



Aqua Utilities Florida, Inc.
2228 Capital Circle NE, Ste. 2A
Tallahassee, FL 32308

RECEIVED-FPSC

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COMMISSION
CLERK

November 24, 2010

Ms. Ann Cole, Director
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 110
Tallahassee, FL 32399-0850

In Re: Application for increase in water and wastewater rates in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties by Aqua Utilities Florida, Inc., Docket No. 100330-WS

Dear Ms. Cole:

Enclosed for filing on behalf of Aqua Utilities Florida, Inc.'s ("AUF") are the original and five (5) copies of AUF's response to the following customer meetings in the above referenced docket:

- 1) New Port Richey held on October 20, 2010,
- 2) Gainesville held on October 21, 2010,
- 3) Palatka held on October 22, 2010.

Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. Thank you for your assistance.

Sincerely,

Troy Rendell
Rates Manager

COM _____
 APA 1
 ECR 3
 GCL 1 Enclosure
 RAD _____
 SSC _____
 ADM _____
 OPC _____
 CLK _____

cc: Bruce May, Holland & Knight
Charles Beck, Esq.
Kimberly A. Joyce, Esq.

DOCUMENT NUMBER-DATE

09586 NOV 24 0

FPSC-COMMISSION CLERK

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

New Port Richey Customer Meeting Response

Overview: The New Port Richey customer meeting was held on October 20, 2010, in New Port Richey, Florida. Approximately 33 customers provided comments to the Commission staff during the meeting.

The majority of the customers gave input regarding the level of the rates and bills. Ten customers provided input concerning the secondary water quality in Zephyr Shores. Zephyr Shores is a community of about 500 customers and is one of the systems in the secondary water project. AUF installed a "sequestration" treatment system in March 2010. This system binds the naturally occurring calcium, iron and manganese in the water, which reduces the residue customers might see on dishes and fixtures.

Two customers provided input on service related issues pertaining to a service line break. One customer provided comments on a main break caused by Verizon. Several customers provided comments as to the payment of the base facility charges while not in residence.

Five customers provided comments on a stormwater retention pond. In review of this situation, there is a retention pond located between AUF's effluent retention ponds and spray field. This stormwater retention pond is owned by Pasco County and therefore, it is the responsibility of the County to maintain this stormwater retention pond. The County has been notified of this situation

Senator Fasano

Senator Fasano discussed economic hardship and advocated for FGUA to takeover the systems in this county.

Representative Legg

Representative Legg indicated that he represents Jasmine Lakes and cited economic hardships in the area.

Representative Weatherford

Representative Weatherford represents Zyphyr Shores and expressed his opposition to the inclining rate block structure approved by the PSC in the last AUF rate case.

County Commissioner Cox

DOCUMENT NUMBER-DATE
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Pasco County Commissioner Cox presented a letter in opposition to the rate increase and cited economic hardship for Jasmine Lakes. He referred to the replacement of old water meters with new RF meters and indicated this would provide more accurate billing to the customers.

County Commissioner Mariano

Pasco County Commissioner Mariano expressed a variety of concerns and advocated for FGUA to takeover the systems in this county. He further advocated that the PSC maintain the current rates.

David Busey

Mr. Busey raised concerns about customer service, rate structure and the level of rates. He also advocated for FGUA to take over the system.

Frank Reams

Mr. Reams is not a customer of AUF. However, he raised concerns about customer service, rate structure and the level of rates. He also mentioned three customer billing issues but did not specify the time period or names of these customers. He further advocated for FGUA to take over the system.

Robert Provost – 7704 Hawthorne Dr., - Palm Terrace

At the meeting Mr. Provost raised a question about his past bills. Specifically, Mr. Provost provided input concerning estimated bills he had received. In review of his account history, it was discovered that this customer had called in July 2007 indicating he had received estimated bills. Mr. Provost had indicated in 2007 that he was a seasonal customer and should not receive any billing for usage. A service order was issued to obtain an actual meter reading on August 1, 2007. The customer called again in August 27, 2007 for a bill explanation. In October 2007, Mr. Provost called to dispute his bill.

In further review of this customer's billing history from January 2009 through November 2010, there were separate two time periods where Mr. Provost had zero consumption: once from August 2009 – October 2009 and then again July 2010 – September 2010. With respect to the 2010 period, Mr. Provost contacted AUF in 2010 and stated that he had been away from his property and had turned off his water.

With respect to the 2009 period, Mr. Provost received a bill in November 2009 based on 14,600 gallons. It appears that during this period of time in 2009 the water remained on at the residence, which is different than the time period in 2010 when he called and said he had turned off his water. There is no further explanation in the customer notes as to

the amount of 14,600 in November 2009. However, in May 2009, Mr. Provost did contact Aqua indicating there was water bubbling up in his back yard.

When reviewing the customer's consumption during the remaining months in 2009 and 2010, the customer's usage amounts were consistent. As requested by PSC staff, attached is the billing history for Mr. Provost from 2009 through present.

Mr. Provost also mentioned that the ponds have an odor coming from them. In review of this situation, there is a retention pond located between Aqua's ponds and spray field. This pond is owned by Pasco county and therefore the responsibility of the County to maintain this stormwater retention pond. The County has been notified of this situation

Celeste Snyder (Jasmine Lakes)

Ms. Snyder provided comments on odor at the wastewater treatment plant and 18 wheelers that use the road for sludge removal. She also complained about a boil water notice that occurred.

Please see AUF's response to the PSC staff's question on boil water notices at the conclusion of this response.

Brian Diaz – Jasmine Lakes

Mr. Diaz provided comments concerning a water line break which occurred "before his house" and it took 4 days to fix. There are no notes on this customer's account concerning a main break. However, there is a note concerning his neighbor breaking his water meter with his truck, as well as a request to temporarily turning his service off so he could repair a leak.

He also stated he got 4 bills and they all had 4 different prices. AUF believes this was primarily due to changes in rates for interim and final rate increases from the last rate case, as well as the index and pass through which occurred in October 2009.

Diane Manzo – 7932 Lotus Dr., Port Richey - Jasmine Lakes

Ms. Manzo discussed her usage variations. In review of her usage from January 2009 to November 2010 (attached), Ms. Manzo's usage has remained relatively constant with a few months where usage went up. Please see attached spreadsheet reflecting Ms. Manzo's billing history for the past twelve months.

In one of the months with increased consumption, November of 2009, she had a leak on her side of the meter which resulted in the highest usage for a one month period 10,500 gallons. In 2010, her usage went up in June and July. We have received no customer calls from Ms. Manzo concerning consumption since the leak in November of 2009.

Richard Jennings – Jasmine Lakes

Mr. Jennings provided comments concerning the fluctuation in water usage and the increase in rates. He further provided comments concerning a ball valve in his yard with a crooked valve stem.

Marla McDonnell (Lisa Barbas is customer) – 7811 Arbordale Dr., Port Richey – Palm Terrace

Ms. McDonnell raised the issue of property damage (driveway pavers) that she believes is the Utility's responsible. She also provided comments that the wastewater treatment plant emits odor and the retention pond overflows during raining periods. In talking to AUF field staff who were working in this system at the time, there is no recollection of any situations with regards to a customer driveway or yard regarding pavers. The water and wastewater lines for these customers are in the rear of the homes and AUF has no pipes that would affect the driveways in this system.

