style="list-style-type: none"><li>▪ Ability to work within a team environment, as well as independently.</li><li>▪ Maintains high level of confidentiality.</li></ul>
<b>EDUCATION</b>	Required: HS Diploma or GED
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision.
<b>EQUIPMENT USED</b>	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
<b>CONTACT INFORMATION</b>	

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<b>JOB TITLE</b>	<b>Customer Service Representative II</b>
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Non-exempt
<b>SUPERVISOR'S TITLE</b>	Customer Service Supervisor
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Answers all incoming calls from customers and resolves billing and service issues.</li> <li>▪ 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.</li> <li>▪ Opens and closes customer accounts.</li> <li>▪ Reviews customer correspondence.</li> <li>▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues.</li> <li>▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.</li> <li>▪ Requests shut off door tags and issues shut off Service Orders for non-payment; makes payment arrangements when possible.</li> <li>▪ Processes customer payments and maintains the requisite financial tracking systems.</li> <li>▪ Initiates and terminates service as required.</li> <li>▪ Reviews various billing reports to resolve issues prior to billing.</li> <li>▪ Reviews receivable shut-off reports and takes appropriate action.</li> <li>▪ Files liens where appropriate.</li> <li>▪ Applies tariffs for the areas assigned.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ May be required to make bank deposits.</li> <li>▪ Assists with account adjustments as necessary.</li> <li>▪ Scans customer payments.</li> <li>▪ Performs other duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	Required: MS Word, Excel, Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to work independently and under limited supervision.</li> <li>▪ Ability to successfully research and resolve customer issues with some assistance.</li> <li>▪ Demonstrates initiative to take on new tasks.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Friendly, customer service focus.</li> <li>▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.</li> <li>▪ Reliable, self-motivated and well organized.</li> <li>▪ Strong written and verbal communication skills.</li> <li>▪ Ability to multitask in a fast-paced environment.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Detail oriented.</li> <li>▪ Ability to work within a team environment, as well as independently.</li> <li>▪ Maintains high level of confidentiality.</li> </ul>
<b>EDUCATION</b>	Required: HS Diploma or GED
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision
<b>EQUIPMENT USED</b>	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
<b>ADDITIONAL COMMENTS</b>	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
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<b>JOB TITLE</b>	Customer Service Supervisor
<b>DEPARTMENT</b>	Operations
<b>STATUS</b>	Exempt
<b>SUPERVISOR'S TITLE</b>	Customer Care Manager
<b>JOB SUMMARY</b>	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.
<b>ESSENTIAL FUNCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary.</li> <li>▪ Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner.</li> <li>▪ Responsible for scheduling customer service representative work schedules.</li> <li>▪ Monitors appropriate usage of overtime by the customer service staff and follows policy regarding overtime.</li> <li>▪ Ensures employees receive appropriate training and other resources to perform their jobs.</li> <li>▪ Analyzes monthly Customer Service reports from Corporate; creates reports as requested.</li> <li>▪ Identifies and informs management of trends by reviewing, analyzing and summarizing special reports.</li> <li>▪ Evaluates the Customer Service Department's effectiveness by reviewing daily, weekly and monthly reports.</li> <li>▪ Maintains commercial and developer agreements, tap records, Rule 9 apportionments and sewer deposits; requests Rule 9 reapportionment refund from Corporate.</li> <li>▪ Conducts monthly audits of monetary transactions.</li> <li>▪ 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.</li> <li>▪ Addresses disciplinary and/or performance problems according to Company policy.</li> <li>▪ Establishes work procedures and processes that support Company and departmental standards, procedures and strategic directives.</li> <li>▪ Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to customers.</li> <li>▪ Resolves escalated customer calls and complex service issues.</li> </ul>
<b>ADDITIONAL RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>▪ May assist with maintaining contact with State public utilities commissions for the region.</li> <li>▪ Periodically monitors the interaction between CSR's and customers to ensure quality control. Give direction and makes recommendations as necessary.</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Works to maintain high level of cooperation and proper attitude within the department.</li> <li>▪ Executes special projects assigned by ROM.</li> <li>▪ Performs other related duties as assigned.</li> </ul>
<b>COMPUTER SKILLS</b>	<p>Required: MS Word, Excel, Outlook  Preferred: Internet Explorer, JD Edwards, CC&amp;B, AccuTerm</p>
<b>ADDITIONAL SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Ability to perform all duties of a Customer Service Representative.</li> <li>▪ Communicates clearly and effectively, both verbally and in writing.</li> <li>▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.</li> <li>▪ Ability to delegate responsibility and authority to maximize use of employees' skills.</li> <li>▪ 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.</li> <li>▪ Ability to motivate others in pursuit of Company goals.</li> <li>▪ Excellent organizational and interpersonal skills.</li> <li>▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.</li> <li>▪ Detail oriented.</li> <li>▪ Ability to work within a team environment, as well as independently.</li> <li>▪ Maintains high level of confidentiality.</li> <li>▪ Friendly, customer service focus.</li> </ul>
<b>EDUCATION</b>	Associates Degree in business administration or other business related field is preferred.
<b>EXPERIENCE</b>	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.
<b>PHYSICAL DEMANDS</b>	Light to moderate physical activity, requires normal hearing and vision
<b>EQUIPMENT USED</b>	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
<b>TRAVEL REQUIRED</b>	Occasional travel may be required.
<b>ADDITIONAL COMMENTS</b>	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. of Florida

<u>Employee</u>	<u>Job Title</u>	<u>Job Descriptions</u>	<u>ERC Methodology</u>
Anderson, Daniel	Operator	<i>*Please see attached job descriptions for duties performed</i>	<i>* 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) allocations are based off the FL and South ERC Count.</i>
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		
Finch, Jeffrey	Lead Operator		
Flynn, Patrick	Regional Director		
Galarza, Richard	Field Technician		
Gentilucci, Domenic	Area Manager		
Gongre, Bryan	Regional Manager		
Hebery, 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		
Swegheimer, James	Operator		
Tzareff, 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)		
Christlan, Elise	Customer Service Representative (1)		
Dipasquale, Susan	Staff Assistant (1)		
Hanks, Peggy	Office Clerk (1)		
Mayeski, Loris	Customer Service Representative (1)		
Loeffel, Leanne	Customer Service Representative (1)		
Noell, Sandra	Office Clerk (1)		
Patricio, Reginald	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)		

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	

Louisiana

00262	262100	203.8	0.22%		
00262	262101	171.0	0.18%	0.40%	Sandy Creek
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

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93,816.5	100.00%	100.00%
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<u>State</u>	<u>Company</u>	<u>Business Unit</u>	<u>ERC</u>	<u>% to Total Florida</u>	
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
		<u>72,968.0</u>	<u>100.00%</u>	<u>100.00%</u>

<u>Neal, William</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>14,871.9</u>	<u>100.00%</u>	<u>100.00%</u>
<u>Finchirsh, Jeffrey</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>6,724.8</u>	<u>100.00%</u>	<u>100.00%</u>
<u>Stewart, Malcolm</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>3,855.9</u>	<u>100.00%</u>	<u>100.00%</u>
<u>Chard, Ronald</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
		<u>18,394.7</u>	<u>100.00%</u>	<u>100.00%</u>

Wilson, Michael

<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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 Oranewood	W	1,788.3	9.35%	
252107 Oranewood	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%
		<u>19,131.9</u>	<u>100.00%</u>	<u>100.00%</u>

Worrell, David

<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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 Oranewood	W	1,788.3	17.74%	
252107 Oranewood	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%
		<u>10,079.8</u>	<u>100.00%</u>	<u>100.00%</u>

Anderson, Daniel

<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
		<u>3,322.9</u>	<u>100.00%</u>	<u>100.00%</u>

Bailey, Alan  
Brown, Donna  
Finch, Allan  
Kcvs, Eugene  
Lorenzo, Alexander  
Swegheimer, James  
Tzareff, Paul

	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
		<u>20,959.7</u>	<u>100.00%</u>	<u>100.00%</u>

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

	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
		<u>15,890.8</u>	<u>100.00%</u>	<u>100.00%</u>

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

	<u>System</u>	<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
		<u>35,655.1</u>	<u>100.00%</u>	<u>100.00%</u>

Cardinal, Anthony  
Habery, Stephen  
Schneider, Keith

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>4,631.6</u>	<u>100.00%</u>	<u>100.00%</u>

Carver, Nathaniel

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>50,803.4</u>	<u>100.00%</u>	<u>100.00%</u>

Coffey Jr, John

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>25,299.2</u>	<u>100.00%</u>	<u>100.00%</u>

Eubanks, Brian

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>15,148.3</u>	<u>100.00%</u>	<u>100.00%</u>

Gentilucci, Domenic

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>45,461.4</u>	<u>100.00%</u>	<u>100.00%</u>

Gouge, Brian

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<b>51,545.9</b>	<b>100.00%</b>	<b>100.00%</b>

**Hogue, Raymond**

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<b>29,570.6</b>	<b>100.00%</b>	<b>100.00%</b>

**McPhee, Allison**

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
260100	Pennbrooke	W	1,465.0	54.02%	
260101	Pennbrooke	S	1,247.0	45.98%	100.00%
			<b>2,712.0</b>	<b>100.00%</b>	<b>100.00%</b>

**Overton, Michael**

	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<b>23,591.3</b>	<b>100.00%</b>	<b>100.00%</b>

**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%
			<u>14,537.4</u>	<u>100.00%</u>	<u>100.00%</u>

<u>Phillips, Christopher</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>13,289.9</u>	<u>100.00%</u>	<u>100.00%</u>

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

<u>Sillito, Terry</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>14,428.2</u>	<u>100.00%</u>	<u>100.00%</u>

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

<u>Weirzbicki, Anthony</u>	<u>System</u>		<u>ERC Count (1)</u>	<u>Percentage to Total</u>	
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%
			<u>16,997.0</u>	<u>100.00%</u>	<u>100.00%</u>

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Seminole County**

**25-30.440 (9)  
VEHICLES**

**Test Year Ended December 31, 2008**

Vehicle Schedule

Company: Utilities, Inc of Florida; Seminole County

Docket No.: 090402-WS

Test Year Ended: December 31, 2008

<u>Vehicle #</u>	<u>Year</u>	<u>Model</u>	<u>Serial Number</u>	<u>Driver</u>	<u>Position</u>	<u>Vehicle Price</u>	<u>Allocation Method</u>
312	2003	CHEV SILVERADO	1GCEC14X03Z114378	Shue, Mickey	Field Technician	18,519.00	ERCS
431	2004	CHEV SILVERADO 2500	1GCHK24U04E296751	Cooper, Robert	Operator	25,239.68	ERCS
455	2004	CHEV SILVERADO LS 1500	1GCEC14X94Z320851	Ebert, Shawn	Field Technician	19,386.15	ERCS
503	2005	CHEV COLORADO	1GCCS146658179178	Phillips, Christopher	Operator	16,750.47	ERCS
509	2005	CHEV SILVERADO EXT CAB	1GCEK19T35E230984	Marinelli, John	Field Supervisor	29,474.75	ERCS
512	2005	CHEV TAHOE 2WD	1GNEK13T85R119267	Flynn, Patrick	Regional Director	53,357.93	ERCS
649	2006	CHEV TRAILBLAZER LS	1GNNDT13S462176280	Sudduth, Donald	Business Director	29,748.89	ERCS
650	2006	CHEV TAHOE LS	1GNEK13TX6R148941	Durham, Rick	Regional Vice President	32,505.83	ERCS
658	2006	CHEV SILVERADO	1GCHC24U26E156264	Learned, Scott	Field Technician	23,720.56	ERCS
659	2006	CHEV TRAILBLAZER LS	1GNNDT13S462302634	Carver, Nathaniel	Project Manager	26,206.16	ERCS
703	2007	CHEV COLORADO	1GCCS14E578115658	Coffee Jr, John	Operator	17,363.98	ERCS
726	2007	CHEV SILVERADO RCAB	1GCEC14V37E150478	Callahan, Robert	Operator	17,224.42	ERCS
729	2007	CHEV TRAILBLAZER	1GNDS13S572108957	Haws, Scotty	Safety Manager	29,355.64	ERCS
731	2007	CHEV COLORADO	1GCCS19E078137723	Wright Thomas	Field Technician	18,386.81	ERCS
807	2008	CHEV SILVERADO REG CAB 2	1GCEC140X8Z100756	Leard, Mark	Field Technician	20,309.88	ERCS
808	2008	CHEV SILVERADO REG CAB 2	1GCEC140X8Z100840	Morrell, Matthew	Field Technician	20,347.01	ERCS
809	2008	CHEV SILVERADO REG CAB 2	1GCEC14048Z102261	Pinder, Jeffrey	Field Supervisor	20,347.01	ERCS
810	2008	CHEV SILVERADO REG CAB 2	1GCEC14068Z104173	Hollister, Jimmie	Field Technician	20,309.88	ERCS
812	2008	CHEV SILVERADO REG CAB 2	1GCEC14028Z104431	Galarza, Richard	Field Technician	20,347.01	ERCS
813	2008	CHEV SILVERADO REG CAB 2W	1GCEC14078Z104411	Pennington, Jonathan	Field Technician	20,494.48	ERCS
818	2008	TOTY HIGHLANDER	JTEDS41A482011962	Gongre, Bryan	Regional Manager	29,220.44	ERCS
833	2008	CHEV EXPRESS VAN	1GCFG15X581152329	Overton, Micheal	Field Technician	20,253.31	ERCS

