

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

December 20, 2012

Ms. Ann Cole, Director Commission Clerk Florida Public Service Commission 2540 Shumard Oak Boulevard Betty Easley Conference Center, Room 110 Tallahassee, FL 32399-0850 12 DEC 31 AH 9: 0

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 - Monitoring Report

Dear Ms. Cole:

In accordance with Order No. PSC-12-0102-FOF-WS in Docket No. 100330-WS, enclosed are the original and eight (a) of the following reports and summaries relative to the Aqua Utilities Florida, Inc. ("AUF") Monitoring Plan for the quarter of September through December 2012:

- 1. Quarterly Reports Regarding PBWNs;
- 2. Call Center Monitoring Statistics Report;
- 3. Management Quality Performance Report;
- Florida Complaint Support Information Report;
- 5. Florida Score Card;
- 6. Quarterly Environmental Report (warning letters, consent orders, notice of violation).

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[8355 DEC 31 º

PSC - Letter December 20, 2012

Thank you for your assistance.

Sincerely

Kimberly A. Jøyce, Esq.

Rates and Regulatory Manager

Enclosures

Bruce May, Holland & Knight cc:

Ralph Jaeger, Esq.
Patti Christensen, Office of Public Counsel
Cecilia Bradley, Esq.

AUF – Quarterly PBWN Report

8355 DEC31 º

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: October 26, 2012

Location/System: Zephyr Shores, Pasco County, PWS 6512018

- A. PBWN issued by door tags for 50 customers in Zephyr Shores, The Condominiums at approximately 10:30 a.m. on Tuesday October 23, 2012.
- B. Explanation For Each Occurrence The location was at 4822 Bobby Lane, Zephyr Shores, The Condominiums. Service line leak and corporation stop would not seat. Replaced corporation stop and repaired service line. AUF's operator flushed the system, verified chlorine residuals and collected bacti samples after service was restored. The water outage lasted approximately 1hour.
- C. Name of the systems where each PBWN occurred Zephyrshores, Pasco County, PWS 6512018
- D. Number of customers affected 50
- E. Explanation as to how the customers were notified Door Tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 3 days. Tuesday, 9/23/2012 Thursday, 9/25/2012. Rescission notices were distributed by door tags.
- G. · Summary of customer responses to the PBWN's: There were three calls to customer service concerning the outage.

	Date: 10/25/2012 System:				Zephyrshores			6512018		
Contact Pe	rson:		Steve Fu	iller			Phone:	813-26	67-2074	
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		DOH	Telephone:			Contact:	:			
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		Client	Telephone: Date/Time:			Contact:				
Operator in	Responsible C	harge (C	PRC)		Ste	re Fuller				
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If a precaut	ionary boil wate	er notice	was not issued,	please exp	lain why?					
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Aqua Utilities Florida

Water Notice
Date: 10-23-12 System Name: Zcphyr Shorts
System Name: Zophyr Sharts
Address:
Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:
Š Water Main Break
Water Main Construction
→ Electrical Failure at Water Facility
Explanation

In accordance with the regulatory entity for your water system, we are required to issue the following Precautionary Boil Water Notification to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

Aqua Utilities Florida Water Notice

Date: 10-25-12
System Name: Zephyrshor's
Address:

The 10-23-12 Precautionary Boil Water Notification is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT Wilte Project # or Place Project Label Hera ☐ 6601 Scuthpoint Pkwy. - Jacksonville, FL 32216 - 904.363.9350 - Fax 904.363.9364 - E82574 ☐ 6815 SW Archer Road - Gainesville, FL 32608 - 352.377.2349 - Fax 352.395.6639 - E82001 ☐ 10200 USA Today Way - Miremar, FL 33025 - 954.889.2288 - Fax 954.889.2281 - E82535 ☐ 9610 Princess Palm Ave. - Tampa, FL 33619 - 813.630.9616 - Fax 813.630.4327 - E84589 ☐ 528 S. North Lake Bivd., Ste. 1016 - Altamonte Springs, FL 32701 - 407.937.1594 - E53076 Advanced Lab Receipt Date & Time Analysis Dale & Time: Environmental Laboratories, Inc. Sample Acceptance Criteffa: Sample Preservation: Clonice Not On ice This Sample does not meet the following NELAC regularments: Sub-Contract Lab ID: Report Number: 1 Analysis Requested: (check all that apply) Total ColiformiE. coli Total ColiformiFacal Enterococci Coliphage HPC Other: Public Water System (PWS) Name: 2004x RSHORES PWS 1.D. 6 PWS or PWS Owner's Phone #: Collector's Phone #: 863 Collector: Type of Supply: (check only one) Community Water System Non-Transfert Non-community Water System Climited Use System Bottlad Water Private Well Swimming Pool ☐Transient Non-community Water System Other: Reason for Sampling: (check all that apply) □ Distribution Routine □ Distribution Repeat □ Raw (triggered or assessment) □ Raw (triggered or assessment) additional □ Clearance □ Replacement (also check type of sample being replaced) □ Boil Water Notice □ Other: □Well Survey Sample Collection Date: 10-23-12 + 10-24-12 DCN#, AD-D045 Effective 01/95, Rayland 06/02/10 To be completed by collector of semple To be completed by lab Analysis Method(s) Disin-Samete Sample Point Sample Sample fectoni Collection Lab (Location or Specific Address) Type Residual Non-Trial Data Time Enterocacci, or Sample (ma/L) Coliforni Coliform Qualifier Collphage 1.0 2 3 40 4 Average of <u>disinfectant</u> residuals for distribution routine & repeat samples. Free chloring or Total Chlorine (circle one). 1,0 Unless otherwise noted, all tests are preformed in accordance with NELAC standards, and the results relate only to the samples. Digipleciant Residual Analysis Method: DPD Cotorimetric Other:___ Date and time PWS notified by lab of positive results: Date and time DEP/DOH notified by lab of positive results: Person performing disinfectant analysis is (Check one of below): A certified operator (# ___ Date Report Issued: Supervised by certified operator (# ☐ Employed by a certified tab ☐ Employed by DEP or DOH Lab Signature: Authorized representative of supplier of water Tille HE SOME MERCHAND AND A CHEMICAL CONTRACT OF THE CALL OF THE CONTRACT OF THE CALL OF THE CA DEPIDOH USE ONLY Satisfactory Steve Zuller ☐ Incomplete Collection Information Repeat Samples Required Replacement Samples Required Date Reviewed by DEP/DOH: **DEP/DOH Reviewing Official:** Relinquish By ¹ Indicate the series right for each sample collected. Somewayes codes are, Dis Distribution features of flug-collectures, Ris Row 14 = Entry Point to Distribution, Ris Point Tops, Bis Special edistances. SERVINGERO & O 1/19 - SERVING & ECHNUC, MUCHULA-ENGISSE, HPC - SURSESE ¹ Pluasa them appropriate selection ¹ Pluases in Planta Approximation Code Rule (1)-169. Title: 1

Aqua Utilities Florida, Inc. Precautionary Boll Water Notice Incident Report

Date: October 2, 2012

Location/System: Ocala Oaks, 3421560

- A. Public Boil Water Notices –PBWN issued for 45 customers by door tag with accompanying letter in Ocala Oaks at approximately 12pm on October 1, 2012.
- B. Explanation For Each Occurrence The outage location was along NE 46th Street, NE 46th Place, NE 46th Lane, NE 47th Street, NE 48th Street, along with 4490 & 4550 NE 24th Court. The duration of the outage was approximately 1.5 hours and was necessary for the construction of the water main connecting the Ocala Oaks water system to the 49th St. water system.
- C. Name of the systems where each PBWN occurred Ocala Oaks Water System
- D. Number of customers affected 45
- E. Explanation as to how the customers were notified -Door tag with letter.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 3 days (Tuesday 10/2/2012 to Thursday 10/4/2012). Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No customer response planned outage.



Aqua Utilities Florida, Inc. P.O. Box 2480 Lady Lake, FL 32158-2480 T: 352.874-2860 F: 352.674-2862 www.aguaamerica.com

Notice to Customers of the Ocala Oaks Water System Water service will be interrupted between 9 a.m. and 3 p.m., Tuesday, October 2, 2012

Aqua Utilities Florida (Aqua) will temporarily interrupt water service within the Ocala Oaks water system between 9 a.m. and 3 p.m. on Tuesday, October 2, 2012, for construction of a water main extension. We expect the interruption of service to affect only the customers located on NE 46th Street, NE 46th Place, NE 46th Lane, NE 47th Street, NE 48th Street, and 4490 & 4550 NE 24th Court.

When water service is restored, Aqua will sample and test the water in the distribution system. Aqua advises customers who experience an interruption of water service to use boiled tap water or bottled water for drinking and cooking purposes as a precaution until we receive test results from the lab. While the advisory is in effect, tap water used for consumption should be brought to a rolling boil and boiled for one minute and allowed to cool before use. Boiling kills bacteria and other organisms that might be present in the water.

We expect this precautionary boil water advisory to be in effect for a minimum of two days following the restoration of water service. Aqua will notify customers by door hangers when the advisory is lifted.

We apologize for the inconvenience and thank you for your patience as Aqua improves your water system.

For more information call Aqua Utilities Florida at 877.987.2782 or Tricia Williams at 352.266.0608.

(PWS # 3421560)

Date: September 28th, 2012

Aqua Utilities Florida Water Notice

		/		/	_
Date: _		10/4	/6	201	2
System	Name	<u> </u>	4/4	Oq.	165
Addres	is:				
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Water .	Notifica	ition is he	reby re	scinded,	following
the satisf	actory co	mpletion of	the ba	cteriolog	ical survey
demonst	rates the	water is sa	fe to d	rink.	