Ms. McDonnell also made reference to wastewater odor or pond overflowing issues. AUF notes that there is a spray field irrigation system across from her home that could account for a sulfur like odor.

Again, the retention pond that Ms. McDonnell referred to is owned by Pasco County and the responsibility of maintenance rests with the County. The County has been informed of the pond's condition.

Laurie Jenss - 7400 Rhinebeck Dr., Port Richey-Palm Terrace

Ms. Jenss wanted to know about shut off notices and late/credit card fees. AUF does not charge a credit card fee. However, if used by the customers, there is a charge for Western Union services. AUF has no fees on their bills that have not been approved by the FPSC. The option of utilizing Western Union is offered as a further convenience to customers, but is not required to be used. There are various options offered to customers for payment of bills.

In review of Ms. Jenss's account, she was questioning the activation fee, or Turn On Fee. This is a fee that has been approved by the FPSC and the charge was \$22.00 as provided in AUF's tariff. In addition, Ms. Jenss was properly charged a late fee in November 2010.

Peggy Magruder – 11231 Yew Tree Ave., Port Richey

Ms. Magruder claimed that she was cut off and it took 2 days to restore service. In review of this account, AUF has no record of a shut off for non-payment occurring at this residence, however, there have been a significant amount of late fee charges.

Michael Rock – 7430 Rhinebeck Dr., Port-Palm Terrace

Mr. Rock was inquiring as to damage caused due to flooding. On September 13, 2010, Pasco County struck and broke one of AUF's 2" line at this address. The County notified Aqua and our technician was dispatched. The County fixed the leak and made restoration based on this leak in all areas that were appropriate.

Additionally, the County started work prior to Aqua providing locates to this project as outlined in the locate request. Please see the attached Sunshine State One Call document concerning this line break received on September 15, 2010. The County commenced the storm water pipe replacement on September 13, 2010, which was two days before AUF received the request for line locate. As the AUF service technician arrived to locate and mark the water lines, Pasco County was already in the process of digging the ground for the storm pipe replacement.

Sadie Dye – 1814 Stanford Dr., Port Richey

Ms. Dye's concern was that the lift station across from her was unprotected and there were inoperative valves plus the meters are covered with grass. AUF notes that the lift station is protected and there are locks on the electrical panel, as well as the on the grates to prevent unauthorized access. The bypass valve is operational and as of November 16, 2010, the meter box has been replaced.

Meter boxes are located on customer property. Aqua has replaced all aging water meters with new RF meters throughout the state. It is not necessary to have access to meters and/or meter boxes in order to read these RF meters.

Mike Paone - 11235 - Palm Terrace

Mr. Paone provided comments indicating the water was "awful" and that he had put in a water softener. Mr. Paone also indicated that the water system was "old" and the water pipes had been placed into service in the 1970's. He also indicated that he believed that kids in the area were causing damage to the utility's facilities throughout the subdivision.

It should be noted that in the Palm Terrace system, AUF purchases its water from Pasco County. The water quality provided is therefore maintained by the county. Mr. Paone also commented on boil water notices. Please see explanation on the boil water notices at the end of AUF's response.

John Manzione – 7604 Hawthorne Dr. Port Richey – Palm Terrace

Mr. Manzione stated he did not get a pool credit on his sewer bill back in 2008. At that time (2008), AUF did not provide such credits given there is a cap on sewer charges. However, beginning in May 2009, AUF developed and implemented a pool credit policy.

FPSC Staff Specific Requests:

1. Explain the processes as to how and why boil water notices are issued. Please provide a list of all boil water notices issued by the Utility, the water systems that were affected, the reason why they were issued, and the length of time before they were rescinded, during 2009 to the present.

Response: When a water system experiences a drop in water pressure below 20 PSI due to a break or some other event, a Boil Water Notice will be issued. All Boil Water Notices are delivered and hung on the customer's door via door tag notice. In addition, the field technician assigned to the system in which the notice will be issued is responsible for contacting the state customer service personnel (CSR) and operations management alerting them of the outage or pressure problem that requires a Boil Water Notice to be issued. The state customer service personnel will then post all relevant information including the cause of the Boil Water Notice to Aqua's internal intranet site. This site is used by customer representatives to relay important information to customers who call in.

All Boil Water Notices will remain in effect until a sample is taking and tested by an independent lab and found to be safe and satisfactory. Once the results are received and reviewed, AUF field staff will hand delivery a rescind notice to all effected customers. The rescind notice will be hung on the customers door.

In addition, Aqua has begun using a telephonic relay system called SwiftReach to contact affected customers.

Attached is the listing of boil water notices requested by staff.

Additional Information Concerning Aqua's billing procedures: Once a customer receives a bill, they have 21 days to make payment before being considered delinquent. Once the account is in arrears for a period of time, they receive a shut off notice of 10 days. The PSC rules on shut off notices require a 5 work day notice; however AUF we gives additional time. Further, customers are called before any action is taken to let them know that their service may be turned off. We do offer payment plans to our customers. The company's policy is to offer two payment plans per account.

Customer Name: Robert Provost - 7704 Hawthorne - Palm Terrace

Customer	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09
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Usage:	1,700	2,300	2,700	2,800	1,300	1,700	400	-	-	-	14,600
Bill:											
water	\$ 20.96	\$ 23.33	\$ 24.91	\$ 27.09	\$ 224.09	\$ 26.72	\$ 18.16	\$ 15.52	\$ 15.52	\$ 15.52	\$ 183.38
wastewater	\$ 26.71	\$ 29.27	\$ 30.98	\$ 36.19	\$ 44.07	\$ 46.88	\$ 37.76	\$ 34.96	\$ 34.96	\$ 34.96	\$ 77.27
Total:	\$ 47.67	\$ 52.60	\$ 55.89	\$ 63.28	\$ 268.16	\$ 73.60	\$ 55.92	\$ 50.48	\$ 50.48	\$ 50.48	\$ 260.65
Days Billed	24	29	28	34	28	29	33	30	29	32	30

Customer	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	10-Nov
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Usage:	4,200	1,700	1,700	2,000	2,000	1,700	1,400	-	-	-	700	1,400
Bill:												
water	\$ 46.41	\$ 28.14	\$ 28.14	\$ 31.79	\$ 30.33	\$ 28.14	\$ 25.94	\$ 15.71	\$ 15.71	\$ 15.71	\$ 20.83	\$ 25.94
wastewater	\$ 65.30	\$ 47.53	\$ 31.79	\$ 51.08	\$ 49.66	\$ 47.53	\$ 45.39	\$ 35.44	\$ 35.44	\$ 35.44	\$ 40.42	\$ 45.39
Total:	\$ 111.71	\$ 75.67	\$ 59.93	\$ 82.87	\$ 79.99	\$ 75.67	\$ 71.33	\$ 51.15	\$ 51.15	\$ 51.15	\$ 61.25	\$ 71.33
Days Billed	30	33	28	28	33	30	29	33	29	30	32	30