**Utilities, Inc. of Florida**

**Docket No.: 090462-WS**

**Seminole County**

**25-30.440 (10)  
CUSTOMER COMPLAINTS**

**Test Year Ended December 31, 2008**

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Seminole County – Bear Lake  
Customer Complaints and Resolutions – 01/01/08 to 05/31/08

SUBDIVISION :. 00612  
 ROUTE :. 612  
 SERVICE ORDER# :. 268263  
 ACCOUNT# :. 006120010707  
 CUSTOMER NAME :. CASELLA, EDNA M  
 SERVICE ADDRESS:. 200 MIRROR DR  
 EDATE :. 02/14/08  
 TYPE :. 28  
 COMMENT :. CUST CALLED IN LOW WATER PRESSURE. CHK OUT AND TAG DOOR WITH FINDINGS. PAGED TO JOHN M  
 RESOLUTION :. MR=1760140  
 . LOW BECAUSE OF 2" WATER MAIN BREAK AT RIDGE DRIVE/PINE STREET.  
 . REPAIRED MAIN. PRESSURE OK  
 RDATE :. 02/14/08

SUBDIVISION :. 00612  
 ROUTE :. 612  
 SERVICE ORDER# :. 293147  
 ACCOUNT# :. 006120010707  
 CUSTOMER NAME :. CASELLA, EDNA M  
 SERVICE ADDRESS:. 200 MIRROR DR  
 EDATE :. 05/05/08  
 TYPE :. 28  
 COMMENT :. CUSTOMER CALLED DUE TO VERY LOW WATER PRESSURE.PAGED TO MATT M  
 RESOLUTION :. 4" A/C MAIN BREAK AT RIDGE DRIVE LOW PSI.  
 RDATE :. 05/02/08

SUBDIVISION :. 00612  
 ROUTE :. 612  
 SERVICE ORDER# :. 293150  
 ACCOUNT# :. 006120022870  
 CUSTOMER NAME :. WHITE, ROBERT M  
 SERVICE ADDRESS:. 300 LAKE BLVD  
 EDATE :. 05/05/08  
 TYPE :. 28  
 COMMENT :. CUSTOMER CALLED BECAUSE OF VERY LOW WATER PRESSURE.  
 . PAGED TO MATT M  
 RESOLUTION :. 4" A/C MAIN BREAK ON RIDGE DRIVE, CAUSED LOW PSI.  
 RDATE :. 05/02/08

SUBDIVISION :. 00612  
 ROUTE :. 612  
 SERVICE ORDER# :. 295858  
 ACCOUNT# :. 006120022855  
 CUSTOMER NAME :. SPEIRS, JAMES T  
 SERVICE ADDRESS:. 105 SUNSET DR  
 EDATE :. 05/13/08  
 TYPE :. 29  
 COMMENT :. 5/11/08 - YELLOW WATER CALL. CUSTOMER CALLED THE ANSWERING SERVICE AFTER HOURS. PLEASE RESOLVE  
 RESOLUTION :. GOT TO THE RESIDENCE. RESIDUAL WAS GOOD, CUSTOMER SAID IT CLEARED FOR A BIT AND THEN IT TURNED YELLOW AGAIN, CAUSING HER LAUNDRY TO TURN YELLOW. INFORMED CUSTOMER THAT THERE IS JUST VERY HIGH USAGE DEMAND IT SHOULD CLEAR, SINCE WE FLUSHED SYSTEM ON 5/2/08.  
 RDATE :. 05/14/08

Seminole County – Bear Lake  
Customer Complaints and Resolutions – 01/01/08 to 05/31/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 295862  
ACCOUNT# :. 006120022870  
CUSTOMER NAME :. WHITE, ROBERT M  
SERVICE ADDRESS:. 300 LAKE BLVD  
EDATE :. 05/13/08  
TYPE :. 29  
COMMENT :. 5/11/08 - BROWN WATER. CUSTOMER CALLED THE ANSWERING SERVICE AFTER HOURS. PAGED TO ONCALL. PLEASE RESOLVE.  
RESOLUTION :. ARRIVED AT RESIDENCE, RESIDUAL IS 1.2 INFORMED THE CUSTOMER OF THE VERY HIGH DEMAND AND WE FLUSHED THE SYSTEM AND IT SHOULD BE CLEAR.  
RDATE :. 05/14/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 295867  
ACCOUNT# :. 006120022831  
CUSTOMER NAME :. GREEN, JUNE W  
SERVICE ADDRESS:. 102 SUNSET DR  
EDATE :. 05/13/08  
TYPE :. 29  
COMMENT :. 5/11/08 - BROWN WATER. CUSTOMER CALLED THE ANSWERING SERVICE AFTER HOURS. PAGED TO ONCALL. PLEASE RESOLVE.  
RESOLUTION :. JOHN COFFEE INFORMED RESIDENCE THAT WE WILL BE CHECKING THE PLANT. GOT TO THE HOUSE. RESIDUAL WAS GOOD 1.2 CHECKED THE PLANT, VERY HIGH USAGE OF WATER CAUSING WATER TO DETERIOATE. INFORMED CUSTOMER THAT THERE IS JUST A HIGH WATER DEMAND AND SOMETIMES THAT CAN CAUSE PROBLEMS.  
RDATE :. 05/14/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 259169  
ACCOUNT# :. 006120011435  
CUSTOMER NAME :. KURIMAI JR, JOSEPH S  
SERVICE ADDRESS:. 418 LAKE BLVD  
EDATE :. 01/16/08  
TYPE :. 32  
COMMENT :. CUSTOMER SAYS THE SMELL OF CHLORINE IS SO VERY STRONG AND BURNS HIS THROAT FOR THE LAST FEW DAYS.  
RESOLUTION :. SPOKE WITH ELISA - SENT TO KATHY 01/17/08 @7:30- ELISA WILL TAKE CARE OF IT. ELSA CHECKED THE RESIDUAL AT 418 LAKE BLVD. AND FOUND IT TO BE 2.0.SHE REDUCED THE SETTING ON HER METERING PUMP.  
RDATE :. 01/17/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 278147  
ACCOUNT# :. 006120022569  
CUSTOMER NAME :. ACKERMAN, RONALD  
SERVICE ADDRESS:. 105 VINEWOOD DR  
EDATE :. 03/18/08  
TYPE :. 43  
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE DUE TO NO WATER.

Seminole County – Bear Lake  
Customer Complaints and Resolutions – 01/01/08 to 05/31/08

RESOLUTION       . PAGED TO ONCALL, PLEASE RESOLVE.  
                  :.. AFTER TALKING WITH CUSTOMER FOUND OUT THAT THE SERVICE WAS  
                  LOCKED OFF AND THAT I WOULD NOT BE ABLE TO DO ANYTHING SINCE I  
                  DON'T KNOW THE ACCOUNT INFORMATION. I INFORMED THE CUSTOMER  
                  SHE WOULD HAVE TO CALL THE OFFICE ON MONDAY.  
RDATE             :.. 03/15/08

**Seminole County – Bear Lake  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 015 MR Route : FA ID: 2640910542  
Account # : 2640910000 Customer Name: 015 Bear Lake Manor Phone #:  
Address : 015 Bear Lake Manor CSR: Matthew Chandler Operator: Matthew Morrell  
Entry Date : 12/22/2008 8:26:17AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Seminole roads service called in about a water main on Playa Way between Bear Lake Terrace and Linneal Beach. It needs to be covered or marked better so it doesn't get damaged when they are mowing the area.  
Due Date : 12/23/2008 6:00:00PM Resolution Date: 12/23/2008 2:30:00PM FA Status: Completed  
Resolution : Staked off WM on both sides of the ditch for Seminole county. Also marked location on the ROW.

Sub Division : 015 MR Route : F06 FA ID: 4586100904  
Account # : 4586100000 Customer Name: HABIB, AMID Phone #: (407) 862-0107  
Address : 3619 BONNIE DR Irrigation CSR: Loretta Abbott Operator: Jeff Pinder  
Entry Date : 10/14/2008 2:40:00PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer at this address has one meter for this address and 3631. He would like for you to see if he can have a separate meter for 3631 and the cost  
Due Date : 10/16/2008 12:00:00AM Resolution Date: 10/27/2008 10:00:00AM FA Status: Completed  
Resolution : Service line is already available for this. Turned over to Karen. We have 2 houses connected to 1 meter.

Sub Division : 015 MR Route : F06 FA ID: 5227100950  
Account # : 5227100000 Customer Name: DIEUJUSTE, WILNER Phone #:  
Address : 1223 HELEN ST CSR: Matthew Chandler Operator:  
Entry Date : 6/6/2008 1:12:41PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions : Customer has low to no water pressure. Paged to Jeff P.  
Due Date : 6/6/2008 12:00:00AM Resolution Date: 6/6/2008 2:30:00PM FA Status: Completed  
Resolution : Customer shut water off and wanted us to make repair. Explained to customer it was their responsibility.

Sub Division : 015 MR Route : F06 FA ID: 7495200116  
Account # : 7495200000 Customer Name: BOUDREAN, F J Phone #: (407) 869-1146  
Address : 1209 ALTON DR CSR: Jacqueline Sillitoe Operator:  
Entry Date : 6/3/2008 8:04:08AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer's daughter called to report that the curb stop is frozen. Please lubricate. 06/03  
Due Date : 6/4/2008 12:00:00AM Resolution Date: 6/4/2008 10:05:00AM FA Status: Completed  
Resolution : Lubricated and exercised curb stop. It is working good now. 6/4/08

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Seminole County - Bear Lake  
Customer Complaints and Resolutions - 01/01/08 to 05/31/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 268263  
ACCOUNT# :. 006120010707  
CUSTOMER NAME :. CASELLA, EDNA M  
SERVICE ADDRESS:.. 200 MIRROR DR  
EDATE :. 02/14/08  
TYPE :. 28  
COMMENT :. CUST CALLED IN LOW WATER PRESSURE. CHK OUT AND TAG DOOR WITH  
FINDINGS. PAGED TO JOHN M  
RESOLUTION :. MR=1760140  
. LOW BECAUSE OF 2" WATER MAIN BREAK AT RIDGE DRIVE/PINE STREET.  
. REPAIRED MAIN. PRESSURE OK  
RDATE :. 02/14/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 293147  
ACCOUNT# :. 006120010707  
CUSTOMER NAME :. CASELLA, EDNA M  
SERVICE ADDRESS:.. 200 MIRROR DR  
EDATE :. 05/05/08  
TYPE :. 28  
COMMENT :. CUSTOMER CALLED DUE TO VERY LOW WATER PRESSURE.PAGED TO MATT M  
RESOLUTION :. 4" A/C MAIN BREAK AT RIDGE DRIVE LOW PSI.  
RDATE :. 05/02/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 293150  
ACCOUNT# :. 006120022870  
CUSTOMER NAME :. WHITE, ROBERT M  
SERVICE ADDRESS:.. 300 LAKE BLVD  
EDATE :. 05/05/08  
TYPE :. 28  
COMMENT :. CUSTOMER CALLED BECAUSE OF VERY LOW WATER PRESSURE.  
. PAGED TO MATT M  
RESOLUTION :. 4" A/C MAIN BREAK ON RIDGE DRIVE, CAUSED LOW PSI.  
RDATE :. 05/02/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 295858  
ACCOUNT# :. 006120022855  
CUSTOMER NAME :. SPEIRS, JAMES T  
SERVICE ADDRESS:.. 105 SUNSET DR  
EDATE :. 05/13/08  
TYPE :. 29  
COMMENT :. 5/11/08 - YELLOW WATER CALL. CUSTOMER CALLED THE ANSWERING  
SERVICE AFTER HOURS. PLEASE RESOLVE  
RESOLUTION :. GOT TO THE RESIDENCE. RESIDUAL WAS GOOD, CUSTOMER SAID IT  
CLEARED FOR A BIT AND THEN IT TURNED YELLOW AGAIN, CAUSING HER  
LAUNDRY TO TURN YELLOW. INFORMED CUSTOMER THAT THERE IS JUST  
VERY HIGH USAGE DEMAND IT SHOULD CLEAR, SINCE WE FLUSHED  
SYSTEM ON 5/2/08.  
RDATE :. 05/14/08

Seminole County - Bear Lake  
Customer Complaints and Resolutions - 01/01/08 to 05/31/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 295862  
ACCOUNT# :. 006120022870  
CUSTOMER NAME :. WHITE, ROBERT M  
SERVICE ADDRESS:. 300 LAKE BLVD  
EDATE :. 05/13/08  
TYPE :. 29  
COMMENT :. 5/11/08 - BROWN WATER. CUSTOMER CALLED THE ANSWERING SERVICE  
AFTER HOURS. PAGED TO ONCALL. PLEASE RESOLVE.  
RESOLUTION :. ARRIVED AT RESIDENCE, RESIDUAL IS 1.2 INFORMED THE CUSTOMER OF  
THE VERY HIGH DEMAND AND WE FLUSHED THE SYSTEM AND IT SHOULD  
BE CLEAR.  
RDATE :. 05/14/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 295867  
ACCOUNT# :. 006120022831  
CUSTOMER NAME :. GREEN, JUNE W  
SERVICE ADDRESS:. 102 SUNSET DR  
EDATE :. 05/13/08  
TYPE :. 29  
COMMENT :. 5/11/08 - BROWN WATER. CUSTOMER CALLED THE ANSWERING SERVICE  
AFTER HOURS. PAGED TO ONCALL. PLEASE RESOLVE.  
RESOLUTION :. JOHN COFFEE INFORMED RESIDENCE THAT WE WILL BE CHECKING THE  
PLANT. GOT TO THE HOUSE. RESIDUAL WAS GOOD 1.2 CHECKED THE  
PLANT, VERY HIGH USAGE OF WATER CAUSING WATER TO DETERIOATE.  
INFORMED CUSTOMER THAT THERE IS JUST A HIGH WATER DEMAND AND  
SOMETIMES THAT CAN CAUSE PROBLEMS.  
RDATE :. 05/14/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 259169  
ACCOUNT# :. 006120011435  
CUSTOMER NAME :. KURIMAI JR, JOSEPH S  
SERVICE ADDRESS:. 418 LAKE BLVD  
EDATE :. 01/16/08  
TYPE :. 32  
COMMENT :. CUSTOMER SAYS THE SMELL OF CHLORINE IS SO VERY STRONG AND  
BURNS HIS THROAT FOR THE LAST FEW DAYS.  
RESOLUTION :. SPOKE WITH ELISA - SENT TO KATHY 01/17/08 @7:30- ELISA WILL  
TAKE CARE OF IT. ELSA CHECKED THE RESIDUAL AT 418 LAKE BLVD.  
AND FOUND IT TO BE 2.0.SHE REDUCED THE SETTING ON HER METERING  
PUMP.  
RDATE :. 01/17/08

SUBDIVISION :. 00612  
ROUTE :. 612  
SERVICE ORDER# :. 278147  
ACCOUNT# :. 006120022569  
CUSTOMER NAME :. ACKERMAN, RONALD  
SERVICE ADDRESS:. 105 VINWOOD DR  
EDATE :. 03/18/08  
TYPE :. 43  
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE DUE TO NO WATER.