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT Lab Receipt Date & Time: 💋 (62-650.730 Reporting Format Effective 01/1985, Revised 03/2010) PLANT TECHNICIANS, INC. LAB ID#: E83141 QA#: 870255 Analysis Date & Time: 10/5/12 P. O. BOX 447, FRUITLAND PARK, FL 34731 Sample Acceptance Criteria: Sample Preservation: On the Not On the More Market Office: 352-787-2944 Lab:352-787-8112 Fax:352-787-3195 ^C Contact Person: John Fredock Report Number: _ Sub-Contract Lab ID: Analysis Requested: (check all that apply) ☐ Total Collform/E. coli ☐ total Collform/Fecal ☐ Enterocacci ☐ Collphage ☐ HPC ☐ Other. Public Water System (PWS) Name: OCALA DAKK PWS Address: 3900 SE Fay & Collector GARY Callector's Phone #: Type of Supply: (check only one) Community Water System Non-Translent Non-community Water System Translent Non-community Water System Limited Use System Bottled Water Private Well Swimming Pool Other: Reason for Sampling: (check all that apply) | Distribution Routine | Distribution Repeat | Raw (triggered or assessment) | Raw (triggered or assessment) additional | Distribution Repeat | Raw (triggered or assessment) additional | Distribution Repeat | Raw (triggered or assessment) | Raw (trigger Sample Collection Date: 10-2-23/2 10-3-2012 DOORS TASSED TRION TO WIASE SELVENCE DE MENDE DE L'ANTINE DE L Analysis Method(s)2: Disin-Sample Sample Sample Point Samole fectant Collection pΗ (Location or Specific Address) Type! Residuel Fecal, E. coli. Total Data Lab Time Enterococci, or (mg/L) Qualifier Conlidora Pm Colliann Sample # 1.2 Coliphage 420 AM 1 010 Average of disinfectant residuals for distribution routine & repeat samples. Free chloring or Total chlorine (circle one). Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples. Disinfectant Residual Analysis Method: ☐OPD Colorimetric ☐Other: Date and time PWS notified by leb of positive results: Person performing disinfectant analysis is (see instructions on reverse): [A certified operator (* DUC 7646 Date and time DEP/DOH notified by lab of positive (equits) Data Report issued: ☐Supervised by certified operator (# Lab Signature: □ Employed by a certified tab □ Employed by DEP or DOH Authorized representative of supplier of water Title: ☐ Satisfactory

BOX 2480 ady LAKE PL.

Incomplete Collection Information Repeat Samples Required

Replacement Samples Require) DEP/DOH Reviewing Official:

Date

*2*480

Confe Rule 67-1 St. Think

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: September 24, 2012

Location/System: Sunny Hills, 1670647

- A. Public Boil Water Notices PBWN issued for 10 customers by door tag in Sunny Hills at approximately 12pm on September 24, 2012
- B. Explanation For Each Occurrence The outage location was Echo Court and Belmar Place. The duration of the outage was approximately 4 hours and was caused by a broken 2 inch flush line damaged by settlement of the overlaying sidewalk.
- C. Name of the systems where each PBWN occurred Sunny Hills Water System.
- D. Number of customers affected 10.
- E. Explanation as to how the customers were notified -Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 5 days (Monday, 9/24/2012 to Friday 9/28/2012). Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No customer response.

AQUA UTILITIES

MALFUNCTION REPORT

Copy: Environmental Services Department

Facility Name:	SUNNY HILLS			Phone: 386-93	7-1143
County: WA	SHINGTON		PWS ID Number:	1670647	
Date and Time of	Failure or Planned Outage:	Date	09/24/12	Time	9:00 AM
Time water system	m was back in service:	Date	09/24/12	Time	1:00 PM
Situation was rep	orted to:				
DEP		7:20 AM	Person Contacted:	NICOLE HET	ZEL (VIA E-MAIL)
Health Dept.	Date: Time:		Person Contacted:		
Other:	AQUA U. Date: 09/25/12 Time:	8:20 AM	Person Contacted:	PATRICIA WI	LLIAMS(VIA E-MAIL)
Location of Troub	le: ECHO COURT AND BELMA	R PLACE			
Statement of Trou	uble: BROKEN TWO INCH FLUS	SH LINE	UNDERNEATH SIDE	EWALK	
Corrective Action	EXCAVATED SITE, REPAIRED	D BROKE	N FLUSH LINE		
Number of Custon	mers Affected: 10 CONNECTI	ONS	,		
Were Customers NOTICES WERE I	Notified? Yes X No DISTRIBUTED TO ALL 10 CUSTOMERS V			TIONARY BOIL WA	ATER
Was Water line F	lushed and chlorine residual determine	ed prior to	placing back into se	ervice? YES 1.2	ppm
Number of Bacter	• • •	X2 S: AYS	amples taken by:	ANDY SKIPPER	₹
*Copies of Bacte	eriological Sample Results shall be t	orwarde	d to the Environme	ntal Services De	pt. upon receipt.
manufacturing inf	e, give (complete as possible) a control or a control or shown on the failed product. HE SOILS UNDERNEATH THE SIDEN	If known	Include cause of fai		ype, any available
Additional remark	s:				
Reported By	PAUL THOMPSON				
•	Print Name			Signature	

(Rev.1, 1/98

DRINKING WATER MICRORIAL SAMPLE COLLECTION

DIVINE	& LABORATORY REPORTING FO		ION			- 10 4					ĺ	
	(62-550 730 Reporting Format Effective 01/1995, Revised 02	2/2010)			Lab	Rece Ivsis	olpt Date & Date & Ti	& Time: _(me: 09/2)9/25/2012 09:5 5/2012 10:15 C	5 CDT DT		
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Panama	City, FL 32404				Disi	Disinfectant Check: ⊠Not Detected ☐mg/L						
E81105					This	sam	ple does	not meet	the following NE	ELAC requir	ements:	
Report N	lumber: WS12SEP25-008 Sub-Contract	Lab ID:			_			***************************************				
Analysi ⊠Totai	is Requested: (check all that apply) Coliform/E. coll	Enterococci	[]Col	iphage []HPC		Other:					
Public 1	Water System (PWS) Name: <u>Sunny Hi</u>	lls				Pγ	VS I.D.	1 6	7 0	6 4	7	
	dress: 3810 Gables Blvd					Cit	y: <u>Chiole</u>	v				
PWS or	PWS Owner's Phone #: 352-674-2860			F	ax#:_					-		
Collect	or: A Skipper		·····		oilecto	r's P	hone #: _8	50-849-5	012			
⊠Comn □Limite	f Supply: (check only one) nunity Water System □Non-Translent Non- d Use System □Bottled Water □Prívate	community V Well Sv	Vater Sys vimming	item 🔲	ransier Other:	nt No	on-commu	inity Wate	er System	ngan ngangkapa kata Makabanan kata nganang		
☐ Distrib	n for Sampling: (check all that apply) oution Routine ☐ Distribution Repeat ☐ Rence ☐ Replacement (also check type of sar										rvey	
•	Collection Date: 09/24/2012	*							_			
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Sample		Sample Collection	Sample		Hq		Analysis N	vietriod(s)	•		T	
#	(Location or Specific Address)	Time	Type	Residual (mg/L)	•		Non- Coliform	Total Coliform	Fecal, E. coll, Enterococci, or Collphage ²	Data Qualifier ³	Lab Sample ≉	
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2	Sun Hl 2073 Echo	13:55CDT	s	1.31				A			WS12SEP: 5-008-002	
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sample	s.4 Free chlorine or Total chlorine (circle one).				Unles	s oth	erwise no	oted, all te	ests are perform	ed in accord	tance with	
Disinfe	ctant Residual Analysis Method:								e results relate			
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1	performing disinfectant analysis is (see in	structions o	n revers	e):	Date a	nd tim	e DEP/DOF	notified by	lab of positive rest			
	ertified operator (# 5743)		Date F	Repor	l lasued <u>: O</u>	9/28/12		T.		
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	ployed by a certified lab	eP or DOH			Titla	· Pre	sident		الإص	•		
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	Andy Skipper			Пея	facion				DEF	DOH USE	ONLY	
	Sunny Hills				nplete	Colle	ction Info				-	
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Date Reviewed by DEP/DOH: DEP/DOH Reviewing Official:

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Defending Instrument schoolss,
Defending Instrument Administration Ceder Rate 62-1600 Table 1
"Complete for continuing & non-transfer non-community systems serving populations up to and actualing 4,900. Do not acclude the or plant camples in the average

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DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT 167-550 730 Reporting Formal Effective 01/1955, Revised 02/2010)						Page 2 of 2 Lab Receipt Date & Time: 09/25/2012 09:55 CDT									
The Water Spigot, Inc. 5806 East Highway 22 Panama City, FL 32404 E81105						Analysis Date & Time: 09/25/2012 10:15 CDT Sample Acceptance Criteria: Sample Preservation: ⊠On Ice □Not On Ice ⊠ 11.0 °C Disinfectant Check: ⊠Not Detected □ mg/L This sample does not meet the following NELAC requirements:									
Report f	Number: WS12SEP25-009 Sub-Contract	Lab ID:			_=										}
	is Requested: (check all that apply) Cotiform/E. coti	Enterococci	□Co	iphage []нрс		Other:						processor and the second second	. arragionista (11 anno	_
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	dress: 3810 Gables Blvd						y: Chiple	·V							
	PWS Owner's Phone #: 352-674-2860														
	or: A Skipper														
⊠Comn □Limite Reasor □Distrit	f Supply: (check only one) nunity Water System	Well □Sv Raw (triggere	wimming d or asse	Pool ssment)	Other: ⊟Rav	v (trig	gered or	888689	ner	nt) addit	ional	□We	ll Sur	vey	
	Collection Date: 09/25/2012			·····											
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				(mg/L)			Coliforn			Enteroc Colipt		Qual		Sampl	
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2	Sun HI 2073 Echo	08:50CDT	s	1.2				Р		Δ				W\$12\$ 5-009-	
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1	D Colorimetric Other:			a),			e PWS noti								r-54
1	performing distribution analysis is (see his sertified operator (# <u>5743</u>	311 UCUONS U) 	cj.			e DEP/DOI I Issued <u>: 0</u>			an oi hoa	KV0 1050	118. <u>. UBIZ</u>	3412.1	VVD92	
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□Au	thorized representative of supplier of water				Title	: Pre	eldent				+	**********	-		
	Andy Skipper Sunny Hills	NA THE STATE OF TH		□Repe □Repla Date Re	nplete lat San aceme eviewe	Collenpies Int Sa	ection Info Required Imples Re DEP/DOI ng Officia	f equired 1)		DEP	/DOH I	USE	ONLY	-