Customer Name: Diane Manzo: 7932 Lotus Dr. Jasmine Lakes

Customer	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09
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Usage:	2700	1700	2100	2600	2800	2900	3600	2600	2500	1000	10500
Bill:											
water	\$ 21.01	\$ 17.47	\$ 19.08	\$ 18.08	\$ 19.44	\$ 19.63	\$ 21.01	\$ 19.04	\$ 18.85	\$ 15.89	\$ 39.12
wastewater	\$ 37.91	\$ 32.41	\$ 34.91	\$ 37.35	\$ 54.59	\$ 55.29	\$ 60.20	\$ 53.19	\$ 52.49	\$ 41.97	\$ 77.27
Total:	\$ 58.92	\$ 49.88	\$ 53.99	\$ 55.43	\$ 74.03	\$ 74.92	\$ 81.21	\$ 72.23	\$ 71.34	\$ 57.86	\$ 116.39
Days Billed	30	28	28	33	28	29	33	30	29	32	30

Customer	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	10-Nov
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Usage:	3200	2700	1700	2100	2600	3500	6000	7900	2900	2400	4300	5700
Bill:												
water	\$ 20.53	\$ 19.53	\$ 17.53	\$ 19.33	\$ 19.33	\$ 21.13	\$ 26.64	\$ 31.41	\$ 19.93	\$ 18.93	\$ 22.73	\$ 25.89
wastewater	\$ 58.19	\$ 54.64	\$ 47.53	\$ 50.37	\$ 53.93	\$ 60.33	\$ 78.10	\$ 78.10	\$ 56.06	\$ 52.50	\$ 66.01	\$ 75.97
Total:	\$ 78.72	\$ 74.17	\$ 65.06	\$ 69.70	\$ 73.26	\$ 81.46	\$ 104.74	\$ 109.51	\$ 75.99	\$ 71.43	\$ 88.74	\$ 101.86
Days Billed	30	33	28	28	33	30	29	33	29	30	32	29

09/15/10 01:08 AM

3865752030, Sunshine State One Call

01/02

FWS03 00003 CALL SUNSHINE 09/15/10 01:08:09ET 253003411-001
Ticket : 253003411 Rev:001 Taken: 09/15/10 00:17ET
Old Tkt: 253003411 Taken: 09/10/10 13:06ET Oper: PAT

State: FL Cnty: PASCO GeoPlace: BAYONET POINT
CallerPlace: PORT RICHEY
Subdivision:

Address : 7430
Street : RHINEBECK DR
Cross 1 : STAMFORD DR
Within 1/4 mile: Y

Locat: LOCATE LEFT SIDE OF HOUSE WHEN FACING 7430 RHINEBECK DR FROM EDGE OF RD
TO THE REAR OF THE PROPERTY

Remarks : EMERGENCY: PROTECT LIFE OR PROPERTY CREW WILL BE ON SITE 9/13/10 AT
8AM TO REPLACE PIPE
*** LOOKUP BY ADDRESS ***

Grids : 2818A8241C 2818A8241B

Work date: 09/13/10 Time: 08:00ET Hrs note: 000 Category: 1 Duration: 01 WK
Due Date : 09/13/10 Time: 08:00ET Exp Date : 10/11/10 Time: 23:59ET
Work type: PIPE REPLACEMENT Boring: N White-lined: N
Ug/Oh/Both: U Machinery: Y Depth: 4FT Permits: N N/A
Done for : PASCO COUNTY STORM WATER

Company : PASCO COUNTY STORM WATER Type: MEMB
Co addr : 15413 SHADY HILLS RD
City : SPRING HILL State: FL Zip: 34610
Caller : TEDDY LAURENTI Phone: 727-861-3078
Contact : TEDDY LAURENTI Phone: 727-861-3078
BestTime: 7AM-5:30PM M-TH
Fax : 727-861-3032
Email : TLAURENTI@PASCOCOUNTYFL.NET

Submitted: 09/15/10 00:17ET Oper: PAT Chan: 20
Mbrs : BW1784 FPC314 FWS622 GT1722 PASCO FWS03 CU1714

*Progress
Hit w/o
Being located*

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Gainesville Customer Meeting Response

Overview: The Alachua customer meeting was held on October 21, 2010, in Gainesville, Florida. Approximately 8 customers provided comments to the Commission staff during the meeting.

The majority of the customers' comments related to the rate increase and level of bills.

One customer indicated that she believed the customer service representatives were rude. When asked by the PSC staff attorney when this occurred, the customer indicated it was over 1 ½ years ago.

Vernon Berger – 7117 SW Archer, Gainesville

Mr. Berger provided comments concerning a bill which contained backbilling charges for wastewater service.

Response: Mr. Berger's high bill concern was due to being back billed for sewer charges. This customer was back billed for wastewater services for a period of 300 days. This was a result of the customer only being set up for water service in the billing system at the time Mr. Berger moved into his residence and not having wastewater service established.

The amount of the back bill was in compliance with Rule 25-30.35 Florida Administrative Code.

However, after the meeting, AUF discussed this situation with Mr. Berger. Subsequently, the customer was called and apologized to for the error of not properly applying sewer charges to his account at the time he activated his service with AUF. As a result, the customer was given an abatement on his account in the amount of \$616.27.

Lola Ferguson – 7117 SW Archer, Gainesville

Ms. Ferguson provided comments concerning a water heater and interior plumbing damage due to what she believed was sand in water. She stated that a damage claim was pending.

Response: Ms. Ferguson's claim was denied due to the deposits not being "sand" but actually calcium deposits that had built up in her water

heater over a period of time.

Shirley Crosby – 7117 SW Archer, Gainesville

Ms. Crosby provided comments concerning water running down street during January & February of 2010.

Response: A leaking valve was brought to the attention of the AUF Field Supervisor in late February 2010. The late notice of this leak was due to a change in personnel for that service area. Due to the Non Severity of the leak, a schedule to replace the valve was prepared so proper notification could be provided to the customers and regulatory agencies. The valve was replaced on March 2, 2010.

Pat Compton – Arrendondo Estates

Ms. Compton raised an issue regarding “soap suds in the water and it’s not drinkable”. In review of the records, there was no information found with regards to Ms. Compton reporting this type of issue. In review and in discussions with AUF field staff, there is no reason as to why there would be soap suds in the water or any condition that would result in this type of situation.

Aqua Utilities Florida, Inc.

Docket No. 100330-WS

Palatka Customer Meeting Response

Overview: The Palatka customer meeting was held on October 22, 2010. Approximately 11 customers provided comments to the Commission staff during the meeting.

The majority of the customers provided comments related to the rates and rate increase.

Roy Ooten – 230 N. Hwy 17, Palatka

Mr. Ooten questioned his billed consumption. He stated that he has parked his vehicle over the water meter for 3 months and no one came out to examine it.

Response: This customer claims that AUF could not read his meter in 2008 but continuously charged at least 3,100 gallons per month. After further reviewing this customer's readings and consumption, it was determined that the consumption amounts were correct and consistent with the exception of one estimated read in October 2009.

The customer's notes on his account indicate there have been two calls concerning high usage. The first occurred in December 2006 and the other in October 2009. AUF reviewed and found no issues at this property. Aqua contacted the customer and attempted to explain the bill; however, the customer was not interested in any explanation.

As previously stated, AUF replaced all its old water meters with new RF water meters. With these replacements, it is no longer necessary to have access to the customers' individual meters and/or boxes to read the meters.

As requested by PSC staff, attached is the account history for Mr. Ooten from 2009 through present.