Seminole County – Bear Lake  
Customer Complaints and Resolutions – 01/01/08 to 05/31/08

RESOLUTION     . PAGED TO ONCALL, PLEASE RESOLVE.  
                  :. AFTER TALKING WITH CUSTOMER FOUND OUT THAT THE SERVICE WAS  
                  LOCKED OFF AND THAT I WOULD NOT BE ABLE TO DO ANYTHING SINCE I  
                  DON'T KNOW THE ACCOUNT INFORMATION. I INFORMED THE CUSTOMER  
                  SHE WOULD HAVE TO CALL THE OFFICE ON MONDAY.

RDATE            :. 03/15/08

**Seminole County – Crystal Lake  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 091 MR Route: F07 FA ID : 0180810526  
Account # : 0180810000 Customer Name: WEST, MATTHEW Phone #: (407) 322-7772  
Address : 203 RIDGE DR CSR: Kimberly Bennett Operator: Jimmie Hollister  
Entry Date : 10/31/2008 1:41:35PM SO Type: M-SIO Request Type: Locate Line/Valve  
Instructions : Obtain reading off meter and check on pipes that are sticking up out of ground. Is this ours or county? If ours, locate underground. If county, inform customer to call county. Tag with findings.  
Due Date : 11/3/2008 6:00:00PM Resolution Date: 11/3/2008 12:00:00AM FA Status: Completed  
Resolution : Poly lines coming off main to meters. Located water main. Reread meter.

Sub Division : 091 MR Route: F07 FA ID : 1701020117  
Account # : 0544939737 Customer Name: Brown, Valerie L Phone #: (407) 545-1533  
Address : 304 SUNSET DR CSR: Matthew Chandler Operator: Jimmie Hollister  
Entry Date : 9/17/2008 8:09:18AM SO Type: M-SIO Request Type: Water Quality  
Instructions : Plumber called to check on brown water issue before tearing into piping. Stated the customer does have some galvanized piping. Check out and tag customer door. Phil with Hancock Plumbing (407)416-1895.  
Due Date : 9/17/2008 12:00:00AM Resolution Date: 9/23/2008 12:00:00AM FA Status: Completed  
Resolution : Flushed the meter and checked for brown water- spoke with the plumber.

Sub Division : 091 MR Route: F07 FA ID : 6781810046  
Account # : 6781810000 Customer Name: WILKINS, LEWIS F Phone #: (407) 657-8099  
Address : 408 LAKE BLVD CSR: Kimberly Bennett Operator: Jimmie Hollister  
Entry Date : 9/18/2008 1:27:00PM SO Type: M-SIO Request Type: General Investigation  
Instructions : 9/2/08 Customer called answering service due to leak at meter. Can't turn off water.  
Due Date : 9/19/2008 12:00:00AM Resolution Date: 9/19/2008 12:00:00AM FA Status: Completed  
Resolution : Leak on utilities' side. Put on repair clamp after prep. galvanized.

Sub Division : 091 MR Route: F07 FA ID : 7355000046  
Account # : 7355000000 Customer Name: WILLIAMS, DOROTHY M Phone #: (407) 323-8653  
Address : 113 BUNKER LN CSR: Matthew Chandler Operator: Jimmie Hollister  
Entry Date : 11/17/2008 2:33:30PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer at 115 Bunker called in water boiling out of the ground at this address. There was a water line break on Friday and he thinks this is part of that problem. Paged to Dale W.  
Due Date : 11/17/2008 12:00:00AM Resolution Date: 11/18/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired 1" service line for 113 and 115 Bunker Lane and reset meters away from tree where leak had occurred.

Sub Division : 091 MR Route: F07 FA ID : 7385000715  
Account # : 1086289267 Customer Name: ZIEMBA, LISA Phone #: (321) 262-7557  
Address : 136 UPSALA RD CSR: Lyn Paulk Operator: Jimmie Hollister  
Entry Date : 6/9/2008 8:21:12AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called asking us to repair our valve. He needs to make repairs and the valve will not shut the water off completely. Replace or repair valve and tag door to inform customer that it has been repaired so he can call for

**Seminole County – Crystal Lake**  
**Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

us to shut it off for him..

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

Resolution : Exercised curb stop. Working properly. Tagged door for customer to contact office for shut off or to do it himself if he wants. 6-10-2008

Sub Division : 091

MR Route: F07

FA ID : 9393000133

Account # : 9393000000

Customer Name: CAHILL, MARK

Phone #: (407) 323-7660

Address : 212 SUNSET DR

CSR: Matthew Chandler

Operator: Elisa Williams

Entry Date : 8/5/2008 12:41:33PM

SO Type: M-SIO

Request Type: Mineral Amount in Water

Instructions : Customer is getting a high mineral or dirt content in his water. Would like someone to come and check out the issue. He would like to be present for this.

Due Date : 8/6/2008 12:00:00AM Resolution Date: 8/6/2008 12:00:00AM FA Status: Completed

Resolution : Checked residual 1.1, spoke with customer.

Sub Division : 091MR Route:F07FA ID :9393000925

Account # : 9393000000

Customer Name: CAHILL, MARK

Phone #: (407) 323-7660

Address : 212 SUNSET DR

CSR: Ferrellyn Trovinger

Operator: Elisa Williams

Entry Date : 12/30/2008 11:47:41AM

SO Type: M-SIO

Request Type: General Investigation

Instructions : Customer continues to get black sludge type of substance in his pipes. Has a history of this problem and he said we have paid replaced pipe from the plant and bought him a new fridge. Wants to have someone check it out.

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

Resolution : Completed by Elisa W.

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**Seminole County – Jansen**  
**Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SUBDIVISION    :. 00618  
ROUTE           :. 618  
SERVICE ORDER#   :. 262622  
ACCOUNT#        :. 006181011164  
CUSTOMER NAME    :. JUNE, ROBERT J  
SERVICE ADDRESS:. 6360 BEAR LAKE TER  
EDATE            :. 01/28/08  
TYPE             :. 26  
COMMENT          :. MAIN BREAK-PHONED ANSWERING SERVICE 1/27/08-NOW STREET FLOODED  
                  . PAGED TO MATT M; 9AM  
RESOLUTION       :. 1/28/08-STREET WAS FLOODED DUE TO MAIN BREAK. BREAK HAS BEEN REPAIRED.  
RDATE            :. 01/28/08

Seminole County - Jansen  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008

Sub Division : 204 MR Route : F06 FA ID: 0708200938  
Account # : 0708200000 Customer Name: BENTLEY, CHRISTOPHE Phone #: (407) 290-2651  
Address : 6130 LINNEAL BEACH DR CSR: Florida Temp 2 Operator: Jeff Pinder  
Entry Date : 7/17/2008 2:16:42PM SO Type: M-SIO Request Type: Locate Line/Valve  
Instructions : Customer needs to make repairs and also check valve for replacement. Customer also wants to know how to turn water back on when repairs are completed.  
Due Date : 7/18/2008 12:00:00AM Resolution Date : 7/18/2008 10:30:00AM FA Status: Completed  
Resolution : Spoke with customer.

Sub Division : 204 MR Route : F06 FA ID: 1862210330  
Account # : 1862210000 Customer Name: COHAN, SHELDON Phone #: (407) 297-7751  
Address : 6011 LINNEAL BEACH DR CSR: Loretta Abbott Operator:  
Entry Date : 11/17/2008 9:26:01AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer says every morning when faucet is turned on there is a bad odor. Not a bleach odor. Please Check and leave a tag on her door.  
Due Date : 11/17/2008 2:00:00PM Resolution Date : 11/18/2008 2:30:00PM FA Status: Completed  
Resolution : Elsa went out and flushed area. No one at home to speak with.

Sub Division : 204 MR Route : F06 FA ID: 2422210118  
Account # : 9111164827 Customer Name: PALMER, ROSANNE Phone #: (407) 637-2826  
Address : 6013 LINNEAL BEACH DR CSR: Matthew Chandler Operator: Leroy Grainger  
Entry Date : 12/24/2008 11:14:48AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please change out meter. It seems to have slowed down and may be stuck.  
Due Date : 12/29/2008 6:00:00PM Resolution Date : 12/29/2008 2:00:00PM FA Status: Completed  
Resolution : Meter is not stuck. House is vacant. Ran 10 gal through meter. Meter working o.k. House is vacant.

Sub Division : 204 MR Route : F06 FA ID: 2422210856  
Account # : 9111164827 Customer Name: PALMER, ROSANNE Phone #: (407) 637-2826  
Address : 6013 LINNEAL BEACH DR CSR: Lorie Mayeski Operator: Matthew Morrell  
Entry Date : 10/22/2008 8:52:40AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Neighbor called. A lawn service vehicle ran over meter unit which services both 6013 and 6015 Linneal Beach Drive. Water is now bubbling up from meter box unit  
Due Date : 10/22/2008 11:59:00PM Resolution Date : 10/22/2008 11:00:00AM FA Status: Completed  
Resolution : Leak in customer's line. Turned off and notified customer.

Sub Division : 204 MR Route : F06 FA ID: 3828200957  
Account # : 3828200000 Customer Name: MAIER, ELLIOT Phone #: (407) 295-4469  
Address : 6158 LINNEAL BEACH DR CSR: Jacqueline Sillitoe Operator: Jeff Pinder  
Entry Date : 12/4/2008 1:16:29PM SO Type: M-SIO Request Type: Water Main Break  
Instructions : Line is leaking again. Customer says that it broke in another area. We previously repaired on 10/13. Dispatched to Jeff P. 12/04

Seminole County - Jansen  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008

Due Date : 12/4/2008 12:00:00AM Resolution Date : 12/4/2008 3:30:00PM FA Status: Completed  
Resolution : Installed 2" X 15" repair clamp on 2" galvanized W.M. This is the 6th leak in 6 months.

Sub Division : 204 MR Route : F06 FA ID: 3828200491  
Account # : 3828200000 Customer Name: MAIER, ELLIOT Phone #: (407) 295-4469  
Address : 6158 LINNEAL BEACH DR CSR: Jacqueline Sillitoe Operator: Jeff Pinder  
Entry Date : 10/13/2008 10:43:15AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Leak in our line that was previously bandaged. There is a lot of flow. Dispatched to Jeff P. 10/13  
Due Date : 10/13/2008 12:00:00AM Resolution Date : 10/13/2008 1:00:00PM FA Status: Completed  
Resolution : Repaired 2" galvanized water main with a 2" X 6" repair clamp.

Sub Division : 204 MR Route : F06 FA ID: 6433210819  
Account # : 6433210000 Customer Name: PETERS, EDWARD L Phone #: (407) 293-3805  
Address : 6302 BEAR LAKE TER CSR: Isabel Ceballos Operator: Leroy Grainger  
Entry Date : 10/13/2008 12:05:12PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Read meter and tag door w/findings, per customer.  
Due Date : 10/14/2008 12:00:00AM Resolution Date : 10/14/2008 11:05:00AM FA Status: Completed  
Resolution : Read meter/no leaks detected/gave tag to customer with findings.

Sub Division : 204 MR Route : F06 FA ID: 7128200503  
Account # : 7128200000 Customer Name: LEGG, JOANNA Phone #: (407) 293-7806  
Address : 6181 LINNEAL BEACH DR CSR: Kimberly Bennett Operator: Matthew Morrell  
Entry Date : 6/17/2008 12:58:12PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please obtain reading and replace o-ring to brass fitting inside of meter. Customer has leak.  
Due Date : 6/17/2008 12:00:00AM Resolution Date : 6/17/2008 2:15:00PM FA Status: Completed  
Resolution : Replaced both meter gaskets.