For Sample Copys see Lammitions from 1-16
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UKINK	& LABORATORY REPORTING FO		HON		Pag	e 2	or 2							
	(82-550.730 Reporting Format Effective 01/1995, Revised 0								& Time:					
5806 E	ater Spigot, Inc. ast Highway 22 a City, FL 32404				Analysis Date & Time: 09/28/2012 12:10 CDT Sample Acceptance Criteria: Sample Preservation: ⊠On Ice □Not On Ice ☑ 17.9 °C Disinfectant Check: ⊠Not Detected □mg/L This sample does not meet the following NELAC requirements:								mg/L	
-	lumber: WS12SEP26-005 Sub-Contract is Requested: (check all that apply)	Lab ID:		er næmen septe blev stalken sen at filde									,	
⊠Total	Coliform/E. coli Total Coliform/Fecal	Enterococci	□Col	iphage [⊒нрс		Other	· Г	7.1					
Public '	Water System (PWS) Name: <u>Sunny Hi</u>						NS 1.1	L		6	7	0	6 4	
	dress: 3810 Gables Blvd													
	PWS Owner's Phone #: 352-674-2860													
Collect	or: Andy Skipper				Collecto	r's P	hone	#: <u>.8</u>	50-849-	501	2			
⊠Comm □Limite Reasor □Distrib	f Supply: (check only one) nunity Water System	Well ∐S≀ Raw (triggere	wimming d or asse	Pool [Other:	(trig	gered	or a	ISSESSM	nent) additi	onai	☐Well S	ırvey
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1	Sunny Hills 2073 Echo	10:22CDT	s	1.2					A					WS12SEP 6-005-001
2	Sunny Hills 2073 Echo	10:23CDT	s	1.2					A			~~~		WS12SEP 8-005-002
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⊠DP	ctant Residual Analysis Method: D Colorimetric	structions o	n revers	e):	Date an	nd tier	e PWS	not∦	is, and i led by lab notified b	of p	ositive re	sulta:		samples.
⊠A≎	ertified operator (# <u>5743</u>			-•.	l				0/28/1/2	,	-1)		och	n_
1	pervised by certified operator (#		,		Lab 8	Sigr	atur	<u>``</u>	$\leq \mathcal{U}$	L	OK.	*4	VC AN	
l .	horized representative of supplier of water	_, 0,001			Title:	Pre	side	nt				V		
	Andy Skipper Sunny Hills			☐Incor	factory mplete C	Colle Ipl a s	Requ	ired				DEP	/DOH USE	ONLY

Date Reviewed by DEP/DOH: _____DEP/DOH Reviewing Official:

For Sample Types see Intractions from 1-16.

Peans crede appropriate selection

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Defined of Brinds Administrative Crede Parts 02-160-7 like 1

*Complete for community & mon-transition non-community systems serving populations up to and methoding 4,900. Do not include any or plant samples in the average

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: October 4, 2012

Location/System: Gibsonia Estates, 6530079

- A. Public Boil Water Notices PBWN issued for 9 customers by door tag in Gibsonia Estates at approximately 2pm on October 4, 2012
- B. Explanation For Each Occurrence The outage location was along Yale Street. The duration of the outage was approximately 3 hours and was required for repair of a broken 6" water main.
- C. Name of the systems where each PBWN occurred Gibsonia Estates Water System.
- D. Number of customers affected 9.
- E. Explanation as to how the customers were notified -Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 6 days (Thursday, 10/4/2012 to Tuesday, 10/9/2012). Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No customer response.

Aqua Utilities Florida Water Notice

Date: 10-9-12	Date:
System Name: 6/4	System
Address:	
he 10-4-12 Precautionary Boil Vater Notification is hereby rescinded, following ne satisfactory completion of the bacteriological survey emonstrates the water is safe to drink.	u ie sansiai
trout bases among at	f con has

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

Aqua Utilities Florida Water Notice

Date: 10-9-12
System Name: 6/ 6
Address:
Due to recent circumstances beyond our control, your are has experienced low water pressure. The low pressure we a result of: Water Main Break Water Main Construction Electrical Failure at Water Facility
☐ Explanation
Repair 6" wat eR now

In accordance with the regulatory entity for your water system, we are required to issue the following Precautionary Boll Water Notification to all affected customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full two minutes. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT Write Project # or Place Project Label Here ☐ 5601 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • £62574 ☐ 6815 SW Archer Road • Geinesville, FI 32608 • 352.377.2349 • Fax 352.395.6639 • £62001 10200 USA Today Way - Mitamar, FL 33025 - 954.889.2288 - Fax 352.395.6639 - E8200 - 10200 USA Today Way - Mitamar, FL 33025 - 954.889.2288 - Fax 954.889.2281 - E82535 - E8253 9610 Princess Palm Ave. - Tampa, FL 33619 - 813.630,9616 - Fax 813.630,4327 - E84589 528 S. North Lake Bivd., Ste. 1016 • Altamonie Springs, FL 32701 • 407.937.1594 • E53076 Advanced Analysis Date & Time: Environmental Laboratories, Inc. Report Number: T1212326 Sub-Contract Lab ID: Public Water System (PWS) Name: G 18 SON 14 PWS Address: 9316-18 G-alloway PWS or PWS Owger's Phone #: 863- \$5 Fax #863-853 -Collector's Phone #: Type of Supply: (check only one) ☐Transient Non-community Water System Other: Reason for Sampling: (check all that apply) □ Distribution Routine □ Distribution Repeat □ Raw (triggered or assessment) □ Raw (triggered or assessment) additional □ Well Survey □ Clearance □ Replacement (also check type of sample being replaced) □ Boil Water Notice □ Other. □ W N Sample Collection Date: 10 -8-12 +10-9-12 To be completed by lab: Analysis Method(s)2 Disin-Sample Sample Sample Point lectant Pecal. E. coli, Callection Lab (Location or Specific Address) Type Roskival Enterococci, or Coliphage³ Sample (ma/L) Coliforn Coliforn Octobiline Average of disinfection, residuals for distribution routine & repeat samples. <u>Free chilorine</u> or Total chlorine (circle one). صا . Unless otherwise noted, all tests are preformed in accordance with NELAC standards, and the results relate only to the samples. Disinfectant Residual Analysis Method: DPD Colorimetric Diher. Date and time PWS notified by lab of positive results: Date and time DEP/DOH notified by lab of positive results: Person performing disinfectant analysis is (Check one of below): A certified operator (#_ Date Report Issued: Supervised by certified operator (# Lab Signature: ☐ Employed by a certified lab ☐ Employed by DEP or DOH Authorized representative of supplier of water DASPET MAAR AMD MAIL 1860 ADDRESS OF PERSON TO RECEIVE REPORT DEP/DOH USE ONLY ☐ Satisfactory ☐ Incomplete Collection Information ☐ Repeal Samples Required ☐ Replacement Samples Required Steve Fuller 415 W. Daughtery Rd. Date Reviewed by DEP/DOH: DEP/DOH Reviewing Official: Relinquish By Received By: ·03.112278 & D. 417 - 02210 & ECHNIG, LYJOANIG-SJØZZZZB; HPC=948Z158 Present turch supreprise reference The food in Plantin Administrative Code Rule 62-160, Table 1 Complete for constructly if non-transfers supreprisessing sys

Aqua Utilities Florida, Inc. Precautionary Boll Water Notice Incident Report

Date: November 15, 2012

Location/System: Palm Terrace, 6511331

- A. Public Boil Water Notices PBWN issued for 1183 customers by reverse 911 (Swift Reach), street signs, and door tags in Palm Terrace at approximately 8am on November 15, 2012.
- B. Explanation For Each Occurrence The outage affected the entire water system. The duration of the outage was approximately 4.5 hours and was caused by the unplanned valve testing by Pasco County Utilities at the master meter for the Palm Terrace water system located at 11316 Yellow Wood Drive.
- C. Name of the systems where each PBWN occurred Palm Terrace Water System.
- D. Number of customers affected 1183.
- E. Explanation as to how the customers were notified –Reverse 911 (Swift Reach), street signs, and door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 3 days (Thursday, 11/15/2012 to Saturday, 11/17/2012). Rescission notices were distributed by reverse 911 (Swift Reach), street signs, and door tags.
- G. Summary of customer responses to the PBWN's: Numerous calls to the customer service line to report the outage.

		Water	Malfunction Event	Report			
Date:	11/15/2012	System:	Palm Terrace Gard	ens	PWSID#:		6511331
Contact	Person:	Richard Retz / Garth	Armstrong		Phone:	727-	727-835-9533
Aqua Uti	lities Florida became av	ware of the circumstances:	Date:	11/	15/2012	Time:	12:20am
24 Hour	Oral Report to: FD	FP Telephone	(813) 632-7600 Ext.431	Contact:		Gerald Fo	eter
211.00	Crain report to:	Date/Time:	11/15/12 @ 6:00 AM via pl				ster
	DC	OH Telephone:	11) 13/12 (@ 0.00 AIVI VIA pi		712 @ 7.30 AIN		noton
		Date/Time:	11/15/2012 @ 11:50 AM v				
	Cli	ent Telephone:	117512012 @ 11.507491	Contact:			
	0	Date/Time:		CORROL.			
Operator	in Responsible Charge	(ORC)	Garth H. Armstrong	(On-Call C	Operator)		
Was wat	er service interrupted?	(Less than 20 psi)	Yes	Numb	er of Connection	s effected:	1183
Precautio	onary boil water notices	issues?	Yes		Date Issued:		1/15/2012
	means: (Door Hanger,		Reverse 911, Street Signs				10 (012012
		ce was not issued, please exp		u o o o c r r c o	,9010		
,				1000000			
Period of	Malfunction:	From Date/Time	e: 11-15-12 @ 12:00	AM	To Date/Time:	11-15	i-12 @ 4:30AM
Has the I	Malfunction been corre	cted? Yes/No?	Yes		-		
	If No, Date	e/Time of expected completion	n:				
Planned	Outage?	No	Failure ?		Yes		
Location	of Malfunction or Line 8	Break;	11316 Yellow Wood Drive				
Descripti	on of problem: Un	nlanned value testing at the P	asco Utilities to Aqua Utilities	Interconne	et by Pasco Cou	nty I Itilities	Outlet valve
•	·		ut off position. System press				
		tern fully pressurized at appro			mprotitioud drivi	- 0000 000	Ay Otaboo
			currently open which circumve lamaged valve will be taken ou			sco County	plans to replace
ine mete	assembly on 11-27-12	a during a plan obtage. The o	antaged valve will be (aken or	A OI SOIVICO	at that three.		, , , , , , , , , , , , , , , , , , ,
Prior to p	lacing the line back into	o service, was the line: (Yes/N	lo)				
	Flushed		Yes				
	Superchlorinated						
l	Bacteriological samp	oles collected?	Yes				
	Results Attached?		No				
	If Not, expected to fo	ollow by:	11/19/2012				
informati ANSI or	on shown on the failed	product. If know, include cau le water use, and must be "Li	ne material including size, typo ise of failure. Please note that ke for Like" with respect to the	t all repair n	naterials must be		
Additiona	al Remarks if any:					<u></u>	