Larry Mathews – 124 Palm Trail, East Palatka

Mr. Mathews provided comments concerning how the new meters are read and the boil water notice which occurred. He indicated that no door hangers were provided. Mr. Mathews also commented that he was "thrilled" that AUF had installed new water meters.

Response: In review of Mr. Mathews' account and any and all service orders for Mr. Mathews, AUF found no issues with his meter or with his billing. In addition

AUF reviewed the account for any information regarding his claim of non-issuance of boil water notices. The AUF technicians were also questioned as to the practice. It was determined that in this system we provide notice to the affected customers via door hangers.

Mr. William Jordan – 104 Orange Dr.

Mr. Jordan provided comments concerning erosion issues into the canal originating on the utility's property.

Response: Subsequent to the customer meeting, Jack Lihvarcik and Harry Householder met with the original complainant, Bill Jordan on November 12, 2010. Inspecting the property, AUF has an inlet which drains into the canal and in areas along the path of the pipe to the canal are depressions. This could be a result of the pipe rotting and soil washing into the pipe. AUF plans on video inspecting the pipe to determine if dirt is washing into the pipe. Based on the findings we will determine if the pipe will need to be replaced or repaired. Once the pipe is determined to be working properly, the depressions will be filled and sod installed to eliminate erosion. The top of the property will need to be restored back to original design, recreating a swale so water will drain properly to the inlet, as concrete pad placed around the inlet so water will naturally run into the basin. The bulkhead will need to be raised to complement Mr. Jordan's existing bulkhead elevations and a concrete cap poured on top of the bulkhead. To eliminate a wash into the canal during peak rainstorms a small retaining wall needs to be constructed at the same location as Mr. Jordan's wall and connect into the neighbors wood retaining wall such as not to damage or cause any erosion during rain storms.

The Majority of the problem is due to the natural flow of water and sediment down the canal.

Mr. Charles Davis – 102 Orange Dr.

Mr. Davis also brought up concerns on the sea wall. Further, Mr. Davis expressed concerns on the level of his bills.

Response: See response above concerning the seawall.

Patricia Davis -- 102 Orange Drive

Ms. Davis provided comments that Aqua has not been maintaining our facility for over 10 years. She stated that in the past a customer mowed this property in exchange for being able to park his boat on Aqua property.

Response: In the past 10 years AUF has utilized a contract service provider and has maintained the property in question. There is no nor have there been any

arrangements under AUF's ownership allowing anyone to park their personal property at its locations.

In response to a PSC staff question at the meeting regarding when Ms. Davis contacted AUF concerning the mowing of the grass, the customer responded that it was in 2007. She indicated that the property is now being maintained.

Route	Cycle	Meter #	ERT/MXU	Customer	Address	Size	Read time	Reading	Cns	Total Gals	Days
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	11/11/2010 8:15 AM	854	23	2,300	29
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	10/12/2010 9:30 AM	831	23	2,300	27
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	9/14/2010 11:17 AM	808	27	2,700	32
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	8/13/2010 10:09 AM	781	27	2,700	30
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	7/13/2010 10:35 AM	754	33	3,300	32
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	6/11/2010 10:34 AM	721	26	2,600	31
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	5/11/2010 10:04 AM	695	34	3,400	28
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	4/13/2010 10:02 AM	661	31	3,100	29
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	3/15/2010 9:45 AM	630	25	2,500	33
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	2/9/2010 10:04 AM	605	22	2,200	27
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	1/12/2010 10:10 AM	583	20	2,000	28
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	12/15/2009 9:47 AM	563	22	2,200	26
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	11/18/2009 10:10 AM	541	31	3,100	32
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	10/16/2009 12:34 PM	510	41	4,100	30
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	9/16/2009 8:46 AM	469	49	4,900	34
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	8/12/2009 8:56 AM	420	43	4,300	32
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	7/10/2009 5:32 PM	377	41	4,100	31
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	6/8/2009 6:08 PM	336	37	3,700	28
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	5/11/2009 12:58 PM	299	38	3,800	31
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	4/10/2009 9:11 AM	261	31	3,100	29
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206	5/8	3/11/2009 1:28 PM	230	32	3,200	28
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206		2/10/2009 1:51 PM	198	34	3,400	33
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206		1/8/2009 10:54 AM	164	37	3,700	31
8444	33VD	56609777	26448250	ROGER L OOTEN	328 N BROWARD AVE, POMONA PARK FL 32181-2206		12/8/2008 9:22 AM	127	29	2,900	28

State	City/Town/County	Public description of outage	Begin	End	Expires	Division/System
FL	Lake Worth	BOIL WATER NOTICE due to 6" main break. Customer's will be without water from 3am-5pm. Update: Boil Water Notice Lifted as of 11/19/10.	11/15/10	11/15/10	11/23/10	Lake Osborne
FL	LAKELAND	BOIL WATER NOTICE due to well going down last night. There is still air in lines, techs are flushing some customer's may experience little to no pressure. 11/15/10 BWN HAS BEEN LIFTED	11/12/10	11/12/10	11/20/10	LAKE GIBSON
FL	GAINESVILLE	BOIL WATER NOTICE due to main break. Customer's will be without water from 8am-5pm. BOIL WATER NOTICE... Due to improvement's to water system. Customer's will be without water from 9am-5pm.	11/8/10	11/8/10	11/16/10	ARREDONDO ESTATES
FL	GAINESVILLE		11/3/10	11/3/10	11/11/10	ARREDONDO FARMS
FL	ORMOND BEACH	BOIL WATER NOTICE due to main break.	10/27/10	10/28/10	11/5/10	TWIN RIVERS
FL	Ocala	BOIL WATER NOTICE due to hydro tank inspections. Customer's will be without water from 9am to 5pm. Udate:11/1/10- BWN HAS BEEN LIFTED	10/27/10	10/27/10	11/3/10	49TH Street/Ocala Oaks
FL	BELLEVIEW	BOIL WATER NOTICE due to main break. Customer's will be without water from 9:30am to 3pm.	10/7/10	10/7/10	10/15/10	JOG ACRES (Belleview Hills)
FL	WEBSTER	BOIL WATER NOTICE WELL DOWN! CUSTOMERS WILL EXPERIENCE LITTLE TO NO PRESSURE OR NO WATER. ETA NO KNOW AT THIS POINT. Update 10/8/10: Boil Water Notice has been lifted.	10/6/10	10/6/10	10/14/10	THE WOODS
FL	PORT RICHEY	BOIL WATER NOTICE due to main break caused by the county. Customer's on Cherry Laurel and Viridian will be without water from 10:00am - 1:30pm.	9/28/10	9/28/10	10/6/10	Jasmine Lakes
FL	LAKELAND	BOIL WATER NOTICE due to line repair. Customer's will be without water from 9:30am-11:30am.	9/27/10	9/27/10	10/5/10	ORANGE HILL
FL	SEBRING	BOIL WATER NOTICE due to 6" inch main break being fixed. Customer's will be without water from 9:30am to 10:45am.	9/23/10	9/23/10	10/1/10	Lake Josephine
FL	Port Richey	BOIL WATER NOTICE (FOR CUSTOMER'S ONLY LOCATED ON STAMFORD). THESE CUSTOMER'S WILL BE WITHOUT WATER FROM 12:00PM TO 2:00PM. ALL OTHER CUSTOMER'S WILL EXPERIENCE LITTLE TO NO PRESSURE.	9/13/10	9/13/10	9/21/10	Palm Terrace
FL	LAKELAND	BOIL WATER NOTICE due to contractor hitting line. Update 9/10/10: THE BOIL WATER NOTICE HAS BEEN LIFTED FOR ALL CUSTOMER'S--- EXCEPT FOR THE CUSTOMERS LOCATED ON EAST AND WEST DOE CIRCLE. HOPEFULLY BY MONDY THEY WILL NO LONGER HAVE TO BOIL THEIR WATER.	9/7/10	9/8/10	9/16/10	Lake Gibson Estates
FL	GAINESVILLE	Boil Water Notice Customer's may experience little to no pressure or no water due to main break.	9/2/10	9/2/10	9/10/10	Arrendondo Estates
FL	Port Richey	BOIL WATER NOTICE due to verizion hitting main. Customer's will be without water from 11:55am -4pm	8/25/10	8/25/10	9/2/10	Jasmine Lakes
FL	Lakeland	Boil Water Notice due to main being repaired. Customer's will be without water from 11am - 3pm. 8/27/10 Update: Boil Water Notice has been lifted!	8/25/10	8/25/10	9/2/10	Village Water
FL	SUMMERFIELD	BOIL WATER NOTICE due to main being replaced. Customer's will be without water from 9am-3pm.	8/11/10	8/11/10	8/18/10	OCALA OAKS (FAIRFAX HILLS)
FL	Sunny Hills	BOIL WATER NOTICE due to lightning strike.	8/7/10	8/10/10	8/17/10	Sunny Hills
FL	Fruitland Park	BOIL WATER NOTICE due to main break. Update 8/5/10: Boil Water Notice Has Been Lifted	8/3/10	8/3/10	8/11/10	Picciola Island
FL	POMONA PARK	BOIL WATER NOTICE FLUSHING IN AREA CUSTOMERS WILL EXPERIENCE LOW PRESSURE AND NO WATER	7/27/10	7/27/10	8/4/10	POMONA PARK
FL	Sebring	BOIL WATER NOTICE due to main break on Lake Josephine Dr.	7/21/10	7/21/10	7/29/10	LAKE JOSEPHINE