Sub Division : 204 MR Route : F06 FA ID: 9072210627  
Account # : 9072210000 Customer Name: KOPEC, SUSAN Phone #: (321) 228-9505  
Address : 9535 BEAR LAKE CIR CSR: Lyn Paulk Operator: Leroy Grainger  
Entry Date : 9/25/2008 11:08:03AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called wanting meter lid replaced. Lid is missing.  
Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/29/2008 3:05:00PM FA Status: Completed  
Resolution : Replaced meter box lid.

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**Seminole County – Oakland Shores  
Customer Complaints and Resolutions – 01/01/08 to 05/31/08**

SUBDIVISION :. 00604  
ROUTE :. 604  
SERVICE ORDER# :. 276273  
ACCOUNT# :. 006040022034  
CUSTOMER NAME :. BYINGTON, JESSIKAH E  
SERVICE ADDRESS :. 900 ORANOLE RD  
EDATE :. 03/11/08  
TYPE :. 26  
FOPER :.  
COMMENT :. CUSTOMER CALLED ANSWERING SERVICE ON 3-8-08 AND REPORTED A  
BROKEN SERVICE LINE. PAGED TO MICK S  
RESOLUTION :. SPOKE TO CUSTOMER. HE SAID BRIGHHOUSE HIT A LINE. INFORMED  
CUSTOMER TO CALL PLUMBER.  
. MS/IC  
RDATE :. 03/11/08

**Seminole County – Oakland Shores**  
**Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 295 MR Route: F06 FA ID: 0795310296  
Account # : 0795310000 Customer Name: HUNT, ROBERT A Phone #: (407) 860-3722  
Address : 644 MAGNOLIA DR CSR: Matthew Chandler Operator : Jimmie Hollister  
Entry Date : 7/2/2008 8:07:03AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called in a leak at the meter. He states it is leaking on both sides.  
Due Date : 7/2/2008 12:00:00AM Resolution Date : 7/4/2008 12:00:00AM FA Status: Completed  
Resolution : Changed out curb stop and installed new meter and meter box. Also cut tree roots away from meter box. 7-4-08

Sub Division : 295 MR Route: F06 FA ID: 1874310478  
Account # : 1874310000 Customer Name: LELAND, DONALD Phone #: (407) 599-1950  
Address : 544 FAITH CIR CSR: Florida Temp 2 Operator : Jimmie Hollister  
Entry Date : 10/7/2008 12:31:32PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Reread meter. Customer says it is not possible to have this type of usage. Tag door with findings. HP 10/07/08  
Due Date : 10/8/2008 12:00:00AM Resolution Date : 10/8/2008 11:38:00AM FA Status: Completed  
Resolution : Meter connection o.k. Low flow indicator tried to move a little, then stopped, like toilet flapper worn. Tagged door with information.

Sub Division : 295 MR Route: F06 FA ID: 2417410869  
Account # : 2417410000 Customer Name: CRYSTAL BLDRS Phone #: (407) 831-8748  
Address : 1000 ORANOLE RD CSR: Lyn Paulk Operator : Jimmie Hollister  
Entry Date : 10/10/2008 1:54:00PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called saying she has no water. Paged to Dale White.  
Due Date : 10/10/2008 12:00:00AM Resolution Date : 10/10/2008 3:00:00PM FA Status: Completed  
Resolution : Someone turned off customer's house valve near hose bib. No problem with service.

Sub Division : 295 MR Route: F06 FA ID: 2536310109  
Account # : 8517577548 Customer Name: Buker, Beth E Phone #: (407) 702-4423  
Address : 623 WOODLEY RD CSR: Jacqueline Sillitoe Operator : Jimmie Hollister  
Entry Date : 9/2/2008 3:31:07PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Make sure this was locked off. Customer says this is still on in house.  
Due Date : 9/3/2008 12:00:00AM Resolution Date : 9/3/2008 12:00:00AM FA Status: Completed  
Resolution : Read meter, curb stop off. Checked spicket. No water.

Sub Division : 295 MR Route: F06 FA ID: 3427410642  
Account # : 3427410000 Customer Name: NORRIS, EDWIN L Phone #: (407) 834-5359  
Address : 1004 GREGORY DR CSR: Lorie Mayeski Operator :  
Entry Date : 11/17/2008 8:10:45AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer stated that water is brown in both toilets and in faucet water. Please investigate. 11-17-08  
Due Date : 11/17/2008 6:00:00PM Resolution Date: 11/17/2008 12:00:00AM FA Status: Completed

**Seminole County – Oakland Shores  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Resolution : Water has already cleared when I arrived at the house. Residual was at 1.1 Flushed 2" blow-offs in the service area.

Sub Division : 295 MR Route: F06 FA ID: 3466310848  
Account # : 3466310000 Customer Name: ROGERS, R B Phone #: (407) 830-5837  
Address : 637 LAKE SHORE DR CSR: Ann Raponi Operator : Jimmie Hollister  
Entry Date : 10/6/2008 11:17:36AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called about low pressure. Please check out. Tag door with findings.  
Due Date : 10/6/2008 12:00:00AM Resolution Date : 10/6/2008 1:30:00PM FA Status: Completed  
Resolution : Checked psi had 54 at house meter. Spoke with the customer.

Sub Division : 295 MR Route: F06 FA ID: 6346310326  
Account # : 6346310000 Customer Name: RHODES ,JOAN Phone #: (407) 599-7005  
Address : 600 FAITH TER CSR: Jacqueline Sillitoe Operator : Jimmie Hollister  
Entry Date : 6/24/2008 8:56:06AM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer has brown water. Dispatched to Elisa JMS 06/24/08  
Due Date : 6/24/2008 12:00:00AM Resolution Date : 6/24/2008 12:00:00AM FA Status: Completed  
Resolution : Water cleared by the time Elisa Williams arrived. Residual 1.0.j.p.

Sub Division : 295 MR Route: F06 FA ID: 6346310905  
Account # : 6346310000 Customer Name: RHODES, J OAN Phone #: (407) 599-7005  
Address : 600 FAITH TER CSR: Isabel Ceballos Operator: Jimmie Hollister  
Entry Date : 6/4/2008 2:17:41PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called answering service on 5-31-08 and would like to have meter re-read.  
Due Date : 6/5/2008 12:00:00AM Resolution Date : 6/4/2008 12:00:00AM FA Status: Completed  
Resolution : Reread meter. No leaks detected.

Sub Division : 295 MR Route: F06 FA ID: 8015310119  
Account # : 8015310000 Customer Name: NORMAN, CHARLES Phone #: (407) 619-6821  
Address : 505 LAKE SHORE DR CSR: Lorie Mayeski Operator : Jimmie Hollister  
Entry Date : 11/20/2008 8:55:32AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called concerned that meter is not working properly. Last meter read shows that usage has more than tripled normal use. Check leak indicator on meter. Leave tag on door with findings for customer. 11-20-08  
Due Date : 11/20/2008 6:00:00PM Resolution Date : 11/21/2008 12:00:00AM FA Status: Completed  
Resolution : Read meter. Meter was misread previous reading.

Sub Division : 295 MR Route: F06 FA ID: 9595310442  
Account # : 9595310000 Customer Name: HENRY, MATTHEW B Phone #: (407) 857-3510  
Address : 639 MAGNOLIA DR CSR: Leanne Loeffel Operator : Jimmie Hollister  
Entry Date : 9/17/2008 1:51:28PM SO Type: M-SIO Request Type: General Investigation

**Seminole County – Oakland Shores  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Instructions : Paged out to Johnathan Pennington. Customer called to state water was pouring out of the meter box area.  
09/17/2008

Due Date : 9/17/2008 12:00:00AM Resolution Date : 9/17/2008 12:00:00AM FA Status: Completed

Resolution : Replaced section of service line on utilities side of meter; no consumption went through meter.

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**Seminole County – Park Ridge  
Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SUBDIVISION :. 00608  
ROUTE :. 608  
SERVICE ORDER# :. 283756  
ACCOUNT# :. 006080011540  
CUSTOMER NAME :. RUMLER, WAYNE  
SERVICE ADDRESS :. 145 CANAL ST  
EDATE :. 04/07/08  
TYPE :. 32  
COMMENT :. CUSTOMER SAYS WATER IS VERY HIGH CHLORINATED AND SMELLS AS  
SOON AS YOU TURN ON WATER. PAGED ELSA  
RESOLUTION :. 04/07/08 WENT TO CUST. HOUSE, CHLORINE WAS HIGH-2.0 WEEKEND  
OPERATOR TURNED BLEACH PUMP HIGHER THAN IT WAS SUPPOSED TO BE.  
LOWERED CHLORINE. 04/08/08 WENT TO CUSTOMER HOUSE AGAIN TO  
CHECK RESIDUAL. LOWER FROM YESTERDAY-1.5. LOWERED BLEACH PUMP  
AT THE PLANT AGAIN.  
RDATE :. 04/07/08

**Seminole County – Park Ridge  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 312 MR Route: F02 FA ID : 2619510803  
Account # : 2619510000 Customer Name: LUNSFORD, ALICE Phone #: (407) 323-4705  
Address : 105 LAKE MINNIE DR CSR: Lyn Paulk Operator : John Marinelli  
Entry Date : 10/16/2008 7:57:22AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called because water smells like sulfur. Paged to John M.  
Due Date : 10/16/2008 12:00:00 AM Resolution Date : 10/16/2008 2:30:00PM FA Status: Completed  
Resolution : Flushed the system to get a good residual.

Sub Division : 312 MR Route: F02 FA ID : 2639510371  
Account # : 2639510000 Customer Name: MURRAY, ROBERT L Phone #: (407) 323-5302  
Address : 126 LAKE MINNIE DR CSR: Lorie Mayeski Operator : Jonathan Pennington  
Entry Date : 11/13/2008 2:07:53PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer called. There is a water line break between here meter and the street connection. Please Investigate. 11-13-08  
Due Date : 11/13/2008 6:00:00PM Resolution Date : 11/13/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired 3/4" poly at curb stop on water main.

Sub Division : 312 MR Route: F02 FA ID : 4659510525  
Account # : 4659510000 Customer Name: WRIGHT, RALPH E Phone #: (407) 302-2255  
Address : 130 LAKE MINNIE DR CSR: Isabel Ceballos Operator : Jimmie Hollister  
Entry Date : 9/25/2008 7:47:09AM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions : Trucks were working in this area about a month ago and left a hole here and it's still there. Kids are playing in the area. Please check out.  
Due Date : 9/26/2008 12:00:00AM Resolution Date : 9/26/2008 12:00:00AM FA Status: Completed  
Resolution : Filled in small area with dirt from 2" line leak repair. Still had caution tape @ area. Set valve/meter box over valve. Cleaned up area.

Sub Division : 312 MR Route: F02 FA ID : 4659510117  
Account # : 4659510000 Customer Name: WRIGHT, RALPH E Phone #: (407) 302-2255  
Address : 130 LAKE MINNIE DR CSR: Isabel Ceballos Operator : Jimmie Hollister  
Entry Date : 8/28/2008 7:10:55AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer says about 10 feet from meter there is a hole and water is filling up. Paged John M.  
Due Date : 8/28/2008 12:00:00AM Resolution Date : 8/28/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired 2 inch gate valve that was leaking.

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**Seminole County – Phillips**  
**Customer Complaints and Resolutions – 01/01/08 to 05/31/08**

SUBDIVISION :. 00610  
ROUTE :. 610  
SERVICE ORDER# :. 281086  
ACCOUNT# :. 006100010081  
CUSTOMER NAME :. THOW, EVELYN  
SERVICE ADDRESS:. 401 W CRYSTAL DR  
EDATE :. 03/27/08  
TYPE :. 29  
COMMENT :. CUSTOMER CALLED THE ANSWERING SERVICE DUE TO (BLACK WATER)  
          . PAGED TO ONCALL, PLEASE RESOLVE  
RESOLUTION :. FLUSHED 2" BLOW OFF @ 400 CRYSTAL AND 105 PINE LAKE DR. (1  
                  3/4" BLOW) FOR 15 MIN EACH. RESIDUAL @ HOUSE WAS 1.1 NOBODY @  
                  HOUSE WHEN I GOT THERE. READING @ METER =359330  
RDATE :. 03/28/08

SUBDIVISION :. 00610  
ROUTE :. 610  
SERVICE ORDER# :. 266067  
ACCOUNT# :. 006100020034  
CUSTOMER NAME :. KENNEDY, MICHELE J  
SERVICE ADDRESS:. 545 COUNTRY CLUB RD  
EDATE :. 02/07/08  
TYPE :. 43  
COMMENT :. CUST CALLED IN STATING SHE HAS NO WATER.CONSTRUCTION GOING ON  
          IN AREA. PAGED TO JM  
RESOLUTION :. PHONED THE CUSTOMER AND INFORMED HER OF THE SITUATION. LAKE  
                  MARY IS TAKING OVER THE ACCOUNTS- THEY ARE OUT OF OUR AREA.  
                  THEY SHUT OFF THE WATER DUE TO THE TIE IN OF A NEW LINE.  
RDATE :. 02/07/08

**Seminole County - Phillips**  
**Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 320 MR Route: FA2 FA ID: 2299700530  
Account # : 2299700000 Customer Name: KELLER, HEIDI M Phone #: (407) 322-0072  
Address : 110 PAR PL CSR: Jacqueline Sillitoe Operator: Kathy Sillitoe  
Entry Date : 10/29/2008 9:27:21AM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer has discolored water. Dispatched to Elisa 10/29.  
Due Date : 10/29/2008 12:00:00AM Resolution Date : 10/29/2008 12:00:00AM FA Status: Completed  
Resolution : Nobody home. Took residual at house - 1.1. Flushed 2" blow off at Par/Country Club and 2" blow off at the end of Par Lane cul de sac.