•

Aqua Utilities Florida

Water Notice

Date: /1-/3-/2
System Name: Palou Terrace
Address:
Due to recent circumstances beyond our control, you area has experienced low water pressure. The low pressure was a result of:
CI Water Main Break
□ Water Main Construction
U Electrical Failure at Water Facility
DELEctrical Failure at Water Facility Explanation NaWe failure

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bactarta and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

Form 004

Aqua Utilities Florida

Water Notice

Date: 111	7/2	212		p. 11 + 12 + 12 + 12 + 12 + 12 + 12 + 12
Sustam Name	· Va	lm"	Terroce	and the second
Address:E	M	<u>Sy</u>	stem_	

The 111500 Precautionary Boll Water Notification is hereby rescanded. The satisfactory completion of the bacteriological survey demonstrates the water is safe to drink

If you have any questions regarding this matter you may

CUSTOMER SERVICE 1(877) WTR-AQUA

☐ 6601 : ☐ 6815 : ☐ 10200	DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT ☐ 6601 Southpoint Plwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574 ☐ 6815 SW Archer Road • Gainesville, Fl 32608 • 352.377.2349 • Fax 352.395.6639 • E82001 ☐ 10200 USA Today Way • Miramar, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535 ☐ 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589 ☐ 528 S. North Lake Blvd., Ste. 1016 • Altamonie Springs, FL 32701 • 407.937.1594 • E53076								# or Place Projec	d Label Here	
Report N	Advanced Environmenta	Labora tract Lab ID:		s, Inc.	_		Analysis Di Sample Ac Sample Pro Disinfectan	l Check:→□ Ño	11/16/11)	c
Public V PWS Ad PWS or Collecto Type of Gomin Climite Reason	or:	Non-communivate Well	inity Water	r System ming Pool assessment	Fax #: Collect	or's insident	Phone #:	mmunity Water	S.M.T. S	————————————————————————————————————	ey
	Collection Dato: 11-15-12-	-					CN#: AD-D045		ve 01/95, Revised 06/0		
41 TO THE	To be completed by t		nple (1977) 	Disin-	(h. 48) 	1	Analysis M		e completed by lab	7 Z	<u> </u>
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type ¹	fectant Residual (mg/L)	ρН		Non- Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage	Data Qualifier	Lab Sample
\	POF	2,00	CI	30				A			18)/
3	7504 Havelliner	2.70	10	PC		1000	<u> </u>	A			017
3	10911 Stratus	3.15	17	29				A.	1111		12/13,
7	10978 H.11C165+	ž:.37	Ö	D C				<u> </u>			2014
		_				遵					
Samples. Disinfec D-070 Person-	of disinfectant residuals for distribution rous Free chlorine or Total chlorine (circle one). ctant Residual Analysis Method: Colorimetric Other: performing disinfectant analysis is (Check or of the colorine) critised operator (#) pervised by certified operator (#)	ane of below)	:	Y82	Date Date	NE and and	LAC stand time PWS n time DEP/O	ards, and the olified by lab o	ests are preformed results relate onl f positive results: lab of positive resul	y to the sam	ples.
□ Emp	oloyed by a certified lab				Lab Title	Sig :	nature:	- And	TOP		
\$. P	MANE AND MAILING ADDRESS OF PERSON 18 GOR GUSK CCSUHS WO Clearance X 27.808.4173	Fox	REPORT		0] Inc] Re] Re ale f	peat Sample placement S Reviewed by	lection Informa is Required famples Required DEP/DOH: ing Official:		DEPIDOH	USE ONLY
C = Repent/Check, R * NF=SM02/20 & D. * Please circle approx * Defined in Florida A	type for which consists collected. Sowels type coulon over () = Oldridocker. 1 = Rure, N = Entry Point to Chestitusion, P = Phant Tap, S = Special (class 61TF=97218 & ECRUC; NHKURJUG=SANDY228, NPC=SAN22158 protes solucion demolitations Code Pade 62-160. Total 1 with 8 non-americal root community systems serving occurricion up to	innco, els.)	Re	uish By:	de sverage	L	dry	helt !	Date: 1 16	:-Time: (2_Time: _/	045

☐ 6601 ☐ 6615 ☐ 10200 ☐ 9610	(ING WATER MICROBIAL SAM & LABORATORY REPORTING Southpoint Pkwy. • Jacksonville, FL 32216 • 96 SW Archer Road • Gelinesville, FL 33025 • 954.6 D USA Today Way • Miramar, FL 33025 • 964.6 Princess Palm Ave. • Tampa, FL 33619 • 813.1 • North Lake Blvd., Ste. 1016 • Atlamonte Spril	G FORMA 04.363.9350 • I .377.2349 • Fax 089.2288 • Fax 530.9616 • Fax	T Fax 904.36 x 352.395.6 954,889.22 813.630.4	3.9354 • E825 3639 • E82001 281 • E82535 327 • E84589			Write Project	∦ or Place Projec	t Label Here	
G	Advanced Environmenta	l Labora	ıtories	s, Inc.		Analysis Da Sample Ad Sample Pri Disinfectan	ate & Time: coptance Crit aservation:	11/16/11	/2/1/ /2/10 pe = 3 = 0))
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Public V	Nater System (PWS) Name:	=- P	din	Tence		PWSID	[0]	133	\Box	
	idress: 16/6 Arbos	3 ()		7577752						
	PWS Owner's Phone #: 727 - 80		3							
	or: C3- A(n3)				Collector's	Phone #:	72.7-8	11-10	13	
Deomn	Supply: (check only one) nunity Water System			r System	□Transi	ent Non-co	mmunity Wal	er System		
☐ Distrit	for Sampling: (check all that apply) bution Routine	□Raw (tri of sample be	ggered or ing replac	assessment ed) []Boi) □Rav	v (Iriggered otice CC	or assessme Ther:	ent) additional	□Well Surve	iy
Sample	Collection Date: 11-16-1				D	CN#: AO-D045	Effecti	ve 01/95, Revised 05/0	2/10	
	To be completed by	collector of san	nple). ;;	的人等并提出。				e completed by lab		marin In
Sample	Sample Point	Sample	Sample	Disin- lectant		Analysis M	lethod(s)2	SMALL	<u> 28 </u>	1/1
H	(Location or Specific Address)	Collection Time	Type ¹	Residual (mg/L)	pH 35	Non- Coliform	Total Coliform	Fecal, E. coll, Enterococci, or	Data Qualifier ⁴	Sample Ut
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	type for each sample collected. Sample type codes are: $0 = 0$ stabilished $t = Ram$, $m \in D$ with the Distribution, $P = Ram$ ($t = 0$). Sendel (class)		Relinq	ulsh By:(× 1	-A-	### "	Date: 11-14-1)		
*MF=5M9722B & D	MTF+92218 & EC:MUG. AUXONAUG+SA/922228; HPC+9A/93158		Re	ceived By: _	H	din	<u>wu</u>		Time: (742
Plemo circle appro Delined in Florito A	Americani Code Hulo 62-180, Table 1		Na		V	V		1 1		
Corephde for covers	early & non-travitent non-community systems serving propulations up to	ans resideng 4,900 0	M GUNTANI ION THA	r or pured complets in V	IN TAKE BÜR					

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: October 18, 2012

Location/System: Western Shores,

- A. Public Boil Water Notices PBWN issued for 80 customers by distributing the standard boil water advisory door tag in Western Shores at approximately 1pm on October 18, 2012.
- B. Explanation For Each Occurrence The outage location was along Carl Rd. The duration of the outage was approximately 3 hours and was caused by a broken 4" water main located at 34147 Carl Rd.
- C. Name of the systems where each PBWN occurred Western Shores Water System.
- D. Number of customers affected 80.
- E. Explanation as to how the customers were notified -Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 4 days (Thursday, 10/18/2012 to Sunday, 10/21/2012). Once verification of passing bacteriological samples was received, the standard rescission notice was distributed via door tags.
- G. Summary of customer responses to the PBWN's: No customer response.

PLAN' P. O. E Office	KING WATER MICROBIAL SAMPLE Of ALABORATORY REPORTING FOR 1925 SEA PROBLEM FOR THE CHARLES OF THE CHARLES AND FRUIT LAND PARK, FL. 34: 352-787-2944 Lab; 352-787-6112 Person; John Fredock	DRMAT 12210) 13141 QA 1731	#: 870		Analysi Sample Sample Disinfe	is Date & T P Accepta Preservat ctant Chec	ime: ∠ nce Crite ton: ⊠Or k: ☑Not	I Z I (Z I (Z I) (14 9 n Ice 🗆 .	mg/L ements:
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Anaiys]]Total	is Requested: (check all that apply) Coliform/E. coll	Enterococci		oliphage ·	□HPC [Other:				
WS Ad WS or I Collect Type of	Water System (PWS) Name: 6427 Worders: 34216 Carl ro PWS Owner's Phone 8: 352674 or: Arthur House Supply: (check only one) munky Water System Non-Translem Non-	58 8 2			Fex#: 3 Collector's	Phone #: _	14 2° 3 ≤ 2	-303 C	4 6	<u> </u>
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3	34125 cor1	1405	0	1,3_						1518
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A	UF.			☐Sette	factory	ection info	mation	•		

60 Box 2480 Lady Lake, F1 32158

]Setisfactory	
Incomplete Collection Information	
Repeat Samples Required	
Replacement Samples Require\	
EP/DOH Reviewing Official:	Date

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: September 25, 2012

Location/System: Lake Gibson, 6532347

- A. Public Boil Water Notices PBWN issued for 28 customers by door tag in Lake Gibson at approximately 9am on September 25, 2012.
- B. Explanation For Each Occurrence The outage location was along Tula Lane. The duration of the outage was approximately 1.5 hours and was required for repair of a broken 4" main that was discovered on 9/22.
- C. Name of the systems where each PBWN occurred Lake Gibson Water System.
- D. Number of customers affected 28.
- E. Explanation as to how the customers were notified -Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 3 days (Tuesday, 9/25/2012 to Thursday, 9/27/2012). Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No customer response.