		BOIL WATER NOTICE due to replacement of leaking valves.				
FL	Lakeland	UPDATE 7/22/10: BWM HAS BEEN LIFTED	7/20/10	7/20/10	7/28/10	Lake Gibson Estates
		Skycrest water system experienced an "Isolated Outage Event" yesterday afternoon(7-3) from 2:45pm to 4:30pm. The 2"(in) watermain broke at 36604 Skycrest Blvd. The area was isolated while repairs were made and a total of 21 services were tagged for " Boil Water Notices ".				
FL	Fruitland Park	Update:7-6-10 The Boil Water noticed has ended. Customers will be notified via door tag notice.	7/3/10	7/6/10	7/14/10	SkyCrest
		BOIL WATER NOTICE due to tank replacement. Customer's will be without water from 9am-5pm.				
FL	Summerfield	Update 6/17/10: BWM HAS BEEN LIFTED BOIL WATER NOTICE due to 6" main. Customers may be without water for up to 5 hours	6/15/10	6/15/10	6/22/10	Fairfax Hills (Ocala Oaks)
FL	Fruitland Park	UPDATE 6/16/10 - BWM HAS BEEN LIFTED BOIL WATER NOTICE due to 2" main being repaired. Customer will be without water from 9:45am-11:15pm. Roads included are - Sugar Creek, Cottontail, and Quailwood.	6/11/10	6/11/10	6/19/10	Valencia Terrace
FL	LAKELAND	BOIL WATER NOTICE due to 6" inch main being repaired. Customer's will be without water from 9am-5pm.	6/10/10	6/10/10	6/18/10	ORANGE HILL/SUGAR CREEK WATER
FL	Ocala	Update: 6/11/10 BOIL WATER NOTICE HAS BEEN LIFTED	6/9/10	6/9/10	6/15/10	Belleair Water
		Main Break Leak - Repairs are currently underway to fix the main. Customers in this area will be without water during this repair. A BOIL WATER NOTICE will be in effect until further notice. Customer will receive notice via door tag hanger that boil water notice has been ended.				
FL	Winter Haven	{ Planned Outage} BOIL WATER NOTICE due to hydro tank being replaced. Customer will be without water from 9am - 5pm.	6/3/10	6/3/10	6/11/10	Orange Hill
FL	Interlachen	UPDATE 6/7/10: BOIL WATER NOTICE HAS BEEN LIFTED Main Line Brake - Customers in this system will be without water during the repair of the main service line. A BOIL WATER NOTICE is in effect for atleast 48 hours. We expect these repairs to last until 5p.m. today.	6/2/10	6/2/10	6/8/10	Interlachen - Planned Outage
FL	Winter Haven	BOIL WATER NOTICE customer's in this area will be without water until 12noon and will have to boil there water after due to a hydro tank being replaced.	6/1/10	6/1/10	6/9/10	Orange Hill
FL	LEESBURG	UPDATE: BWM NO LONGER IN EFFECT BOIL WATER NOTICE due to water main line being repaired. Customer may experience no water or little to no pressure.	5/27/10	5/27/10	6/4/10	48 ESTATES
FL	Wauchula	UPDATE: BWM NO LONGER IN EFFECT BOIL WATER NOTICE due to 3 phase power jacks at the transformer being blown by Progress Energy's commercial service.	5/26/10	5/26/10	6/3/10	PEACE RIVER
FL	Eustis	UPDATE 5/24/10: BOIL WATER NOTICE NO LONGER IN EFFECT Boil Water Notice customers in this area will experience little to no pressure or be without water due to a 6" leaking valve being fixed.	5/20/10	5/20/10	5/28/10	Grand Terrace
FL	Leesburg	UPDATE 5/24/10: BOIL WATER NOTICE NO LONGER IN EFFECT Boil Water Notice customers in this area will experience little to no pressure or be without water due to a 6" leaking valve being fixed.	5/20/10	5/20/10	5/28/10	Silver Lake Estates
FL	Leesburg	UPDATE 5/24/10: BOIL WATER NOTICE NO LONGER IN EFFECT	5/20/10	5/20/10	5/28/10	Western Shores

Boil Water Notice customers in this area will experience little to no pressure or be without water due to a 6" leaking valve being fixed.