Sub Division : 320 MR Route: FA2 FA ID: 4240710345  
Account # : 4240710000 Customer Name: DESORMIER, VICTORIA V Phone #: (407) 323-2602  
Address : 400 W CRYSTAL DR CSR: Jacqueline Sillitoe Operator: Kevin Cooper  
Entry Date : 6/27/2008 3:14:22PM SO Type: SIO Request Type: Water Service Line Break  
Instructions : Water service line broken at meter. Dispatched to Kevin C 06/27/08  
Due Date : 6/27/2008 12:00:00AM Resolution Date : 6/27/2008 12:00:00AM FA Status: Completed  
Resolution : Repaired 2 in blow off valve.

Sub Division : 320 MR Route: FA2 FA ID: 5200710648  
Account # : 5200710000 Customer Name: THOW, EVELYN Phone #: (407) 353-4111  
Address : 401 W CRYSTAL DR CSR: Kimberly Bennett Operator: Kathy Sillitoe  
Entry Date : 12/8/2008 8:43:35AM SO Type: M-SIO Request Type: Discolored Water  
Instructions : 11/25/08 - Customer called Answering Service due to brown water. Request call back.  
Due Date : 12/9/2008 12:00:00AM Resolution Date : 12/11/2008 12:00:00AM FA Status: Completed  
Resolution : Called customer for a call back. Informed customer what has been done to minimize/take care of the brown water issues. New Polyphosphate online and flushed blow-offs around service area.

Sub Division : 320 MR Route: FA2 FA ID: 5200710414  
Account # : 5200710000 Customer Name: THOW, EVELYN Phone #: (407) 353-4111  
Address : 401 W CRYSTAL DR CSR: Leanne Loeffel Operator: Kathy Sillitoe  
Entry Date : 11/26/2008 9:16:57AM SO Type: M-SIO Request Type: Discolored Water  
Instructions : Customer called with severe brown water again. Called dispatch last night and us today. Paged to Elisa.  
Due Date : 11/26/2008 6:00:00PM Resolution Date: 11/26/2008 12:00:00AM FA Status: Completed  
Resolution : Tagged house. CL residual at 1.1. Flushed blow offs at W. Crystal and Pine Lake Drive.

Sub Division : 320 MR Route: FA2 FA ID: 5200710611  
Account # : 5200710000 Customer Name: THOW, EVELYN Phone #: (407) 353-4111  
Address : 401 W CRYSTAL DR CSR: Kimberly Bennett Operator: Kathy Sillitoe  
Entry Date : 11/5/2008 2:35:53PM SO Type: M-SIO Request Type: Discolored Water  
Instructions : 11/4/08 - Customer called after hours to the answering service due to brown water.  
Due Date : 11/6/2008 6:00:00PM Resolution Date: 11/4/2008 12:00:00AM FA Status: Completed  
Resolution : Called customer, very upset, threatened to call the news. Tried to calm him down and told him a supervisor will

**Seminole County - Phillips**

**Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

call him right away. Went to the customer's house and took pictures of the tub and took some samples. Residual at house was 1.2.

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Seminole County - Ravenna Park  
Customer Complaints and Resolutions 01/01/08 to 05/31/08

SUBDIVISION :. 00614  
ROUTE :. 614  
SERVICE ORDER# :. 269339  
ACCOUNT# :. 006141030134  
CUSTOMER NAME :. MALEY, MELISSA  
SERVICE ADDRESS :. 614 BETH DR  
EDATE :. 02/18/08  
TYPE :. 28  
COMMENT :. 2/16/08 - CUSTOMER CALLED THE ANSWERING SERVICE DUE TO LOW  
WATER PRESSURE. PAGED TO ONCALL PLEASE RESOLVE.  
RESOLUTION :. 02/19/08. R - 171320.  
RDATE :. 02/19/08

SUBDIVISION :. 00614  
ROUTE :. 614  
SERVICE ORDER# :. 263475  
ACCOUNT# :. 006141030093  
CUSTOMER NAME :. DARROW, FAYE E  
SERVICE ADDRESS :. 389 TANGELO DR  
EDATE :. 01/29/08  
TYPE :. 36  
COMMENT :. CUST HAS SEWER BACKING UP INTO HOUSE. PLEASE CHK OUR LINES.  
. PAGE TO JIMMIE H.  
RESOLUTION :. 01/29/08 READ 2196080  
. CHECKED MANHOLES, SEWER FLOW NORMAL, NO CLOGGS INDICATED.  
. CUSTOMER HAS TREE IN MIDDLE OF FRONT YARD, POSSIBLE CAUSE OF  
CUSTOMER BACKUP IN LATERAL.  
RDATE :. 01/29/08

SUBDIVISION :. 00614  
ROUTE :. 614  
SERVICE ORDER# :. 280833  
ACCOUNT# :. 006141011913  
CUSTOMER NAME :. MARTINEZ, ROBERT  
SERVICE ADDRESS :. 1814 LINCOLN AVE  
EDATE :. 03/26/08  
TYPE :. 36  
COMMENT :. CUSTOMER SAID SEWER IS BACKED UP AT THE TAP. PLEASE CHECK OUT  
AND TAG DOOR OR SPEAK WITH CUSTOMER.  
RESOLUTION :. THIS AT THE CUSTOMER'S CLEANOUT, TAGGED DOOR 3RD TIME.  
RDATE :. 03/27/08

SUBDIVISION :. 00614  
ROUTE :. 614  
SERVICE ORDER# :. 255089  
ACCOUNT# :. 006140010973  
CUSTOMER NAME :. SAPP, SABREENA  
SERVICE ADDRESS :. 316 SATSUMA DR  
EDATE :. 01/03/08  
TYPE :. 37  
COMMENT :. CUSTOMER CALLED DUE TO STRONG SEWER ODOR COMING FROM MANHOLE  
IN STREET.  
RESOLUTION :. ODOR AT MANHOLE WHERE FM PUMPS INTO IT. WE WILL INSTALL  
DEODORIZER. DEGREASE THE L/S. READ 1439930  
RDATE :. 01/03/08

**Seminole County – Ravenna Park  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Sub Division : 344 MR Route: F07 FA ID : 1599900100  
Account # : 1599900000 Customer Name: HARRIS, CHARLES Phone #: (407) 436-8622  
Address : 1800 HARDING AVE CSR: Lyn Paulk Operator: Jimmie Hollister  
Entry Date : 12/30/2008 10:57:50AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called wanting us to come out and check for a leak. Tag door with findings.  
Due Date : 12/31/2008 6:00:00PM Resolution Date: 12/31/2008 12:00:00AM FA Status: Completed  
Resolution : Reread meter. No leak detected at meter. Tagged door.

Sub Division : 344 MR Route: F07 FA ID : 1723000651  
Account # : 1723000000 Customer Name: DUNCAN, AMY Phone #: (407) 221-7030  
Address : 205 CITRUS DR CSR: Jacqueline Sillitoe Operator: Jimmie Hollister  
Entry Date : 6/23/2008 1:05:16PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions : Customer has low water pressure and air in lines. Dispatched ES 06/23/08  
Due Date : 6/23/2008 12:00:00AM Resolution Date: 6/23/2008 12:00:00AM FA Status: Completed  
Resolution : Ravenna plant down 6/20/08. No power to plant. Plant back up and running 6/21/08. Pressure back up.

Sub Division : 344 MR Route: F07 FA ID : 3604000435  
Account # : 1126230810 Customer Name: AAGAARD, SHANNON Phone #: (407) 314-7462  
Address : 408 BETH DR CSR: Kimberly Bennett Operator: Jimmie Hollister  
Entry Date : 12/22/2008 1:18:21PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called due to holes in ground by curb. Paged to Matt M.  
Due Date : 12/22/2008 6:00:00PM Resolution Date: 12/22/2008 12:00:00AM FA Status: Completed  
Resolution : AT&T doing work at phone boxes. Tagged door to advise. R-213780.

Sub Division : 344 MR Route: F07 FA ID : 4150010849  
Account # : 4150010000 Customer Name: LANE, GWENDOLYN Y Phone #: (407) 321-0205  
Address : 1820 KNOX AVE CSR: Elise Christian Operator: Jimmie Hollister  
Entry Date : 8/27/2008 11:28:39AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to say that there is a big sink hole in the front of her home where meter is located. County said it is UI. They taped around area. Please check and repair as necessary. Also please replace meter cover. Per JM UI taped off and will repair when dry.  
Due Date : 8/27/2008 12:00:00AM Resolution Date: 8/29/2008 12:00:00AM FA Status: Completed  
Resolution : No problem found.

Sub Division : 344 MR Route: F07 FA ID : 4540010166  
Account # : 4540010000 Customer Name: MERCHANT,S Phone #: (407) 322-1106  
Address : 2962 TRUMAN BLVD CSR: Leanne Loeffel Operator: Jimmie Hollister  
Entry Date : 11/25/2008 10:09:18AM SO Type: M-SIO Request Type: General Investigation  
Instructions : I need an accurate read. Last 5 months have been estimated due to poor reads. If unable to read, notify office for a meter change. Please re-read for billing, check meter for functioning and comment the findings.  
Due Date : 11/25/2008 6:00:00PM Resolution Date: 11/26/2008 12:00:00AM FA Status: Completed

**Seminole County – Ravenna Park  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Resolution : Meter broken, not registering. Needs to be replaced.

Sub Division : 344 MR Route: F07 FA ID : 6131010245  
Account # : 6131010000 Customer Name: ELLIS,T HERON Phone #: (407) 330-7405  
Address : 1808 COOLIDGE AVE CSR: Matthew Chandler Operator: John Marinelli  
Entry Date : 8/21/2008 2:20:27PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions : Customer called to report water boiling out of the man hole. Paged to John M.  
Due Date : 8/21/2008 12:00:00AM Resolution Date: 8/22/2008 10:00:00AM FA Status: Completed  
Resolution : Storm drains flooding. Not our problem. Check all manholes as we do have infiltration into our manholes.

Sub Division : 344 MR Route: F07 FA ID : 6480110273  
Account # : 6480110000 Customer Name: CRANE, HAROLD E Phone #: (407) 321-5640  
Address : 3202 COUNTRY CLUB RD CSR: Kimberly Bennett Operator: Jimmie Hollister  
Entry Date : 7/8/2008 1:28:06PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called due to pavement around meter is breaking up. Check out sidewalk and around the meter of repairs that need to be made. Inform customer of findings.  
Due Date : 7/9/2008 12:00:00AM Resolution Date: 7/9/2008 12:00:00AM FA Status: Completed  
Resolution : Meter box is broken. Replaced meter box. 7-10-2008

Sub Division : 344 MR Route: F07 FA ID : 6621010212  
Account # : 6621010000 Customer Name: FORD, CLARENCE Phone #: (407) 321-0638  
Address : 1832 COOLIDGE AVE CSR: Florida Temp 2 Operator: Jimmie Hollister  
Entry Date : 8/18/2008 10:07:09AM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions : Customer states meter is tilting over due to no dirt to support under it.  
Due Date : 8/19/2008 12:00:00AM Resolution Date: 8/19/2008 12:00:00AM FA Status: Completed  
Resolution : Reread meter. Meter is ok. Customer had a leak on his side of meter. Meter box was dug up to repair leak.

Sub Division : 344 MR Route: F07 FA ID : 7092000868  
Account # : 7092000000 Customer Name: BRADY, DORIS D Phone #: (407) 322-5520  
Address : 104 SATSUMA DR CSR: Jacqueline Sillitoe Operator: Kathy Sillitoe  
Entry Date : 6/20/2008 8:34:21AM SO Type: M-SIO Request Type: Taste or Odor in the Water  
Instructions : Customer says water has "way" too much chlorine added. Dispatched call to Elisa. 06/20/08  
Due Date : 6/20/2008 12:00:00AM Resolution Date: 6/20/2008 12:00:00AM FA Status: Completed  
Resolution : Went to residence, no answer. Checked chlorine residual - 1.7. Lowered residual at plant. Well # 2 went bad and chlorine pump was still pumping causing high chlorine. Flushed 2 " blow-off at Idyllwild. 6/20/08

Sub Division : 344 MR Route: F07 FA ID : 7573000128  
Account # : 7573000000 Customer Name: SMITH, THERMAN Phone #: (407) 619-4114  
Address : 411 BETH DR CSR: Jacqueline Sillitoe Operator: Jimmie Hollister  
Entry Date : 12/16/2008 9:47:48AM SO Type: M-SIO Request Type: Water Main Break  
Instructions : Customer says water meter is not registering. Meter box is full of water and water is running into

**Seminole County – Ravenna Park  
Customer Complaints and Resolutions 06/01/2008 to 12/31/2008**

Street. Dispatched to John M.

Due Date : 12/16/2008 12:00:00AM Resolution Date: 12/16/2008 12:00:00AM FA Status: Completed

Resolution : Repaired 2" water main.