	10/4/112	Syste	m:	Lake Gibsor	1	PWSID#:_	653	32347
Contact	Person:		Steve Fu	ller		Phone: _	813-267-2074	
Aqua Ut	ilities Florida beca	me aware of th	e circumst	Date:	9/2	22/2012	Time:	1030 A
24 Hour	Oral Report to:	FDEP Telep	hone:		Contact:			
		Date/	Time:					
		DOH Telep		863-519-8330	Contact:	Ron S	Stadelbach	ner
		Date/		E Mail 9/25/12				-
		Client Telep Date/			Contact:	BELLEVILLE CONTROL OF THE STREET CONTROL OF		
Operato	r in Responsible 0	Charge (ORC)		Stev	ve Fuller			
Was wa	ter service interru	oted? (Less tha	n 20 psi)	Yes		er of Connections	s effected:	28
			,					
				YES		Date Issued:	9/25	5/2012
•	means: (Door Ha	-		1				
ii a prec	autionary bon wat	al Houce May II	ot issued, j	nease explain wily!	(4			
Period o	f Malfunction:	From [Date/Time:	9/25/12 900 A	M	To Date/Time:	9/25/12	1030 AN
Has the	Malfunction been			YES				
	If No, Date/Time	e of expected c	ompletion:					
Planned	Outage?	YES		Failure ?			······································	-
Location	of Malfunction or	Line Break:		Lake Gibson Estates	Tula LN.			****
Descript	ion of problem.	Repair 4" MA	NN PIPE B	reak and install new isc	olation valve	9 .		
								Martin and the section of the sectio
Correctiv	ve Action Taken:	Replace sho	rt piece of	4"' main line. Customer	s on BWN	due to isolation o	f main for	repair.
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Lehan II			T				Market and the same of the sam	
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Prior to pri	Flushed Superchlorinat Bacteriological Results Attach If Not, expecte al failure, give (co ion shown on the NSF Certified for , and location/alig	ed I samples collected? Id to follow by: Implete as poss failed product, potable water to	ible) descr If know, in use, and m	YES YES YES YES YES iption of the material include cause of failure.	Please not th respect	e that all repair m to the capacity, si	iaterials m ize, type o	ust be

Aqua Utilities Florida Water Notice

9-28-12

Date.
System Name: LAME GIBSON
Address: TULA LM
The G-25-12 Precautionary Boll Water Notification is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

Aqua Utilities Florida

Water Notice

Date: 4/25	1/12
System Name: _	AKE GILSON
Address: Tv	

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

Water Main Break ☐ Water Main Construction Lectrical Failure at Water Facility XExplanation Repair 1e.A

In accordance with the regulatory entity for your water system, we are required to Issue the following Precautionary Boil Water Notification to all affected customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full two minutes. In lieu of boiling, you may purchase bortled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT Write Project # or Place Project Label Here ☐ 6601 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.8350 • Fax 904.363.9354 • E82574 ☐ 6815 SW Archer Road • Gainesville, Fl 32608 • 352.377.2349 • Fax 352.395.6639 • E82001 ☐ 6815 SW Archer Road • Gainesville, FI 32608 • 352.377.2349 • Fax 352.395.6639 • E82001 ☐ 10200 USA Today Way • Miramer, FL 33025 • 954.889.2288 • Fax 954.889.2281 • E82535 ☐ 9610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9618 • Fax 813.630.4327 • E84589 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076 Advanced i sh Receloi Osia & Time Anaiyals Date & Time: Environmental Laboratories, Inc. Sample Acceptance Criteria! Sample Preservation: Bi-On Ice | | | Not On Ice | | C Disinfectant Check: Bi Not Detected | | This Sample does not meet the following NELAC requirements: Sub-Contract Lab ID: Report Number: Analysis Requested: (check all that apply) PWS 1.0. 6 5 3 2 Est-Public Water System (PWS) Name: LAK-e GIBSON 33809 Fax #843-553-4937 PWS or PWS Owner 5 Phone # 863-85 Collector's Phone #: 843 -858 -25014 Type of Supply: (check only one) Community Water System ☐ Non-Transient Non-community Water System ☐ Transient Non-community Water System ☐ Climited Use System ☐ Bottled Water ☐ Private Well ☐ Swimming Pool ☐ Other: ☐ Water ☐ Other: Reason for Sampling: (check all that apply) Distribution Routine Distribution Repeat Rew (triggered or assessment) Rew (triggered or assessment) additional Well Survey Replacement (also check type of sample being replaced) ABOII Water Notice Other. Sample Collection Date: 9-25-12 +9-26-12 OCAR: AD-DD45 To be completed by collector of sample To be completed by lab Oisin-Sample Sample Point Samole Samole factant Collection Lab (Location or Specific Address) Type¹ Residual Tola # Time Enterococci, or Sample Qualiflor (mg/L) Collorm Coliform Coliphage 5 2 Average of disinfectant residuals for distribution routine & repeat samples. Free Enforce or Total chlorine (circle one). .35 Unless otherwise noted, all tests are proformed in accordance with NELAC standards, and the results relate only to the samples. Disjolectant Residual Analysis Method: Date and time PWS notified by lab of positive results: Date and time DEP/DOH notified by lab of positive results: son performing disinfectant analysis is (Check one of below): A certified operator (# _ Date Report Issued: Supervised by certified operator (#_ Lab Signature: / ☐ Employed by a certified lab ☐ Employed by DEP or DOH Hnai Authorized representative of supplier of water Title: DISECULT MANY AND MAILENG ADDRESS OF PERSON TO RECEIVE REPORTS DEPIDOH USE ONLY Salisfactory Steve Fuller Incompiate Collection Information Repeal Samples Required 415 W. Daughtony Rd. Replacement Samples Required Date Reviewed by DEP/DOH: **DEP/DOH Reviewing Official:** 1 individe the sample type for each sample collected. Estight type codes are 0 = Unitedation (registre complicance). C = Repositionals, R = Rain, N = Empty Point in Destitional P = Primit Tain, S = Special (decounses, e.g.). Relinquish By: Received By: * IAF KSLITTETH A D. MT*=62318 & ECANUC; MNOPPING-SM832238* HPC+SAND158

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: November 27, 2012

Location/System: Palm Terrace, 6511331

- A. Public Boil Water Notices PBWN issued for 1183 customers by reverse 911 (Swift Reach), street signs, and door tags in Palm Terrace on November 26, 2012.
- B. Explanation For Each Occurrence The outage affected the entire water system. The duration of the outage was approximately 9 hours and was caused by construction activities performed by Pasco County Utilities to improve the master meter for the Palm Terrace water system interconnect located at 11316 Yellow Wood Drive.
- C. Name of the systems where each PBWN occurred -- Palm Terrace Water System.
- D. Number of customers affected 1183.
- E. Explanation as to how the customers were notified –Reverse 911 (Swift Reach), street signs, and door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 3 days (Tuesday, 11/27/2012 to Thursday, 11/29/2012). Rescission notices were distributed by reverse 911 (Swift Reach), street signs, and door tags.
- G. Summary of customer responses to the PBWN's: There were 4 customer calls to Tricia Williams and no calls to customer service.



Aqua Utilities Florida, Inc. P.O. Box 2480 Lady Lake, FL 32158-2480 T: 352.674-2860 F: 352.674-2862 www.aquaamerica.com

Notice to Customers of the Palm Terrace Water System. Water service will be interrupted between 9 a.m. and 6 p.m., Tuesday, November 27, 2012

Pasco County Utilities will temporarily interrupt water service to the Aqua Utilities Florida (Aqua) Palm Terrace water system between 9 a.m. and 6 p.m. on Tuesday, November 27, 2012 to enable Pasco County to make improvements to its interconnect with the Palm Terrace water system.

When water service is restored, Aqua will sample and test the water in the distribution system. Aqua advises customers who experience an interruption of water service to use boiled tap water or bottled water for drinking and cooking purposes as a precaution until we receive test results from the lab. We expect this precautionary boil water advisory to be in effect for a minimum of two days following the restoration of water service. Aqua will notify customers with our automated call system when the precautionary boil water advisory is initiated and lifted. Customers who don't receive notification by the automated system will receive a door tag with the notification. If you do not receive a notification by automated call, text or email, please visit Aqua at www.aquaamerica.com, click on Aqua Notify, and provide your preferred contact information.

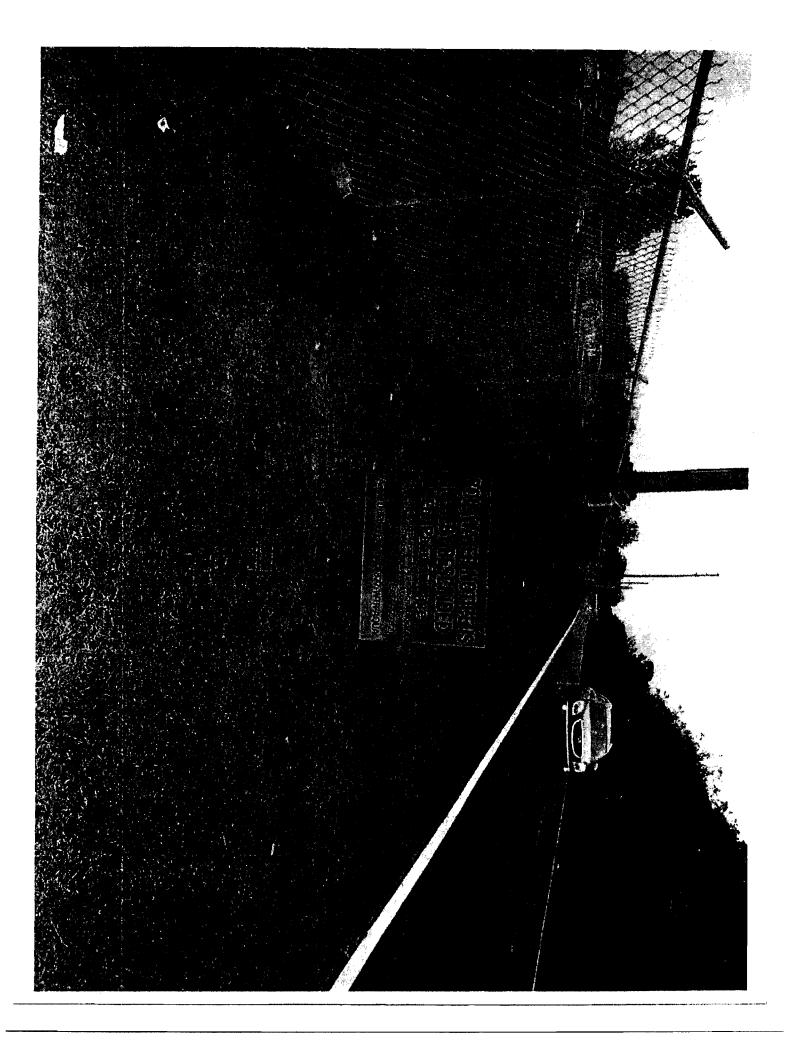
While the precautionary boil water advisory is in effect, customers should boil their tap water (bring it to a rolling boil and let it boil for one minute) and let it cool, or use bottled water, for drinking, cooking, washing food, making ice, or brushing teeth. Boiling kills bacteria and other organisms that might be present in the water.