FL	Scottish Highlands	UPDATE 5/24/10: BOIL WATER NOTICE NO LONGER IN EFFECT	5/20/10	5/20/10	5/28/10	Leesburg
FL	Leesburg	BOIL WATER NOTICE UNTIL FURTHER NOTICE due to 4" inch main break last night. BOIL WATER NOTICE UNTIL FURTHER NOTICE Customer's may experience little to no pressure due to 6" inch main break. No boil water notice required at this time.	5/13/10	5/13/10	5/21/10	Western Shores
FL	TAVARES	UPDATE 5/6/10: BOIL WATER NOTICE HAS BEEN LIFTED! BOIL WATER NOTICE UNTIL FURTHER NOTICE Customer's may experience little to no pressure due to 6" inch main break. No boil water notice required at this time.	5/3/10	5/3/10	5/11/10	TAVARES RIDGE
FL	TAVARES	UPDATE 5/6/10: BOIL WATER NOTICE HAS BEEN LIFTED!	5/3/10	5/3/10	5/11/10	SUMMIT CHASE
FL	PORT RICHEY	BOIL WATER NOTICE due to 4" main break. Customers in this area may experience little to no pressure and will be without water while repairs are being made. BOIL WATER NOTICE IN EFFECT due to an 2" T break. Affected customerr water was restored at noon today.	4/28/10	4/28/10	5/6/10	PALM TERRACE
FL	Leesburg	UPDATE: BOIL WATER NOTICE NO LONGER IN EFFECT 4/27/10 BOIL WATER NOTICE IN EFFECT due to main repair. Customer's in this area we're without water for a short period of time.	4/21/10	4/21/10	4/29/10	Silver Lake Estates
FL	Leesburg	BOIL WATER NOTICE is in effect... Customers in this area will be without water from 10am-2pm due to improvements being done to their water system.	4/21/10	4/21/10	4/29/10	Scottish Highlands
FL	LAKELAND	UPDATE: BOIL WATER NOTICE HAS BEEN LIFTED EFFECTIVE 4/23/10 Boil Water Notices via Telephone that went out over the weekend. Please see attachment which contains the notice and the script of what was said to the customers.	4/20/10	4/20/10	4/28/10	LAKE GIBSON ESTATES
FL	Port Richey	BOIL WATER NOTICE HAS BEEN LIFTED ON 4/20/10 CUSTOMERS RECEIVING MSG VIA PHONE	4/19/10	4/19/10	4/27/10	Jasmine Lakes
FL	Port Richey	Main had to be temporarily shut down to repair a main service line on one customers property. We estimate these repairs to take 2.5 hours. A BOIL WATER NOTICE will be issued for a minimum of 48 hours. BOIL WATER NOTICE HAS BEEN LIFTED ON 4/20/10 CUSTOMERS RECEIVING MSG VIA PHONE.	4/16/10	4/16/10	4/24/10	Jasmine Lakes
FL	Port Richey / Bayonet Pc	Verizon Wireless hit and broke our 2 inch main that services Ixora st. Customer will be without water for an estimated 2.5 hours while repairs are being made. A BOIL WATER NOTICE is in effect. BOIL WATER NOTICE NO LONGER IN EFFECT 4/19/10	4/13/10	4/13/10	4/21/10	Jasmine Lakes
FL	PORT RICHEY	BOIL WATER NOTICE due to 6 inch main break. Customer's will be without water until 1pm. BOIL WATER NOTICE NO LONGER IN EFFECT 4/19/10	4/12/10	4/12/10	4/20/10	JASMINE LAKES
FL	Gainesville	A contractor ran over the main causing it to break. Customers in this area will experience little to no pressure. We expect repairs to last until 5 PM. A Boil water notice will be in effect for a minimum of 48 hours. Customers will be notified via door tag notice.	4/7/10	4/7/10	4/15/10	Arrendondo Estates

BOIL WATER NOTICE UNTIL LIFTED due to main break.

FL	LEESBURG	UPDATE: 3/31/10 - BOIL WATER NOTICE HAS BEEN LIFTED	3/28/10	3/29/10	4/6/10	WESTERN SHORES
FL	WEBSTER	BOIL WATER NOTICE due to entire system having a water outage due to loss of commercial power to the facility and the emergency generator.	3/25/10	3/25/10	4/2/10	THE WOODS
FL	Lakeland	Main Break - Customers will experience little to no water as a result of this main break. A BOIL WATER NOTICE will be in effect for atleast 48 hours after repairs are complete. We estimate repairs to last until 3 p.m. Customer's will be without water in this area from 9am-3pm due to a distribution repair. BOIL WATER NOTICE IN EFFECT UNTIL LIFTED.	3/8/10	3/8/10	3/16/10	Lake Gibson Estates
FL	GAINESVILLE	Customer's in this area will experience little to no pressure due to 8" main being repaired. Boil Water Notice in effect until lifted.	3/2/10	3/2/10	3/9/10	ARREDONDO FARMS (Outage)
FL	PORT RICHEY	Outage due to main break. Repairs are currently underway. These repairs are expected to continue until 4P.M. today. A precautionary BOIL WATER NOTICE will be in effect for a minimum of 48 hours. Customers will be without water until 4P.M.	2/24/10	2/24/10	3/4/10	Jasmine Lakes
FL	Winter Haven	BOIL WATER NOTICE ...Customer's in this area will be without water due to a tank being replaced from 9:00am to 3:00pm.	2/24/10	2/24/10	3/4/10	Orange Hill
FL	GEORGETOWN	WATER MAIN BREAK - Customers on Bent Bough Dr will experience a temporary outage in order to make repairs. BOIL WATER NOTICE will be in effect for a minimum of 48 hours. Customers will be notified via door tag notice. We expected this outage to last until 2 p.m. Customers will also be notified via door tag notice when BOIL WATER NOTICE has ended	2/16/10	2/16/10	2/23/10	WOOTENS WATER
FL	Leesburg	BOIL WATER NOTICE CUSTOMER'S WILL BE WITHOUT WATER IN THIS AREA DUE TO MAIN BREAK REPAIR.	1/26/10	1/26/10	2/3/10	Fern Terrace
FL	LEESBURG	Update 1/20/10: BOIL WATER NOTICE NO LONGER IN EFFECT. CUSTOMER'S WILL BE NOTIFIED VIA DOOR TAGS.	1/18/10	1/18/10	1/26/10	MORNING VIEW
FL	Lakeland	BOIL WATER NOTICE due to main break.	1/13/10	1/15/10	1/21/10	Gibsonia Estates
FL	SUMMERFIELD	BOIL WATER NOTICE due to tank inspections. Customer's in this area will be without water 8am-3pm. UPDATE 1/5/10 BOIL WATER NOTICE NO LONGER IN EFFECT	12/29/09	12/29/09	1/6/10	BELLEVIEW HILLS EST/OCALA OAKS
FL	OCALA	BOIL WATER NOTICE due to tank inspections. Customer's will be without water in this area from 9am-5pm.	12/15/09	12/15/09	12/22/09	ARREDONDO ESTATES/ARREDONDO FARMS
FL	FLORAL CITY	BOIL WATER NOTICE due to tank inspections. Customer's will be without water in this area from 1pm-5pm.	12/14/09	12/14/09	12/19/09	CASTLE LAKE
FL	Bellevue	BOIL WATER NOTICE due to tank inspections. Customer's in this area will be without water from 9am-1pm. BOIL WATER NOTICE Contractor hit water line! Customer's in this area will be without water while line is being repaired.	12/14/09	12/14/09	12/19/09	OCALA OAKS/HAWKS POINT
FL	GRAND ISLAND	UPDATE 12/15/09 BOIL WATER NOTICE HAS BEEN LIFTED. BOIL WATER NOTICE due to tank inspectons.	12/11/09	12/11/09	12/19/09	GRAND TERRACE
FL	BELLEVIEW	UPDATE 12/11/09 Boil water notice has been lifted. BOIL WATER NOTICE due to tank inspections.	12/9/09	12/12/09	12/15/09	BELLEVIEW HILLS/JOG ACRES
FL	BELLEVIEW	UPDATE 12/11/09 Boil water notice has been lifted.	12/9/09	12/12/09	12/15/09	WOODBERRY FOREST

BOIL WATER NOTICE due to tank inspections.
Customer's may experience little to no pressure or not water between 12:30pm - 5:30pm.