Sub Division : 344

MR Route: F07

FA ID : 9803000431

Account # : 9803000000

Customer Name: SHEETS, JAMES R

Phone #: (407) 323-4256

Address : 214 TANGERINE DR

CSR: Matthew Chandler

Operator: Jimmie Hollister

Entry Date : 8/4/2008 9:44:05AM

SO Type: M-SIO

Request Type: Water Service Line Break

Instructions : Customer called in a puddle of water by the road. She believes there is a line break. Please check out. Paged to John M.

Due Date : 8/4/2008 12:00:00AM Resolution Date: 8/4/2008 12:00:00AM FA Status: Completed

Resolution : Repaired 2" galvanized water main with clamp. Main had a crack in it which caused the leak.

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**Seminole County – Weathersfield**  
**Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SUBDIVISION    :.. 00602  
ROUTE           :.. 602  
SERVICE ORDER# :.. 291359  
ACCOUNT#       :.. 006020034266  
CUSTOMER NAME   :.. PENDER, AROLYN J  
SERVICE ADDRESS:.. 540 NOTRE DAME DR  
EDATE           :.. 04/28/08  
TYPE            :.. 32  
COMMENT         :.. Please call customer and check on odor smell of sewage through  
                  home.  
RESOLUTION     :.. Checked out sewer manholes. Everything working properly.  
                  . Tagged door and suggested to have roof top vents cleaned  
RDATE          :.. 04/29/08

SUBDIVISION    :.. 00602  
ROUTE           :.. 602  
SERVICE ORDER# :.. 267551  
ACCOUNT#       :.. 006020010789  
CUSTOMER NAME   :.. SORENSEN, WALTER  
SERVICE ADDRESS:.. 301 TULANE DR  
EDATE           :.. 02/12/08  
TYPE            :.. 36  
COMMENT         :.. Sewer backing up into tub when toilet is flushed or showers  
                  running. Paged to Jeff P.  
RESOLUTION     :.. 2/12 - Check manholes. Good glow. Advised customer of company  
                  policy.  
RDATE          :.. 02/12/08

SUBDIVISION    :.. 00623  
ROUTE           :.. 623  
SERVICE ORDER# :.. 258401  
ACCOUNT#       :.. 006233010504  
CUSTOMER NAME   :.. MCNEES, MARSHA  
SERVICE ADDRESS:.. 731 BALSAL DR  
EDATE           :.. 01/14/08  
TYPE            :.. 27  
COMMENT         :.. Need resolution for this after hours call to answering service  
                  1/12/08 2:26 pm. Has water bubbling up in the middle of his  
                  front yard.  
RESOLUTION     :.. 1/12/08-READ 1210080-Turned meter off due to leak in yard on  
                  customer's side.  
RDATE          :.. 01/12/08

SUBDIVISION    :.. 00623  
ROUTE           :.. 623  
SERVICE ORDER# :.. 272745  
ACCOUNT#       :.. 006233012262  
CUSTOMER NAME   :.. MOODY, ANDRE  
SERVICE ADDRESS:.. 624 VENEER DR  
EDATE           :.. 02/28/08  
TYPE            :.. 36  
FOPER           :..  
COMMENT         :.. Customer called due to clogged sewer. Customer stated we come  
                  out and unclog it from time to time. Paged to Jeff P.

**Seminole County -- Weathersfield**  
**Customer Complaints and Resolutions 01/01/08 to 05/31/08**

RESOLUTION     :.. 2/28/08-Sewer line clogged.  Rooted out line and cleared  
                  blockage.  
RDATE           :.. 02/28/08

SUBDIVISION     :.. 00623  
ROUTE           :.. 623  
SERVICE ORDER# :.. 293356  
ACCOUNT#       :.. 006233011632  
CUSTOMER NAME   :.. LANPHEAR, INDA S  
SERVICE ADDRESS:.. 625 TRAILWOOD DR  
EDATE           :.. 05/05/08  
TYPE            :.. 36  
FOPER           :..  
COMMENT         :.. Need resolution for this after hours call to answering service  
                  5/3/08 2:59PM-Water is coming up from toilet, bathtub and  
                  sink.  
RESOLUTION     :.. 5/3/08-Replaced 6" sewer wye due to roots getting in at joint.  
                  Tied customers line back in.  
RDATE           :.. 05/03/08

SUBDIVISION     :.. 00623  
ROUTE           :..  
SERVICE ORDER# :.. 291196  
ACCOUNT#       :.. 006230000000  
CUSTOMER NAME   :..  
SERVICE ADDRESS:..  
EDATE           :.. 04/28/08  
TYPE            :.. 43  
COMMENT         :.. 4/27/08-Water outage due to problem at plant? What occurred  
                  and how resolved and numerous calls to answering service.  
                  Boil order issued.  
RESOLUTION     :.. 4/28/08-Equipment failure resulted in loss of water. HSP'S  
                  repaired and boil water issued.  
RDATE           :.. 04/28/08

SUBDIVISION     :.. 00623  
ROUTE           :.. 623  
SERVICE ORDER# :.. 289263  
ACCOUNT#       :.. 006233012292  
CUSTOMER NAME   :.. RIVERA, ALFREDO C  
SERVICE ADDRESS:.. 600 VENEER DR  
EDATE           :.. 04/22/08  
TYPE            :.. 47  
COMMENT         :.. Need resolution for this after hours call to answering service  
                  4/19/08 7:19 AM, no water.  
RESOLUTION     :.. 4/23/08-Water was off at meter.  Turned on for customer.  
RDATE           :.. 04/23/08

SUBDIVISION     :.. 00623  
ROUTE           :.. 623  
SERVICE ORDER# :.. 266310  
ACCOUNT#       :.. 006233012692

**Seminole County – Weathersfield  
Customer Complaints and Resolutions 01/01/08 to 05/31/08**

SUBDIVISION    :.. 00624  
ROUTE           :.. 624  
SERVICE ORDER# :.. 291158  
ACCOUNT#       :.. 006241010222  
CUSTOMER NAME   :.. RIVERA, JANITZA  
SERVICE ADDRESS:.. 719 OAKLANDO DR  
EDATE          :.. 04/28/08  
TYPE           :.. 28  
COMMENT         :.. Customer called answering service on 4/27/08 and reported low  
                  water pressure.  
RESOLUTION     :.. READ 2057280 - Water plant problem.  
RDATE          :.. 04/29/08

SUBDIVISION    :.. 00624  
ROUTE           :.. 624  
SERVICE ORDER# :.. 291678  
ACCOUNT#       :.. 006241011036  
CUSTOMER NAME   :.. VALENTINE, ASEIM  
SERVICE ADDRESS:.. 633 CALIENTE WAY  
EDATE          :.. 04/29/08  
TYPE           :.. 29  
COMMENT         :.. Customer called answering service on 4/28/08 and reported  
                  brown water.  
RESOLUTION     :.. There was a boil water notice due to the distribution pumps  
                  failed. Flushed the lines and the water cleared.  
RDATE          :.. 04/30/08

SUBDIVISION    :.. 00624  
ROUTE           :.. 624  
SERVICE ORDER# :.. 260618  
ACCOUNT#       :.. 006241010656  
CUSTOMER NAME   :.. LOUIS, DAVID  
SERVICE ADDRESS:.. 723 HILLVIEW DR  
EDATE          :.. 01/21/08  
TYPE           :.. 36  
FOPER          :.. 624  
COMMENT         :.. Customer called with backup in the house. Please check and  
                  either clear if ours or advise customer about his problem.  
                  . Paged to Jeff P.  
RESOLUTION     :.. Checked up and down stream manholes. No problem found.  
                  Spoke with customer. Found hole in their yard with sewage in  
                  it. Advised customer to contact plumber.  
RDATE          :.. 01/21/08

SUBDIVISION    :.. 00624  
ROUTE           :.. 624  
SERVICE ORDER# :.. 291160  
ACCOUNT#       :.. 006241010292  
CUSTOMER NAME   :.. WILLIAMS, HARLES J  
SERVICE ADDRESS:.. 700 OAKLANDO DR  
EDATE          :.. 04/28/08  
TYPE           :.. 43  
COMMENT         :.. Customer called answering service on 4/27/08 and reported no

**Seminole County - Weathersfield**  
**Customer Complaints and Resolutions 01/01/08 to 05/31/08**

water. Please resolve.  
RESOLUTION     :.. READ 580560 Water plant problem.  
RDATE           :.. 04/29/08

SUBDIVISION     :.. 00624  
ROUTE           :.. 624  
SERVICE ORDER# :.. 291400  
ACCOUNT#        :.. 006241010597  
CUSTOMER NAME   :.. ESTEVEZ, FELIPE A  
SERVICE ADDRESS:.. 724 HILLVIEW DR  
EDATE           :.. 04/28/08  
TYPE            :.. 43  
COMMENT         :.. Customer called complaining of no water. Paged to Jeff P.  
RESOLUTION     :.. READING 1387500 - Water off at house valve.  
RDATE           :.. 04/28/08

**Seminole County – Weathersfield  
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Sub Division : 470 MR Route: F02 FA ID: 0324210647  
Account # : 4800845966 Customer Name: Ramon, Luis Phone Operator: (407) 963-3510  
Address : 350 NOTRE DAME DR CSR: Jacqueline Sillitoe Operator: LeRoy Grainger  
Entry Date : 11/7/2008 8:09:59AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions : CUSTOMER BELIEVES SEWER IS BACKING UP (BATHROOM ONLY) TUB NOT DRAINING-TOILET  
BUBBLING OVER WHEN WATER IS ON. DISP CALL TO JEFF PINDER. 11/07/2008  
Due Date : 11/7/2008 12:00:00AM Resolution Date: 11/7/2008 10:00:00AM FA Status: Completed  
Resolution : Checked up and downstream manholes. No problems found in our line. Spoke with customer, explained  
company policy and advised them to call a plumber.

Sub Division : 470 MR Route: F02 FA ID: 0494210792  
Account # : 9067691644 Customer Name: PAYNE, CHANTAL Phone Operator: (407) 982-6275  
Address : 492 CLEMSON DR CSR: Lyn Paulk Operator: Jeff Pinder  
Entry Date : 10/29/2008 12:05:16PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called wanting the meter moved from under her driveway. Can meter be moved? Please advise.  
Due Date : 10/30/2008 6:00:00PM Resolution Date: 10/30/2008 11:00:00AM FA Status: Completed  
Resolution : Meter is not in driveway, it is on the left property line in easement right of way. Hung tag informing customer  
service cannot be relocated without a conflict with their neighbor and a charge to them.

Sub Division : 470 MR Route: F02 FA ID: 0743210065  
Account # : 0743210000 Customer Name: MOHABEER, VIBERT Phone Operator: (407) 682-4919  
Address : 325 LYNCHFIELD AVE CSR: Loretta Abbott Operator:  
Entry Date : 8/6/2008 12:11:05PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer says there is a lot of dirt settlements in his sink. Please check the water.  
Due Date : 8/7/2008 12:00:00AM Resolution Date: 8/11/2008 1:00:00PM FA Status: Completed  
Resolution : Went by on 8/11/08 & 8/12/08. CL2 was 1.0 on both days water was clear. Tom keys to call customer.

Sub Division : 470 MR Route: F02 FA ID: 1083210357  
Account # : 8506857733 Customer Name: PEREZ, STEPHANIE Phone Operator: (407) 927-2423  
Address : 319 TULANE DR CSR: Florida Temp 2 Operator: John Marinelli  
Entry Date : 8/26/2008 11:50:12AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer says sand is still coming in through her water and wants rep to come to her home again.  
Due Date : 8/27/2008 12:00:00AM Resolution Date: 9/4/2008 12:00:00AM FA Status: Completed  
Resolution : Dale White spoke with customer. Her rubber rings in faucets are deteriorating causing sand like material. Not our  
problem. On her side of service. She needs plumber, etc. to resolve.

Sub Division : 470 MR Route: F02 FA ID: 1083210138  
Account # : 8506857733 Customer Name: PEREZ, STEPHANIE Phone Operator: (407) 927-2423  
Address : 319 TULANE DR CSR: Lyn Paulk Operator: Jeff Pinder  
Entry Date : 8/14/2008 10:58:31AM SO Type: M-SIO Request Type: General Investigation

**Seminole County – Weathersfield  
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Instructions : Customer called to report she has sand in her water. She wants us to come out and check. Paged to Elsa.  
Due Date : 8/14/2008 12:00:00AM Resolution Date: 8/14/2008 3:00:00PM FA Status: Completed  
Resolution : Elsa went out and spoke with customer. Took sample, no indication of any sediments. CI2- 1.1 No leaks found. Water is o.k.

Sub Division : 470 MR Route: F22 FA ID: 1092510562  
Account # : 3892436702 Customer Name: BOTEE, MOIZ Phone Operator: (407) 687-5245  
Address : 633 BALSAL DR CSR: Kimberly Bennett Operator:  
Entry Date : 7/14/2008 1:18:26PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please obtain reading. Check for leak. Flag where meter box located and tag customer.  
Due Date : 7/14/2008 12:00:00AM Resolution Date: 7/15/2008 11:41:00AM FA Status: Completed  
Resolution : Read meter/flagged meter box/talked with customer about possible leak on her side.

Sub Division : 470 MR Route: F0 FA ID: 1355210022  
Account # : 1355210000 Customer Name: BURGADO, JAIME Phone Operator: (407) 786-9380  
Address : 129 JAY DR CSR: Jacqueline Sillitoe Operator: LeRoy Grainger  
Entry Date : 7/17/2008 7:12:42AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Leak at meter per customer. Dispatched FA to Jeff Pinder 07/17/08  
Due Date : 7/17/2008 12:00:00AM Resolution Date: 7/17/2008 11:00:00AM FA Status: Completed  
Resolution : Leak on customer's side. Spoke with customer.