We apologize for the inconvenience and thank you for your patience as Pasco County makes improvements to its system.

For more information, call Aqua at 877.987.2782 or Tricia Williams at 352.266.0608.

(PWS # 6511331)

Date: November 20, 2012



☐ 6601 ☐ 6815 ☐ 1020 ☐ 9510	KING WATER MICROBIAL SAN & LABORATORY REPORTIN I Southpoint Plwy Jacksonville, FL 32216 - 8 i SW Archer Road - Gainesville, FL 32608 - 352 10 USA Today Way - Miramer, FL 30025 - 954. Princess Pakin Avo Tampa, FL 33619 - 813. S. North Lake Blvd., Ste. 1016 - Altamonte Spri		Write Projec	I Wor Place Proje	ci Label Here					
Report	Advanced Environmenta Number: 121473 Sub-Con	Leb Roccipt Oatu & Time: Analysis Date & Timo: Sample Acceptance Criteria Sample Preservation: Torrice Info On to Ica								
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Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: September 26, 2012

Location/System: Wootens, 2541280

- A. Public Boil Water Notices PBWN issued for 30 customers by door tag in Wootens at 10am on September 26, 2012.
- B. Explanation For Each Occurrence The outage location was at the water treatment plant. The duration of the outage was approximately 3 hours and was caused by the high service pump losing prime and melting the attached piping.
- C. Name of the systems where each PBWN occurred Wootens Water System.
- D. Number of customers affected 30.
- E. Explanation as to how the customers were notified Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 3 days (Wednesday 9/26/2012 to Friday 9/28/2012). Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No Customer Response.

AQUA UTILITIES

MALFUNCTION REPORT

Copy: Environmental Services Department

Facility Name:	WOOTENS	3					Phone:	386-93	7-1143
County: PU	TNAM					PWS ID Number:	25412	80	
Date and Time of	f Failure or Pla	inned C	Outage:		Date	09/26/12	Т	ime	7:30 AM
Time water syste	m was back ir	servic	e:		Date	09/26/12	ТТ	ime	10:30 AM
Situation was rep	ported to:								
DEP		Date:	09/28/12	Time:	7:20 AM	Person Contacted:	BEN F	ILTZ (VI	A E-MAIL)
Health Dept.		Date:		Time:	***************************************	Person Contacted:			
Other:	AQUA U.	Date:	09/26/12	Time:	9:15 AM	Person Contacted:	PATR	CIA WIL	LIAMS(VIA E-MAIL)
Location of Trou	ble: WA	TER PL	ANT						
Statement of Tro	uble: SE	RVICE	PUMP LO	OST PR	RIME, P	UMP PIPING MELTE)		
Corrective Action	n: REPL	ACED E	DAMAGED	PIPIN	G				
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Was Water line f	Flushed and ch	lorine r	esidual de	termine	ed prior	to placing back into se	ervice? YE	S <u>0.4</u>	opm
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Reported By		PAUL	THOMPSO	ON					
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(Rev.1, 1/98

AQUA PURE WATER & SEWAGE SERVICE, INC. 10865 East State Road 40

10865 East State Road 40 Silver Springs, Florida 34488-2349 (362) 625-2822; Ext. 30 Laboratory No. E83265

SAMPLE COLLECTION AND REPORT \$ FORM FOR DRINKING WATER TOTAL COLIFORM / E. COII ANALYSIS

Press Hard (4) copies (Page 1 of 1)

	FOR LAB USE ONLY
	DATE RECEIVED AND ANALYZED / TIME RECEIVED
RECEIVED BY	SEP 27'12 At 9:24
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	BY LAB OF E. coli POSITIVE RESULTS:

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CLIENT:_	A collector	i 1	11	Arcio	1 4 COLLECTOR PH	IONE 1	(m · 4)	17-215
4-Comm	SUPPLY (Check Only One): unity Water System	يعادون سيس	em C		Non-community Water Sy		To the second of	e egelij i eksperije jedije
_	FOR SAMPLING (Check All That Apply): ution Routine Distribution Repeat				Other:	**************************************	O Well	Survey
SAMPLE	COLLECTION DATE(S): 9-24-12/9-5	7-12 cc	OMMENT	S:	11 W/Fresu	145		
	TO BE COMPLETED BY SAMPLE COLL	ECTOR			TO BE COM			SM92238)
Sample No.	Sample Point (Location or Specific Address)	Collection Time	Sample Type ¹	Disinfect Res'd (mg/L)	Lab Sample Number	Total coliform	E. coli	Data Qualifier
631	POE 9-26-12	4-77	N	2.8	Report/Submission Number:	A		
412	152 Wooten Kil 9-26-12	42 pm	D	0.4	M12/11/16	A-		
Le S	135 Sunset 9-26-12	430	D	2.11	M12/11/7	A		-
7, 54	10E 127-12	7-211	100	2.4	M12/1118	A		
615	155 Worden Kal 1	7- Am	10	1.1	M12/11/9	A		
h)/c	133 Sauce + 121/2	7-14	D	2.0	M12/1/20	<u> A</u>		
	of disinfectant residuals for routine and repeat sample pring or Total chlorine (circle one).	5.7		1.505	Time(s) Analyzed:	am		<u></u>
Person	tant Residual Analysis Method: DPD Colorimetric performing disinfectant analysis is: A certified operator (#	Other:		71/2	Charles Mans	<u>.</u>	10-1	'-/2 DATE
Results: A a DEP Samp	performed in accordance with NELAC standards. coliforms are absent; P = coliforms are present ble Type Codes: D = Distribution (Routine Compliance); С = Repea Florida Administrative Code Rule 62-180, Table 1 or community and nontransient noncommunity systems serving pop	•.	,	If you have a Entry Point to	• •	ease cal Use = Special (c	Saupp at (clearence,	
	HOMAILING ADDRESS OF PERSON/COMPANY TO RECE FOR SX 5480 Lyok Lake Fla 32158	EIVE REPORT	O In	epeat Samp eplacement	ollection Information les Required Samples Required	DE	P/DOH	use only
	LUMB HALL I'M O		Date	Reviewed	by DEP/DOH:			NAMES AND ADDRESS OF THE PARTY

DEP/DOH Reviewing Official:

(62-550.730 Reporting Format Effective 01/1995, Revised 02/2010)



Date: <u>September 26, 2012.</u>

Service Area: WOOTENS

PWS ID 2541280

IMPORTANT NOTICE

BOIL WATER BEFORE USE

Water service was interrupted in your area on (date): September 26, 2012

due to:

PIPING FAILURE AT PLANT.

A precautionary boil water notice is being issued due to the loss of pressure in the distribution system. Due to this loss of pressure in the distribution system, the bacteriological quality of the water is questionable.

Accordingly, we are recommending that all water used for consumption and cooking purposes be boiled until further notice. <u>Please follow the instructions on this card.</u>

AQUA UTILITIES will be flushing the affected lines and will collect two consecutive days of bacteriological samples as soon as all flushing and disinfection is completed. This is a precautionary measure to ensure that the water meets all safe drinking water standards.

This notice will end when notified.

This notice will remain in effect until satisfactory bacteriological samples are received. Please call Customer Service at 1-877-987-2782 for additional information or clarification. Thank you for your cooperation.

BOIL WATER INSTRUCTIONS

- Run water from faucets for several seconds to flush any sediment or other contaminants from the plumbing.
- Boil water for a minimum of one minute before use for food preparation or drinking until notified not to do so.
- 3. Do not add bleach, chlorine, or any other substance, as a disinfectant to water in an effort to make it drinkable as this may be extremely hazardous to your health. The most effective means to insure your safety is to boil water.
- Apply these procedures until notified not to do so. You can return to normal water use at that time.

AQUA UTILITIES



Service Area: WOOTENS

PWS ID 2541280

Date: September 28, 2012

Rescission of Precautionary Boil Water Notice

The Precautionary Boil Water Notice previously issued in the area of

WOOTENS

ON

September 26, 2012

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.

Please call 1-877-987-2782 for additional information or clarification. Thank you for your cooperation.

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: November 29, 2012

Location/System: Lake Suzy, 6144856

- A. Public Boil Water Notices PBWN issued for 568 customers by door tag in Lake Suzy at approximately 10am on November 30, 2012.
- B. Explanation For Each Occurrence The outage affected the entire water system. The duration of the outage was approximately 1 hour and was caused by a high service pump failure at the Peace River Manasota Regional Water Treatment Plant supplying the Lake Suzy system at approximately 9pm on November 29th.
- C. Name of the systems where each PBWN occurred Lake Suzy Water System.
- D. Number of customers affected 568.
- E. Explanation as to how the customers were notified -Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 4 days (Friday, 11/30/2012 to Monday, 12/3/2012). Once verification of passing bacteriological samples was received, the rescission notice was distributed by reverse 911 (Swift Reach) along with distributing the standard rescission door tag to any location that lacked a positive response to the reverse 911 system.
- G. Summary of customer responses to the PBWN's: No customer response.

Aqua Utilities Florida

Water Notice

Date: 11-30-12	
System Name: LAKE SUZY	
Address:	
Water service will be interrupted temporarily in your a approximately from until	rea

This interruption of service is necessary to accommodate improvements to your water system. We recommend that you turn off appliances that automatically draw water, such as icemakers, water heaters, heat pumps and irrigation systems. This will prevent any potential damage to your equipment during the time that the water is off. We recommend that you reserve a supply of water for use during this period.

Once the water is restored, we suggest that you allow water to run in your kitchen and bathrooms for several minutes to remove any sediment that may have entered the system.