Update 12/11/09

BOIL WATER NOTICE HAS BEEN LIFTED

FL	LAKE WALES	<u>Update 12/11/09</u> BOIL WATER NOTICE HAS BEEN LIFTED	12/8/09	12/8/09	12/15/09	BREEZE HILL
		BOIL WATER NOTICE due to tank inspections. Customer's will be without service from 1pm-5pm.				
FL	SUMMERFIELD	<u>Update 12/11/09</u> BOIL WATER NOTICE HAS BEEN LIFTED	12/8/09	12/8/09	12/15/09	MARION HILLS
		BOIL WATER NOTICE due to tank inspections. Customer's may experience little to no pressure or be without water between 9am-12:30pm.				
FL	LAKE WALES	<u>Update 12/11/09</u> BOIL WATER NOTICE HAS BEEN LIFTED	12/8/09	12/8/09	12/15/09	ROSALIE OAKS
		BOIL WATER NOTICE due to tank inspections. Customer's will be with service from 9am-1pm.				
FL	SUMMERFIELD	<u>Update 12/11/09</u> BOIL WATER NOTICE HAS BEEN LIFTED	12/8/09	12/8/09	12/15/09	FAIRFAX HILLS
		BOIL WATER NOTICE due to tank inspections. Customer's in this area will be without water between 9AM - 5PM.				
FL	OCALA	<u>Update 12/11/09</u> BOIL WATER NOTICE HAS BEEN LIFTED	12/7/09	12/7/09	12/12/09	BELLEAIR
		BOIL WATER NOTICE Customer's in this area will be without water due to repairs being made.				
FL	LAKELAND	BOIL WATER NOTICE due to tank inspections. Customer's will be without water in this area during inspection.	12/2/09	12/3/09	12/9/09	VILLAGE WATER
FL	OCALA	BOIL WATER NOTICE due to tank inspections. Customer's will be without water during inspection.	12/2/09	12/2/09	12/9/09	WEST VIEW
FL	OCALA	BOIL WATER NOTICE due to tank inspections. Customer's will be without water during inspection. BOIL WATER NOTICE due to tank being shut down for inspection. Customer's will be without water in this area.	12/2/09	12/2/09	12/9/09	RIDGE MEADOWS
FL	BUSHNELL	<u>UPDATE 12/3/09 2:58 pm</u> Boil water notice no longer in effect. BOIL WATER NOTICE... Customer's in this area will be without water from 1pm - 5pm due to improvements to water system.	12/1/09	12/1/09	12/9/09	JUMPER CREEK
FL	OCALA	BOIL WATER NOTICE due to tank inspection. Customer's may experience little to no pressure and discolored water.	12/1/09	12/3/09	12/8/09	CHAPPEL HILLS
FL	LEESBURG	<u>UPDATE 12/3/09 2:59 pm</u> Boil water notice no longer in effect.	11/30/09	11/30/09	12/8/09	RAVENSWOOD
		Flushing in area. Customer's may see large spout's of water and confuse for main break or leak. They may also experience low pressure and discolored water.				
FL	LEESBURG	<u>UPDATE 12/3/09 2:59 pm</u> Boil water notice no longer in effect.	11/30/09	12/2/09	12/8/09	KINGS COVE
		BOIL WATER NOTICE due to tank inspection. Customer's may experience little to no pressure and discolored water.				
FL	LEESBURG	BOIL WATER NOTICE due to main break.	11/30/09	11/30/09	12/2/09	48 ESTATES
FL	Leesburg	BOIL WATER NOTICE due to Well being broken. Customer's may experience very low pressure or discolored water.	11/16/09	11/19/09	11/24/09	Palms MHP
FL	Ocala	BOIL WATER NOTICE due to main break.	11/4/09	11/6/09	11/12/09	OCALA OAKS/WEST VIEW
FL	TAVARES	BOIL WATER NOTICE due to main break.	10/29/09	11/2/09	11/6/09	Imperial Terrace
FL	Ocala	Customers in this system will be without water due to well repairs. As a result a BOIL WATER NOTICE has been issued and will remain in effect for atleast 48 hours. All customers will be notified via doortag notice when boil notice is recinded. We estimate repaires to last until 4p.m.	10/27/09	10/27/09	11/4/09	Westview

FL	Port Richey	Customers in this area will be without water due to a 6 inch main brake. As a result a BOIL WATER NOTICE will be issued for a minimum of 48 hours. A door tag notice will be given notifying customers that the Boil Water is no longer in effect. We expect repairs to last until 4p.m. BOIL WATER NOTICE due to main break. Customer's may experience no water, discolored water, or low pressure.	10/27/09	10/27/09	11/4/09	Jasmine Lakes
FL	Tavares		10/21/09	10/24/09	10/29/09	Imperial Terrace
FL	Lake Suzy	Water Main Break - Customers will be without water until the water main is repaired. Repairs are estimated to last 8-9 hours. As a result a BOIL WATER NOTICE will be in effect for atleast 48 hours. Door tag notice will be given when Boil water notice is expired.	10/13/09	10/13/09	10/21/09	Lake Suzy
FL	Yalaha	Stone Mountain water facility experienced a water line break late last evening 10/5/09 at 11:00pm . The system was shut down at 11:30 pm to make repairs to the 2" main inlet to the Hydro-Tank. We restored service at 12:15am 10/6/09 and flushed the mains and tank. As a result a BOIL WATER NOTICE in effect. Customers will be notified via door tag notice when the BOIL WATER requirements are lifted. Update: 10/8/09 The BOIL WATER NOTICE has been lifted.	10/6/09	10/8/09	10/14/09	Stone Mountain
FL	Zephyr Hills	Customers in American Condos will experience a temporary outage to repair main valves. It is estimated to take 3 hours to make repair. As a result a BOIL WATER NOTICE has been issued to all effected customers. This notice will remain in effect for at least 48 hours. All customers will be notified via door tag notice when BOIL WATER requirement is lifted.	10/6/09	10/6/09	10/14/09	Zephyr Shores/American Condos
FL	Welaka	BOIL WATER NOTICE HAS BEEN LIFTED, EVERYTHING IS BACK TO NORMAL.B VB	10/1/09	10/9/09	10/10/09	Beecher's Point
FL	Fruitland Park	BOIL WATER NOTICE due to main break being repaired. Customer's may experience low pressure or no water at all.	9/24/09	9/26/09	10/1/09	Kings Cove
FL	Zephyr Hills	Some customers in this area will experience a brief outage and some others will experience low pressure. due to system repairs. A BOIL WATER NOTICE IS IN EFFECT FOR ZEPHYR SHORES UNTIL FURTHER NOTICE.	9/23/09	9/23/09	10/1/09	Zephyr Shores / American Condo's
FL	Leesburg	Customers in this area may experience low pressure or loss of water temporarily due to valve repairs. These repairs are estimated to last 2.5 hours. No boil water notice is necessary at this time.	9/3/09	9/3/09	9/11/09	Silver Lake Estates
FL	Fruitland Park	BOIL WATER NOTICE due to line break.	8/31/09	9/2/09	9/8/09	Picciola Island
FL	Ormond Beach	Due to the installation of a new isolation valve & blow off assembly, customer's in this area will experience a water outage from 8am-5pm on 8/3 & 8/4. A boil water notice will be issued until futher notice. Customer's have been advised via letter and will be provided bottled water during this outage.	8/3/09	8/4/09	8/11/09	Tomoka View
FL	Fruitland Park/Lake Co.	Customers on Lake Griffen Dr. & Eden Dr. will be without water due to a main repair. A Boil Water Notice is being issued for these two streets. The boil water notice will be in effect until further notice.	7/27/09	7/31/09	8/4/09	Valencia Terrace/Lakeside Terrace
FL	Fruitland Park/Lake Co.	Due to a water main break, the customers on East Spring Lake Dr., West Spring Lake Dr., & Mary Ellen St. will be out of water until the main is repaired. We are issuing a Precautionary Boil Water Notice for this affected area. ** UPDATE** The boil water notice is lifted as of 7/27/09. Customers will be notified via door tags that the notice is lifted.	7/23/09	7/30/09	7/30/09	Piney Woods/Spring Lake Manor
FL	Ormond Beach	Main Break occured while repairs were being performed on storm drains by Volusia County. As a result of this break a BOIL WATER NOTICE will be issued to affected customers only. This notice will remain in effect for 48 hours. Repair crews are on site.	7/15/09	7/20/09	7/23/09	Tomoka View