Sub Division : 470 MR Route: F02 FA ID: 1413210138  
Account # : 1413210000 Customer Name: TATE, EVA Phone Operator: (407) 862-1292  
Address : 499 TULANE DR CSR: Matthew Chandler Operator: Jeff Pinder  
Entry Date : 10/13/2008 9:30:35AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Neighbor called in a leak coming out of the ground in front of this address. She states that it has been running since last week. Paged to Jeff P.  
Due Date : 10/13/2008 12:00:00AM Resolution Date: 10/13/2008 11:00:00AM FA Status: Completed  
Resolution : No leak found. Neighbor is probably seeing the drain line from customer's heat pump. J. Pinder

Sub Division : 470 MR Route: F02 FA ID: 1506510572  
Account # : 1506510000 Customer Name: LOPEZ, MIRNA E Phone Operator: (000) 862-0950  
Address : 637 LASALLE DR CSR: Ferrellyn Trovinger Operator: Mark Leard  
Entry Date : 8/28/2008 9:02:56AM SO Type: M-SIO Request Type: Water Main Break  
Instructions : Customer stopped by the office to report a leak between the sidewalk and the road running down the street. Paged to Jeff P.  
Due Date : 8/28/2008 12:00:00AM Resolution Date: 8/29/2008 8:00:00AM FA Status: Completed  
Resolution : Replaced 3' of 3/4" poly under the sidewalk.

**Seminole County – Weathersfield  
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Sub Division : 470 MR Route: F22 FA ID: 1533510868  
Account # : 1533510000 Customer Name: KUNZE JR, JAMES Phone Operator: (407) 578-2741  
Address : 500 PINE CT CSR: Kimberly Bennett Operator: Matthew Morrell  
Entry Date : 11/3/2008 8:03:46AM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions : Customer called due to sewer clog. Appears to be on our side. Paged Jeff P.  
Due Date : 11/3/2008 6:00:00PM Resolution Date: 11/3/2008 10:00:00AM FA Status: Completed  
Resolution : Checked up and downstream manhole and found no problem. Explained company policy to customer and he will contact a plumber.

Sub Division : 470 MR Route: F22 FA ID: 1533510600  
Account # : 1533510000 Customer Name: KUNZE JR, JAMES Phone Operator: (407) 578-2741  
Address : 500 PINE CT CSR: Ann Raponi Operator: Jeff Pinder  
Entry Date : 11/4/2008 8:35:38AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please check sewer clog. Customer came in the office. Paged out to Jeff P. Sunshine locate #308802051.  
Due Date : 11/4/2008 12:00:00PM Resolution Date: 11/5/2008 8:00:00AM FA Status: Completed  
Resolution : Went out yesterday and tried to clear line unsuccessfully. Went back out today, cleared the line and camera. Customer has multiple problems in his line with roots and joints. Spoke with customer. J. Pinder

Sub Division : 470 MR Route: F02 FA ID: 1626510374  
Account # : 1626510000 Customer Name: SMITH, JOHATHAN K Phone Operator: (407) 682-2955  
Address : 674 STANFORD DR CSR: Jacqueline Sillitoe Operator: Matthew Morrell  
Entry Date : 10/7/2008 10:30:42AM SO Type: M-SIO Request Type: Water Main Break  
Instructions : Water line broken road/curb area. Dispatched to Matt M. 10/07  
Due Date : 10/7/2008 12:00:00AM Resolution Date: 10/7/2008 1:30:00PM FA Status: Completed  
Resolution : Leak in 1" poly at curb stop. Replaced 2' of 1" poly and restored service.

Sub Division : 470 MR Route: F02 FA ID: 2174210674  
Account # : 2174210000 Customer Name: RODRIGUEZ, EDUARDO Phone Operator: (407) 227-5859  
Address : 453 NOTRE DAME DR CSR: Jacqueline Sillitoe Operator:  
Entry Date : 6/2/2008 3:35:42PM SO Type: M-SIO Request Type: No Water  
Instructions : Customer has no water. Dispatched call to Jimmie H.  
Due Date : 6/2/2008 12:00:00AM Resolution Date: 6/2/2008 12:00:00AM FA Status: Completed  
Resolution : Spoke with customer via phone. Water was off at the house valve.

Sub Division : 470 MR Route: F02 FA ID: 2184210836  
Account # : 2184210000 Customer Name: TORRES, JUAN Phone Operator:  
Address : 163 RONNIE DR CSR: Matthew Chandler Operator: Matthew Morrell  
Entry Date : 10/17/2008 2:59:51PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Check if meter is working. If stuck send request for meter exchange.  
Due Date : 10/20/2008 6:00:00PM Resolution Date: 10/20/2008 10:33:00AM FA Status: Completed

**Seminole County – Weathersfield  
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Resolution : Checked meter and it is stuck. Replace meter.

Sub Division : 470 MR Route: F02 FA ID: 2235210189  
Account # : 2235210000 Customer Name: JOSEPH, JEAN P Phone Operator: (407) 788-1403  
Address : 304 CLEMSON DR CSR: Ann Raponi Operator: LeRoy Grainger  
Entry Date : 8/6/2008 3:50:32PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please check for leaks per customer. Tag door with findings.  
Due Date : 8/7/2008 12:00:00PM Resolution Date: 8/7/2008 2:22:00PM FA Status: Completed  
Resolution : Read meter, no leaks detected. Tagged door with findings.

Sub Division : 470 MR Route: F02 FA ID: 2264210377  
Account # : 2264210000 Customer Name: NGUYEN, MARIE Phone Operator: (407) 339-8272  
Address : 131 RONNIE DR CSR: Kimberly Bennett Operator: Matthew Morrell  
Entry Date : 12/15/2008 7:19:05AM SO Type: M-SIO Request Type: Locate Line/Valve  
Instructions : Customer requested early a.m. Please replace valve at meter. Seems not to be turning off all the way per Leroy findings on 12/3/08. Please call before coming out (407) 786-4625.  
Due Date : 12/16/2008 6:00:00PM Resolution Date: 12/17/2008 8:00:00AM FA Status: Completed  
Resolution : Replaced 3/4" 90 degree curb stop.

Sub Division : 470 MR Route: F02 FA ID: 2264210658  
Account # : 2264210000 Customer Name: NGUYEN, MARIE Phone Operator: (407) 339-8272  
Address : 131 RONNIE DR CSR: Kimberly Bennett Operator: LeRoy Grainger  
Entry Date : 12/2/2008 3:22:43PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Check valve at meter. Customer is trying to make repair and meter valve not shutting off all the way. Tag with results. Do not turn off water.  
Due Date : 12/3/2008 6:00:00PM Resolution Date: 12/3/2008 8:33:00AM FA Status: Completed  
Resolution : Talked with customer about valve and told her we would schedule a day to come back and replace curb stop.

Sub Division : 470 MR Route: F02 FA ID: 2475510440  
Account # : 2475510000 Customer Name: LOEFFEL, JAMES Phone Operator: (407) 574-3028  
Address : 633 DUNN DR CSR: Kimberly Bennett Operator: Matthew Morrell  
Entry Date : 10/17/2008 9:31:32AM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions : Obtain read and repair meter box. Locate meter and flag.. Customer can't find meter inside box.  
Due Date : 10/20/2008 6:00:00PM Resolution Date: 10/21/2008 9:30:00AM FA Status: Completed  
Resolution : replaced single meter box

Sub Division : 470 MR Route: F22 FA ID: 3195510082  
Account # : 3195510000 Customer Name: HAGEN, RICHARD L Phone Operator: (407) 265-7164  
Address : 481 FOREST CT CSR: Elise Christian Operator: Mark Leard  
Entry Date : 8/28/2008 11:25:36AM SO Type: M-SIO Request Type: Clogged Sewer

**Seminole County – Weathersfield  
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Instructions : Customer sent email that he had a plumber out to check his sewer clog and that he was told by him that he snaked to the street. Please check our lines and advise customer. (ec)

Due Date : 8/29/2008 12:00:00AM Resolution Date: 9/2/2008 8:40:00AM FA Status: Completed

Resolution : Checked up stream and down stream. Both are good and have flow. Told customer about company policy.

Sub Division : 470 MR Route: F22 FA ID: 3382510364

Account # : 3382510000 Customer Name: BUTTS, ANDREA Phone Operator: (407) 862-5513

Address : 618 TRAILWOOD DR CSR: Kimberly Bennett Operator: Shawn Ebert

Entry Date : 12/10/2008 7:35:56AM SO Type: M-SIO Request Type: Clogged Sewer

Instructions : Customer called due to back up into home. Tag with findings. Paged to Jeff P.

Due Date : 12/10/2008 6:00:00PM Resolution Date: 12/10/2008 9:30:00AM FA Status: Completed

Resolution : Checked up and down stream manholes. No Problem found. Spoke with customer and advised them of company Policy.

Sub Division : 470 MR Route: F22 FA ID: 3765510720

Account # : 3765510000 Customer Name: CANO, GLORIA Phone Operator: (407) 310-9593

Address : 489 WEATHERSFIELD AVE CSR: Lyn Paulk Operator: Jeff Pinder

Entry Date : 11/24/2008 12:09:06PM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called due to a sewer backup. Has called a plumber and he thinks it is in out line. Paged to Jeff P.

Due Date : 11/24/2008 6:00:00PM Resolution Date: 11/24/2008 2:30:00PM FA Status: Completed

Resolution : Rodded and cameraed customer's line. Found lots of grease build up in customer's line. Cleaned line for customer and advised not to dump grease down the drain.

Sub Division : 470 MR Route: F02 FA ID: 4143210671

Account # : 4143210000 Customer Name: VIHLEN, EVELYN Phone Operator:

Address : 418 TULANE DR CSR: Lyn Paulk Operator:

Entry Date : 7/29/2008 11:47:34AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called wanting us to locate sewer line. Paged to Jeff P.

Due Date : 7/29/2008 12:00:00AM Resolution Date: 7/29/2008 1:00:00PM FA Status: Completed

Resolution : Customer wanted us to locate her sewer line. Explained to customer we do not locate lines on her property. Showed customer approx. where our line comes onto property and she will have to locate the rest of it.

Sub Division : 470 MR Route: F02 FA ID: 4225210344

Account # : 4225210000 Customer Name: MENDEZ, NANCY Phone Operator: (407) 788-0759

Address : 185 JAY DR CSR: Kimberly Bennett Operator: Matthew Morrell

Entry Date : 6/18/2008 8:36:32AM SO Type: M-SIO Request Type: General Investigation

Instructions : Please install sewer manhole in street. Paged to Jeff P.

Due Date : 6/18/2008 12:00:00AM Resolution Date: 6/18/2008 9:51:00AM FA Status: Completed

Resolution : Manhole lid missing on Jay Dr. in front of lift station. Replaced Lid with new one.

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Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Sub Division : 470 MR Route: F22 FA ID: 4384510069  
Account # : 4384510000 Customer Name: RICHESON, JON W Phone Operator: (407) 297-1025  
Address : 760 MAHOGANY LN CSR: Kimberly Bennett Operator: Jeff Pinder  
Entry Date : 8/7/2008 10:38:42AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Sherry Brown with Seminole County Road called due to possible sewer leak from end of property to Street. Paged Jeff P.  
Due Date : 8/7/2008 12:00:00AM Resolution Date: 8/8/2007 7:30:00AM FA Status: Completed  
Resolution : Found a pinhole leak in our 2" WM. Repaired with a 2" X 3" clamp.

Sub Division : 470 MR Route: F02 FA ID: 4606510336  
Account # : 4606510000 Customer Name: HAMEL, KEITH Phone Operator: (407) 788-2093  
Address : 629 LASALLE DR CSR: Florida Temp 2 Operator: Jeff Pinder  
Entry Date : 8/27/2008 1:45:00PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to say water is very yellow. HP 8/27/08  
Due Date : 8/28/2008 12:00:00AM Resolution Date: 8/29/2008 1:00:00PM FA Status: Completed  
Resolution : Sent to Wekiva Plant. J. Pinder I spoke with Elsa. She went by residence and took a water sample. CL2 was 1.1 and the water looked o.k.

Sub Division : 470 MR Route: F22 FA ID: 4614510301  
Account # : 4614510000 Customer Name: AUGUSTIN, IDALIA Phone Operator: (407) 682-1741  
Address : 516 GROVE CT CSR: Ann Raponi Operator:  
Entry Date : 6/20/2008 2:01:02PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer came in office to report water coming out of meter.  
Due Date : 6/20/2008 12:00:00AM Resolution Date: 6/20/2008 3:45:00PM FA Status: Completed  
Resolution : Repaired curb stop leak.

Sub Division : 470 MR Route: F22 FA ID: 4728510728  
Account # : 4728510000 Customer Name: CASTANEDA, JUVENAL Phone Operator: (321) 356-1237  
Address : 694 DURANGO WAY CSR: Loretta Abbott Operator: Jeff Pinder  
Entry Date : 12/23/2008 11:47:31AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer would like meter checked for leaks. Take a reading and tag the door.  
Due Date : 12/23/2008 2:00:00PM Resolution Date: 12/24/2008 9:20:00AM FA Status: Completed  
Resolution : No leaks found.