In accordance with the regulatory entity for your water system, we are required to issue the following **Precautionary Boil Water Notification** to all affected customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth, or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling you may purchase bottled water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

DRINKING WATER BACTERIOLOGICAL SAMPLE COLLECTION AND LABORATORY REPORTING FORMAT

1050 ENDEAVOR CT NOKOMIS, FL 34275 941-488-8103 941-488-8103 E84380 Friviorimental Testing Services Report Number: \(\frac{121200}{21200}\) Sub-Contract Lab ID: Analysis Requested: (please check all that apply) Standard Collform Test HPC Other:				Lab Receipt Date & Time: 2-1- 2 ' 12:05 Analysis Date & Time: 2-1- 7 ' 12:15 Sample Acceptance Cytletia: Sample Preservation 20 ntce Not On Ice 2.9 °c Districtions Check Not Detacted my/L Tris sample does not refer the totowing NELAC regularments:							
System	System Name: Callet Strain PWS I.D. 6 1 9 4 8 5 6										
System Address: IZ 69 500 500 500 500 500 500 500 500 500 50											
Type of	Supply: (check only one)										
☐ Čomm	unity Water System		ontransia otlled Wa		mmul	nily	Waler Sy	rsiem		d Use Sys	
	for Sampling: (check only one) Proutine Compliance				nt [71	Aain Clea	rance		iurvey 🗆 C	
	Collection Date:	-g						_		•	
	To be completed by collector of samp	ia .		****		:	71 72 7	To bo	nanalata	l bu lah	·
<u> </u>	to be completed by collector of Samp			* 47	Ī					od: 5M92	233
Sample Number	Sample Point (Location or Specific Address)	Collection		Disinfect Res'd	ρН	٠	Fecal or E. coli Analysis Method:				
reuniber	(Location in Specime Maness)	70600	Түре'	(mg/L)			Non Colllorm	Total Coliform	Fecal or E. Coll	Data Qualitier	Lab Sample Number
1	12731 Suzy AVE	0840	G	1.1	24			Α	А		-IA
5.2	12731 Suzy AVE 13419 SW. pembeokesch	2602	نتى	21	33	<u>:</u>	······································	A	A		-2A
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										***************************************	1
		-			-	 ,					-
		<u> </u>					L				
communi	of disinfectant residuals for routine and repeat samples. (Co y and nontransient noncommunity systems serving populations i a not include raw or plant sample in the average.)		cluding							Code Rule 62 with NELAC	l-100, Table 1 standards.
Disinfectant Residual Analysis Method: @DPD Coloimetric											
ł	and Mailing Address of Person to Receive Rep	port	Lab Sig Tille:					72	Sight	9 017	ru M
Pla	Setisfactory DEP/DOH USE ONLY DIncomplete Collection Information DRepeat Samples Required Date Reviewed by DEP/DOH: DEP/DOH Reviewing Official:										
35	200 (941) 95. 2688 201		□Re _i Date	placeme Reviewe	ent S	am DE	ples Red EP/DOH	quired :			
-	(722) 9/9 (0094 DE				DEP/DOH Reviewing Official:						

Page 1 of 1

'DEP Sample Type Codes: D = Distribution (Routine Compliance); C = Repeat or Check; R = Raw; N = Entry to Distribution; P = Plant Tap; S = Special (clearance, etc.)

Analysis Methods; MF = SM9222B & O; MTF = 9221B & EC/MUQ; MMO/MUG = SM9223B; HPC = SM9215B

Results: A = coliforms are absent; P - coliforms are present; C = confluent growth; TNTC - too numerous to count



I Raw

REMARKS

{ | Turbid

()

FOR LAB USE ONLY ID#E84380 Luc

REC'D 12-2-12;

REPORTED BY Katherine Particiewi

1050 Endeaver Ct. Nokomis, FL 34275-3623			Katherine P					
(941) 488-8103	DRINKING WATER BACTERIOLOGICAL ANALYSIS							
SYSTEM NAME <u>A QUA - LAKE S</u> e	YZY SYSTEM	11DNO 614485	SYSTEM PHONE	4.9 4				
ADDRESS		COUNTY	DER DISTRI					
COLLECTOR & 1/4ZELL			COLLECTOR PHONE (407)	947-1249				
SAMPLE SITE (LOCALLY OR SUBDIVISION) LLKE	SUZY	-						
DATE AND TIME COLLECTED 12-12	1008 TE 10	145						
TYPE OF SUPPLY (CIRCLE ONE) Community Water Private Well	System Noncommunity Was Swimming Pool	iter System Nontransient Bottled Wate	- Noncommunity Water System	Limited Use Community Limited Use Commercia				
TYPE OF SAMPLE (CIRCLE ONE) Compliance (Check Box) Distribution	Repeat Replacement (Check Box)	Main Clearance V	Vell Survey Other	(Specify)				

WAR SELECTE COST	TO BE COMPLETED BY COLLECTOR OF SAMPLE	Transference	West States	ो अस्तिमा जीएक सर्था एक आया स्थाप स्थाप है। १	TO BE COMPL	ETED BY LAB	SM 922	3B
COLL	SAMPLE POINT	CI		ANALYSIS METHOD	MF	MTF	MMO-MUG	> PA
NO.	(Specific Address)	RES'D	pH	SAMPLE NUMBER	NON COLIFORM	*TOTAL	CONFIRM TOTAL	CONFIRM FECAL
	12731 SUZY AVE	1.5	7.2	N1212001-03A	724	, A	A	
2	13413 SW PEMBROKE	0.7	7.0	N 12 12001 .04A	A '+	* A	A	
				·	,			
								2

Hesults in this column are preliminary, Hecal collorin confirmation on community and noncommunity water systems and lotal collorin conformation of	u an tabus of maint salicu
will follow in 24-48 hours.	12/2/12/1
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۸		Calibrama.		Abnest

C - Confluent Growth TNTC - Too Numerous To Count

TA - Turbiti Absence Of Gas Or Acid

INTERPRETATIONS - REMARKS BY PROGRAM REVIEWER

NAME AND MAILING ADDRESS OF PERSON/FIRM TO RECEIVE REPORT RPLEASE CALL W/RESULTS ASAP STAN: (941) 915-7688 12-3-12 (1255)	() Unsatisfactory () Satisfactory () Incomplete Collection Information () Repeat Samples () Replacement Samples
NAME OF PERSON/FIRM TO RECEIVE INVOICE	REVIEWING OFFICIAL
DON: (727) 919-0674	Tim F/
Rav, 2/98	11161

A - Coliforms Are Absent

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: October 14, 2012

Location/System: Palms MHP, 3350981

- A. Public Boil Water Notices PBWN issued for 63 customers by door tag in Palms MHP at approximately 10am on October 15, 2012.
- B. Explanation For Each Occurrence The outage affected the entire water system. The duration of the outage was approximately 18 hours and was caused by the pump failure of the main well pump at approximately 8pm on 10/14/2012.
- C. Name of the systems where each PBWN occurred Palms Mobile Home Park Water System.
- D. Number of customers affected 63.
- E. Explanation as to how the customers were notified -Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 4 days (Monday, 10/15/2012 to Thursday, 10/18/2012). Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No customer response.

Aqua Utilities Florida Water Notice

Date: /0/15/12 System Name: JALLYS MHI Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of: ☐ Water Main Break → Water Main Construction Electrical Failure at Water Facility ☐ Explanation ____

In accordance with the regulatory entity for your water system, we are required to issue the following Precautionary Boil Water Notification to all affected customers which will remain in effect until the problem has been corrected and a bacteriological evaluation shows that the water is safe to drink.

To ensure destruction of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, brushing teeth or washing dishes should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling, you may purchase bottled water at hour cure expense. at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1(877) WTR-AQUA

Aqua Utilities Florida Water Notice

Date: _	
System	Name: PALMS MHA
Addres	s:
the satisfa	Precautionary Boil Notification is hereby rescinded, following actory completion of the bacteriological survey rates the water is safe to drink.
If you ha may con	we any questions regarding this matter you lact:

CUSTOMER SERVICE 1(877) WTR-AQUA

•	
DRINKING WATER MICROBIAL SAIPLE COLLECTION	KE CKING

DRINKING WATER MICROBAL SAUPLE COLLECTION 2. LABORATORY REPORTING FORMAT GASTAR REGISTRANGE FOR EXPERIENCE PLANT TECHNICIANS, INC. LAB USF: E8141 QAF: 870266 P. O. BOX 447, FRUITLAND PARK, FL. 34731 Office: 352-787-2944 Lab: 352-787-6112 Fax: 352-787-3196 Combat Peron: John Fredock	Lab Rocept Data & Tree: 1.0 17/2 10.20 Analysis Date & Tree: 1.0 17/2 10.20 — 11.00 Sample Acceptance Ciferia; Sample Preservation: Ciferia; Countrieses Cheer: Ciferia; This cample does ref meat the following MELAC requirements:
Report Number: Bub-Contract Lab fD;	
ed: (check all that	те Повы
Public Water Bystem (PWS) Name: (O. Inx.) Mult 6.416.	PWB.D. 3 3 5 0 9 8 1
	ON LEGSDUCE
PANE or PAS Owners Phone 6: 352-674-2860	Faut. 352-674-2868
Type of Supply: (check only one) Community Water System []Non-Trement Non-community Water System []Tre	neerl Nor-community Work System
Linked Use System Bodied Weler Private Wall Systemskip Pool Other:	Mat.
reasons receasing in the party of the party	Raw (riggesed or essessment) additional DWell Survey I Holde Dother
Sample Collection Date: 10:16.12 10:17:12	

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Comode	Summing Boys	Semple	ļ		2.2	Anetys	Analysis Method(s)	\$ \$	6	
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R.	(Location of Specific Address)	, e	<u>8</u>	Western Target		Conform	Coliforn	Enterection, or College gr	Challer-	Sample #
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۲.0	٥r	9:20	3	1.1.		A	4			(38-
Average	Average of glainbedami, veridanse for distribution routine & mpass samples. Free chlorine or Total chlorine (circle ono).	Gre & raps	*	17	Uniess	O. Paradigo	100	Unless oftensials noted, all less are performed in excordance with	A to second	A Sour
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	Supervised by certified operator (# Supervised by a certified lab Employed by DEP or DOH Authorized respectabilities of surgests of surging of water	& DOH	17	M 004-10-10-10-10-10-10-10-10-10-10-10-10-10-		Lab Signature:		18	Se lamo	1
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.00. LAG.	Agun Willies Fe. 20.804 2860 LAÑY LAKE, FL. 32158-2480 ATTN: JSAN WOLLEH	<i>0</i> 6		Settsfactory Cincompleto Cinco	actory plato Col it Bample cement Si	Satisfactory fercomplete Celection Information Repaired Bemplet In togeter Replacement Samples Required DEPLICH Reviewing Official:	ormation d equirox	Ž		
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Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: October 5, 2012

Location/System: Wootens, 2541280

- A. Public Boil Water Notices PBWN issued for 30 customers by door tag in Wootens at approximately 10am on October 5, 2012.
- B. Explanation For Each Occurrence The outage location was the water treatment plant and impacted the entire water system. The duration of the outage was approximately 2 hours and was caused by a failure of the piping within the plant.
- C. Name of the systems where each PBWN occurred Wootens Water System.
- D. Number of customers affected 30.
- E. Explanation as to how the customers were notified Door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 5 days (Friday 10/5/2012 to Tuesday 10/9/2012). Once verification of passing bacteriological samples was received, the standard rescission notice was distributed by door tags.
- G. Summary of customer responses to the PBWN's: No customer response.