FL	Gainesville	On July 1, 2009, this system will have an interruption to service due to scheduled system repairs. This system will be under a boil water notice beginning on July 1, 2009.	7/1/09	7/6/09	7/10/09	Arredondo Farms
FL	New Port Richey	Sever Storms caused loss of power to the wells and caused a water main break. As a result we have issued a BOIL WATER NOTICE. The BOIL WATER NOTICE WILL REMAIN EFFECT FOR 48 hours. The boil water notice has been lifted as of 1:41 PM EDT 06/26/09.	6/24/09	6/29/09	6/30/09	Jasmine Lakes
FL	Floral City	Severe Storms caused lost of power to the water treatment plant. As a result we will be issuing a BOIL WATER NOTICE to all affected customers via door tag hangers. BOIL WATER NOTICE WILL REMAIN IN EFFECT FOR 48 hours. Update: The Boil Water Notice was lifted 6/26/09.	6/24/09	6/29/09	6/26/09	Castle Lake
FL	Leesburg	Emergency outage to make repairs. Estimated time to complete repair is 1 hour 22 BOIL WATER NOTICES WILL BE ISSUED TO CUSTOMERS ON LOCKWOOD ST. AND PORTLAND AVE. THIS ORDER WILL REMAIN IN AFFECT FOR 48 HOURS Update: 6/12/09 The boil water alert has been lifted. All customers will be issued a rescind notice door tag. A contractor broke a water main in the Riverside Subdivision, Hainescreek Rd and 473, we had to shut water down to make repairs. Customers are on a boil water alert until further notified. Affected customers were notified via door tags.	6/10/09	6/12/09	6/18/09	48 Estates
FL	Leesburg	Update 5/28/09: Satisfactory Samples received. Boil water notice has been lifted today. Customers notified via door tags.	5/23/09	5/28/09	6/3/09	Silver Lakes Estates
FL	Floral City	Precautionary Boil Water Noice issued. Aqua will be working on the drinking water wells for this system. Customer notified via door tags. 5/26/09 - UPDATE - The Boil Water Notice has been lifted. Customers will recieve door tags by 12 Noon 5/26/09.	5/21/09	5/26/09	5/28/09	Castle Lake Park
FL	Lake Wales	Do to repairs that must be done the customers on Breeze Way and Lake Point will be off until repairs are complete. So they will not have water. The customers will receive a boil water notice that will be in effect until further notified. This is for the Summit Chase side only not Tavares Ridge. We will be shutting down the water in order to install a master meter. They will be on a boil water alert until further notice.	5/20/09	5/20/09	5/28/09	Breeze Hill
FL	Tavares	THE BOIL WATER NOTICE HAS BEEN LIFTED.	5/12/09	5/12/09	5/12/09	Summit Chase
FL	Lakeland	THE BOIL WATER NOTICE HAS BEEN LIFTED AS OF 05/12/09 PER CANDICE MCCLURE. There has been main break near the water plant. Customers were without water and the customers affected will be on a boil water alert until further notice.	5/8/09	5/8/09	5/16/09	Lake Gibson
FL	Ormond Beach	There was a service line replacement that had to be done. We passed out boil water notices to an estimated amount of 20-25 houses. They will remain on boil water alert until further notice.	4/30/09	4/30/09	5/8/09	Tomoka View
FL	Leesburg	A contractor has busted a water main. The following streets will be without water: Morningside, Coventry, Somerset, Tewksbury, Canterbury, Green, Fore, Fairway, Bunker, and a few on Lake Shore. The customers will be on a boil water notice until otherwise notified.	4/8/09	4/8/09	4/16/09	Silver Lake/Scottish Highlands
FL	Gainesville	The Precautionary Boil Water Notice previously issued is hereby rescinded following the satisfactory completion of the bacteriological analysis showing that the water is safe to use for consumption. You may resume normal usage at this time.	3/26/09	3/26/09	4/1/09	Arredondo Farms

FL	Fruitland Park	Kings Cove will be shut down to repair a main leak from the plant. Customers will not have water. The customers will be on a boil water notice once the water is restored.	3/12/09	3/12/09	3/20/09	Kings Cove
FL	Astor	St. Johns River Utility is replacing the master meter for the Holiday Haven subdivision which will cause a brief water outage. This will also put these customers on a boil water notice until further notified.	3/3/09	3/3/09	3/11/09	Holiday Haven
FL	Gainesville	A 6" line has developed a crack at a valve and must be repaired. Due to the location of the problem, shutting down the entire system is necessary. Our contractor will make the necessary repairs on Friday morning. We anticipate restoring service the same day, but an oversize window is always prudent. A BOIL WATER NOTICE WILL BE ISSUED until further notice. We will notify customers when it is no longer necessary to boil there water.	2/6/09	2/7/09	2/12/09	Arrendondo Farms
FL	Leesburg	A contractor has hit a 4" main putting the system out of water. Everyone will be on a boil water notice until they are further notified.	1/29/09	1/31/09	2/6/09	Morningview
FL	Mount Dora/Tangerine	Due to an electrical failure at the Tangerine Water Treatment Facility located in Orange County the system is going to be placed on Boil Water by door hanger to all 287customers. THE BOIL WATER NOTICE HAS BEEN LIFTED. RESCIND NOTICES HAVE BEEN PASSED OUT.	1/22/09	1/22/09	1/30/09	Tangerine
FL	Leesburg	Water service has been restored. The main break was repaired. A BOIL WATER NOTICE IS IN EFFECT UNTIL FURTHER NOTICE.	1/19/09	1/20/09	1/27/09	Morning View
FL	Sebring	Boil water notice issued due to low pressure at water treatment plant.	1/15/09	1/17/09	1/23/09	Leisure Lakes