Sub Division : 470 MR Route: F22 FA ID: 4893510785  
Account # : 4893510000 Customer Name: KURZBAN, STEVE Phone Operator: (407) 340-4468  
Address : 523 HICKORY CT CSR: Jacqueline Sillitoe Operator: Mark Leard  
Entry Date : 10/17/2008 9:50:16AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please replace lid meter. Customer says it is the water meter lid. It is in on the sidewalk. 10/17

**Seminole County – Weathersfield  
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Due Date : 10/20/2008 12:00:00AM Resolution Date: 10/20/2008 2:30:00PM FA Status: Completed  
Resolution : Replaced single meter box lid

Sub Division : 470 MR Route: F02 FA ID: 5013210564  
Account # : 5013210000 Customer Name: RODRIGUEZ, EMILIA Phone Operator: (407) 774-0603  
Address : 500 TULANE DR CSR: Jacqueline Sillitoe Operator: Matthew Morrell  
Entry Date : 6/20/2008 8:29:30AM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions : Customer has back-up in bathrooms throughout home. Dispatched to Matt M. 06/20/08  
Due Date : 6/20/2008 12:00:00AM Resolution Date: 6/20/2008 9:30:00AM FA Status: Completed  
Resolution : Checked up stream and down stream manholes. We have good flow. Called customer and informed her of findings and told her company policy on sewer back ups..

Sub Division : 470 MR Route: F02 FA ID: 5033210358  
Account # : 5033210000 Customer Name: GEIERSBACH,ROBERT Phone Operator: (407) 772-3279  
Address : 447 TULANE DR CSR:Loretta Abbott Operator: Mark Leard  
Entry Date : 6/18/2008 10:43:55AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions : Customer says he has very low pressure, especially if they are using the washer, etc. 06-18-2008  
Due Date : 6/19/2008 12:00:00AM Resolution Date: 6/19/2008 8:52:00AM FA Status: Completed  
Resolution : Read Meter

Sub Division : 470 MR Route:F22 FA ID: 5109510807  
Account # : 3162890182 Customer Name: LOZANO, MARIA ESTER Phone Operator: (407) 398-3541  
Address : 659 BARBUDA WAY CSR: Leanne Loeffel Operator: Jeff Pinder  
Entry Date : 9/3/2008 1:10:39PM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions : Possible sewer back-up. Please check. Paged to Jeff Pinder LML 09/03/2008  
Due Date : 9/3/2008 12:00:00AM Resolution Date: 9/3/2008 2:45:00PM FA Status: Completed  
Resolution : Checked up and downstream manholes, no blockage found. Explained company policy to customer.

Sub Division : 470 MR Route: F02 FA ID: 5645210149  
Account # : 5645210000 Customer Name: MOFAZALI, ALI Phone Operator: (407) 682-3929  
Address : 104 JOANNE CT CSR: Lyn Pauk Operator: Matthew Morrell  
Entry Date : 12/30/2008 12:01:00PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called to report a leak at the meter. Water is running down the street. Paged to Matt M.  
Due Date : 12/30/2008 6:00:00PM Resolution Date: 12/30/2008 1:45:00PM FA Status: Completed  
Resolution : Gasket leak at curb stop. Replaced gasket.

Sub Division : 470 MR Route: F22 FA ID: 6315510034  
Account # : 6315510000 Customer Name: HOWARD, WILLIAM Phone Operator: (407) 862-0807  
Address : 656 VENEER DR CSR: Jacqueline Sillitoe Operator:  
Entry Date : 6/24/2008 7:13:00AM SO Type: M-SIO Request Type: Repair Road

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Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Instructions : Customer says that ground in road, sidewalk and yard is sinking again. He stated that this is the third occurrence, and we have made repairs to it prior. Dispatched to Jeff P. 06/24/08

Due Date : 6/24/2008 12:00:00AM Resolution Date: 6/24/2008 1:30:00PM FA Status: Completed

Resolution : Looked at depression. Did not see anything out of the ordinary. Cameraed his sewer line from his clean out to check line. Did not notice anything right away. Will give tape to John M to look at.

Sub Division : 470 MR Route: F02 FA ID: 6344210540

Account # : 9921358725 Customer Name: Salazar, Candelaria Phone Operator: (407) 860-6690

Address : 109 GERRY DR CSR: Loretta Abbott Operator: Matthew Morrell

Entry Date : 7/18/2008 11:48:57AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer came into office to report bad leak at the meter. Tag the door with finding on this Friday -07-18.

Due Date : 7/18/2008 12:00:00AM Resolution Date: 7/18/2008 2:55:00PM FA Status: Completed

Resolution : Gasket leak at meter. Replaced meter gasket. Leak fixed.

Sub Division : 470 MR Route: F02 FA ID: 7145510938

Account # : 7145510000 Customer Name: GRISSOM, JOHNNIE Phone Operator: (407) 786-1160

Address : 691 COLGATE DR CSR: Isabel Ceballos Operator: Jeff Pinder

Entry Date : 9/18/2008 8:10:32AM SO Type: M-SIO Request Type: No Water

Instructions : Customer called and reported having no water. Paged Jeff P. /ic

Due Date : 9/18/2008 12:00:00AM Resolution Date: 9/18/2008 9:45:00AM FA Status: Completed

Resolution : Found customers house valve shut off. Also, customer has a leak at his house valve. Spoke with customer about both issues.

Sub Division : 470 MR Route: F02 FA ID: 7204210879

Account # : 7204210000 Customer Name: GRAY, ALDA M Phone Operator: (407) 862-5107

Address : 310 NOTRE DAME DR CSR: Ferrellyn Trovinger Operator: Jeff Pinder

Entry Date : 7/17/2008 2:21:47PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint

Instructions : Reread meter and check for leaks. Follow-up to customer complaint.

Due Date : 8/10/2008 12:00:00AM Resolution Date: 8/11/2008 10:59:00AM FA Status: Completed

Resolution : No leaks, usage back to normal. Meter o.k. Hung tag

Sub Division : 470 MR Route: F22 FA ID: 7295510629

Account # : 7295510000 Customer Name: LA ROCHE, RON Phone Operator: (407) 389-6244

Address : 490 FOREST CT CSR: Loretta Abbott Operator: Mark Leard

Entry Date : 12/31/2008 10:31:13AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer says Florida Power broke our line in his front yard and we repaired it. However, it has a leak. Florida Power has not filled the hole yet so he thought it would be best for you to repair the Leak before the hole is filled.

Due Date : 12/31/2008 12:00:00PM Resolution Date: 12/31/2008 2:35:00PM FA Status: Completed

Resolution : Replaced clamp on ¾ poly line.

**Seminole County – Weathersfield  
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Sub Division : 470 MR Route: F22 FA ID: 7295510613  
Account # : 7295510000 Customer Name: LA ROCHE, RON Phone Operator: (407) 389-6244  
Address : 490 FOREST CT CSR: Matthew Chandler Operator: Jeff Pinder  
Entry Date : 12/1/2008 9:09:03AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions : Customer called due to a large hole made by Progress Energy with water boiling out of it. Paged to Jeff P.  
Due Date : 12/1/2008 6:00:00PM Resolution Date: 12/1/2008 11:15:00AM FA Status: Completed  
Resolution : Installed 3/4" X 6" repair clamp.

Sub Division : 470 MR Route: F22 FA ID: 7593510442  
Account # : 7593510000 Customer Name: BRADAC, ALENA Phone Operator: (407) 862-1184  
Address : 503 HICKORY CT CSR: Jacqueline Sillitoe Operator: Jeff Pinder  
Entry Date : 7/29/2008 2:05:38PM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer says her water meter is in the neighbors yard and it is fenced in with a bad dog. It can not be access as needed and she feels it needs to be moved to her yard. JMS 07/29/08  
Due Date : 7/30/2008 12:00:00AM Resolution Date: 8/5/2008 2:00:00PM FA Status: Completed  
Resolution : Spoke with customer. We can move meter but customer will have to tie their service line back in. Customer will call to reschedule to move meter

Sub Division : 470 MR Route: F02 FA ID: 8085510827  
Account # : 8085510000 Customer Name: GUTIERREZ, MARISEL Phone Operator: (407) 774-9502  
Address : 360 DUKE AVE CSR: Jacqueline Sillitoe Operator: Jeff Pinder  
Entry Date : 12/9/2008 1:38:09PM SO Type: M-SIO Request Type: Lift Station Problems  
Instructions : Lift station alarm is going off. Disp. To Jeff P.  
Due Date : 12/9/2008 12:00:00AM Resolution Date: 12/9/2008 3:00:00PM FA Status: Completed  
Resolution : Checked station, cycled through and everything was o.k.

Sub Division : 470 MR Route: F02 FA ID: 8677310710  
Account # : 8677310000 Customer Name: SIMON, ANTOINETTE Phone Operator: (407) 389-4346  
Address : 513 FORDHAM AVE CSR: Leanne Loeffel Operator: Leroy Grainger  
Entry Date : 12/17/2008 11:30:55AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Customer called and said there is no water at the home. Please check it out. Paged to Jeff P.  
Due Date : 12/17/2008 6:00:00PM Resolution Date: 12/17/2008 2:30:00PM FA Status: Completed  
Resolution : Customer had plumber out doing work and they left the water off.

Sub Division : 470 MR Route: F02 FA ID: 8685510399  
Account # : 8685510000 Customer Name: QUARTEL, JAMES W Phone Operator: (407) 832-2973  
Address : 638 LASALLE DR CSR: Matthew Chandler Operator: Leroy Grainger  
Entry Date : 12/1/2008 8:28:12AM SO Type: M-SIO Request Type: General Investigation  
Instructions : Please check that meter is working properly. If not request a meter exchange.

**Seminole County – Weathersfield  
Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Due Date : 12/2/2008 6:00:00PM Resolution Date: 12/1/2008 2:50:00PM FA Status: Completed

Resolution : Meter read is 139490. Meter is working properly.

Sub Division : 470 MR Route: F22 FA ID: 8743510926

Account # : 8743510000 Customer Name: WHITLOCK, URSULA Phone Operator: (407) 445-4930

Address : 500 BIRCH CT CSR: Lyn Paulk Operator: Matthew Morrell

Entry Date : 10/15/2008 9:43:07AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer called due to sewage backing up into her house. Paged Jeff P.

Due Date : 10/15/2008 12:00:00AM Resolution Date: 10/15/2008 11:00:00AM FA Status: Completed

Resolution : Checked up and downstream manholes. No problem found in our main line. Customer had plumber clean lines on Monday but he went through Vent stack and never went far enough to clear her line. Advised customer to call her plumber back.

Sub Division : 470 MR Route: F02 FA ID: 8883210977

Account # : 8883210000 Customer Name: SORENSEN, WALTER Phone Operator: (407) 638-1993

Address : 301 TULANE DR CSR: Ann Raponi Operator: Matthew Morrell

Entry Date : 6/6/2008 9:10:15AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer was advised of that the sewer leak that he is having it is not UI's responsibility. Now he wants the water lines located so he doesn't damage the water lines while he gets a plumber doing repairs. Customer is not happy that its his responsibility.

Due Date : 6/9/2008 12:00:00AM Resolution Date: 6/9/2008 11:20:00AM FA Status: Completed

Resolution : Marked water service for customer.

Sub Division : 470 MR Route: F02 FA ID: 9144210130

Account # : 9144210000 Customer Name: WHEELER, GEORGE A Phone Operator: (407) 869-0935

Address : 101 GERRY DR CSR: Elise Christian Operator: LeRoy Grainger

Entry Date : 9/23/2008 9:08:37AM SO Type: M-SIO Request Type: Repair/Replace Meter Box

Instructions : Customer requested meter to be raised if possible. Check and see it is possible. Customer feels that meter is not being read. Tag residence with read.

Due Date : 9/24/2008 12:00:00AM Resolution Date: 9/25/2008 10:00:00AM FA Status: Completed

Resolution : Meter does not need to be raised. Cleaned out meter box to make it easier to read. Hung tag.

Sub Division : 470 MR Route: F22 FA ID: 9572510635

Account # : 9572510000 Customer Name: PECK, WILLIAM Phone Operator: (407) 862-8652

Address : 658 TRAILWOOD DR CSR: Jacqueline Sillitoe Operator: Jeff Pinder

Entry Date : 11/6/2008 10:37:42AM SO Type: M-SIO Request Type: General Investigation

Instructions : Customer says that water won't shut off. He can hear water running in house and it sounds like a sizable leak. He moved the valve to the off position but water continues to run. There is also water puddling up near service line at meter. Disp. Jeff P.

Due Date : 11/6/2008 12:00:00AM Resolution Date: 11/6/2008 11:30:00AM FA Status: Completed

Resolution : Sent Leroy out, curb stop works fine. Customer did not want the water off. Leak at meter was curb stop leaking. We repaired that.

**Seminole County – Weathersfield**  
**Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008**

Sub Division : 470 MR Route: F02 FA ID: 9864210385  
Account # : 9864210000 Customer Name: WELSH, RAYMOND J Phone Operator: (407) 774-1840  
Address : 452 NOTRE DAME DR CSR: Matthew Chandler Operator: Matthew Morrell  
Entry Date : 10/20/2008 12:26:56PM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions : Replace meter box lid per customer. It is missing.  
Due Date : 10/21/2008 6:00:00PM Resolution Date: 10/21/2008 2:40:00PM FA Status: Completed  
Resolution : Replaced Meter box lid.