Aqua Purc

AQUA PURE WATER & SEWAGE SERVICE, INC.

10865 East State Road 40 Silver Springs, Florida 34488-2349 (352) 625-2822, Ext. 30 Laboratory No. E83265

SAMPLE COLLECTION AND REPORT FORM FOR DRINKING WATER TOTAL COLIFORM / E. coll ANALYSIS

* * * * * * * * * * * * * * * * * * * *	FOR LAB USE ONLY
	DATE RECEIVED AND ANALYZED / TIME RECEIVED
RECEIVED BY: TL	0CT 6 12 At 9:34
SAMPLE PRESERVATION:	ON ICE DINOT ON ICE 6.5 °C
DISINFECTANT CHECK:	NOT DETECTED Dmg/L
THIS SAMPLE DOES NOT ME	EET THE FOLLOWING NELAC REQUIREMENT(S):
DATE/TIME PWS NOTIFIED	BY LAB OF POSITIVE RESULTS:
PERSON NOTIFIED:	NOTIFIED BY:
DATE DEP/DOH NOTIFIED B	Y LAB OF E. coli POSITIVE RESULTS:
D PAID CHECK OR RECI	EIPT *

	TOTAL COLIFORM / E. coll ANALYSIS Press Hard, (4) copies (Page 1 of 1)	D:NOTIFIED BY:NOTIFIED BY:						
		O PAID	CHE	CK OR RECE	IPT *:			
SYSTEM	NAME: WOOTENS		PWS ID	254	1:30 SYSTEM PHO	ONE: 386	357-13	
SYSTEM .	ADDRESS: Willer Bd					COUNTY:	wan	
CLIENT:	A SEA MAINTES COLLECTOR	UA.	11	Parie	COLLECTOR PH	ONE: 28	177-127	
3 Comm	SUPPLY (Check Only One): unity Water System	ty Water Syste	m 🗆	Transient N	lon-community Water Sys	stem .	· · · · · · · · · · · · · · · · · · ·	
Distribi	FOR SAMPLING (Check All That Apply): ution Routine Distribution Repeat Raw (triggence Replacement (also check type of sample boing	(becelqar g		ater Notice	gered or assessment) add	litional 🔾	Well Survey	
	TO BE COMPLETED BY SAMPLE CÖLI	LECTOR			TO BE COM Total coliform & E. coli anal	PLETED BY L	AB ilon (SM9223B)	
Sample No.	Sample Point (Location or Specific Address)	Collection Time	Sample Type'	Disinfect Res'd (mg/L)	Lab Sample Number	Total E.	coli Data Qualifier ²	
A. 1	1200.	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	BA	12,8	Roport/Submission Number:	A		
1.2	151 (WOOLAR)	13-3-11	1.	26	M1211460	A		
えら	157 maset No	14-5-12 11-11	2	₹.1	m12/14/1	A	,	
<i>)</i> 14	10.C.	57:50	IN	, , , , , , , , , , , , , , , , , , ,	MIDILYED	A	-	
1.5	15h Moore Rd	67:57	0	3,5	M12114/3	A		
A-6	137 Sinser Kd	0370	j)	3.0	M1211464	A		
,								
	ef-disinfectant residuals for routine and repeat sample pring/or Total chlorine (circle one).	19.1		3.0	Time(s) Analyzed:	11/12	Ý	
Person	tant Residual Analysis Method: QOPD Colorimetric performing disinfectant analysis is: Certified operator (#	Other:)) DH		Ma	Mars Morss	<u> 16/1/M</u>	9-8-12 DATE	
Results: A : 'DEP Samp 'Defined in 'Complete	p performed in accordance with NELAC standards. coliforms are absent; P = coliforms are present sle Type Codes: D = Distribution (Routine Compliance); C = Repea Florida Administrative Code Rule 62-160, Table 1 for community and nontransient noncommunity systems serving por	oulations up to an		If you have an Intry Point to	esented herein relate only to the ser by questions regarding this report, pl Distribution; $P = Plant Tap; S$	ease calt Lisa Saup = Special (clears in the average.	ance, etc.)	
NAME A	ND MAILING ADDRESS OF PERSON/COMPANY TO REC	EIVE REPORT	D 6-	tiafaata.		DEP/D	OH USE ONLY	

NAME AND M	AILING ADDRESS OF PERSON/COMPANY TO RECEIVE REPOR
Γ	Adva Williams
	10 RD > 180
	1.0. BOY 2480
	LAJY LAKA FL 32158
	Jan. 11 J

☐ Satisfactory	
☐ Incomplete Collection Information	
☐ Repeat Samples Required	
O Replacement Samples Required	
Date Reviewed by DEP/DOH:	
DEP/DOH Reviewing Official:	-
(62-550.730 Reporting Format Effective 01/1995, Revised 02	(2010)

Aqua Utilities Florida

Water Notice

Date: 10-5-12

System Name: <u>WOOTENS</u> Address: <u>ENTIRE SYSTEM</u>

Due to recent circumstances beyond our control, your area has experienced low water pressure. The low pressure was a result of:

	Water Main Break
	Water Main Construction
	Electrical Failure at Water Facility
\boxtimes	Explanation: PIPING MALFUNCTION
	AT WATER TREATMENT PLANT

In accordance with the regulatory entity for your water system, we are required to issue the following *Precautionary Boil Water Notification* to all affected customers which will remain in effect until further notice.

To ensure destruction of all potentially harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to consumption. The water should be brought to a rolling boil and continue to boil a full one minute. In lieu of boiling you may purchase bottles water at your own expense.

If you have any questions regarding this matter you may contact:

CUSTOMER SERVICE 1 (877) WTR-AQUA

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: October 9th & 10th, 2012

Location/System: Leisure Lakes, 6280064

- A. Public Boil Water Notices PBWN issued for 292 customers by door tag in Leisure Lakes at approximately 9am on October 9, 2012. Although the water system experienced an additional outage the following day on October 10, the boil water advisory was still in effect so distributing the precautionary boil water notices a second time was not necessary.
- B. Explanation For Each Occurrence Both outages affected the entire water system. The duration of the outage on October 9th was approximately 4 hours and was caused by the main well pump variable frequency drive malfunctioning. The duration of the outage on October 10th was approximately 4 hours and was caused by the main well pump motor failing completely due to water inside the motor.
- C. Name of the systems where each PBWN occurred Leisure Lakes Water System.
- D. Number of customers affected 292.
- E. Explanation as to how the customers were notified –The standard boil water advisory notification was distributed to the entire community via door tags.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 5 days (Tuesday, 10/9/2012 to Saturday, 10/13/2012). Once verification of passing bacteriological tests was received, the standard rescission notification was distributed via door tags.
- G. Summary of customer responses to the PBWN's: No customer response.

Date:	10/9/2012	*****	System:	Leisure Lak	es	_ PWSID#:	628	3-0064
Contact	Person:		Waunda B	arcus		Phone:	941-2	66-9107
Aqua Uti	lities FL became a	ware of	the circumstance	t Date	: 10	/9/2012	Time:	2:00 a.m
							-	•
24 Hour	Oral Report to:	FUEP	' Telephone: Date/Time:	239-344-5615	_ Contact:			
		DOH	Telephone:		Contact:			
			Date/Time:					
		Client	Telephone: Date/Time:	***************************************	_ Contact:			
Operator	in Responsible C	harge (C	ORC)	Wau	nda Barcus		-	
Was wat	er service interrup	ted? (Le	ess than 20 psi)	yes	Numb	er of Connectio	ns effected:	292
Precaution	onary boil water no	tices iss	sues?	yes		Date Issued:	10/9	9/2012
	means: (Door Har			Door Hangers	-			
If a preca	utionary boil wate	r notice	was not issued, p	lease explain why?	Already on	e in place from p	revious da	<i>/</i>
				HILLIAN TO THE TO THE RESERVE OF THE PROPERTY				
	Malfunction:			10/9/2012 2:00		To Date/Time:	10/10/20	12 6:00 a.m
Has the I	Malfunction been o			yes	-			
Planned		e oi exp	ected completion: no			yes	-	
1 10111100			110			700		~
Location	of Malfunction or I	ine Bre	ak:	***************************************				
Descripti	on of problem:	Lightn	ing hit VFD well p	ump motor.				
	•							
-								OK WANG CHEST HAVE A HOUSE
Correctiv	e Action Taken:	Bypas	sed VFD and gor	motor running.				
Prior to p	lacing the line bac	k into se	ervice, was the line	e: (Yes/No)				
	Flushed			Yes				
	Superchlorinate	d		Yes	-			
	Bacteriological	samples	s collected?	Yes				
	Results Attache			No	-			
	If Not, expected	to follo	w by:	10/19/2012	-			
information	on shown on the fa	ailed pro otable v	duct. If know, inc	otion of the material inc lude cause of fallure. F ist be "Like for Like" wi	Please note t	hat all repair ma	iterials mus	
Additiona	Remarks if any:				,			

Date:	10/9/2012	System:	Leisure Lake	es	PWSID#:		
Contact P	erson:	Waunda Ba	rcus		Phone:	941-2	66- 9107
Aqua Utilit	ies FL became awa	re of the circumstances	Date:	10/10	0/2012	Time:	03:30 a.
24 Hour C	ral Report to: F	DEP Telephone: Date/Time:	239-344-5615	Contact: _			
	D	-					
	C	lient Telephone: Date/Time:					
Operator i	n Responsible Char	ge (ORC)	Waun	da Barcus			
Was wate	r service interrupted	? (Less than 20 psi)	yes	Numbe	r of Connection	ns effected:	292
	nary boil water notice eans: (Door Hanger	-	по		Date Issued:	- ₃ ,	
		tice was not issued, ple	ease explain why?	Already one	in place from p	revious day	<i>/</i> .
						windowa w managawan	
	Malfunction:		10/10/2012		To Date/Time:	10/10/201	2 7:00 a
Has the M	alfunction been corre		yes				
Planned C		expected completion:	Failure ?		yes		
							-
Location o	f Malfunction or Line	Break:					
Description	n of problem: M	ator stanned working a	omplotoly on wall name	n			
Description	rorproblem. w	otor stopped working c	ompletely on well point	<u> </u>		· · · · · · · · · · · · · · · · · · ·	
Corrective	Action Taken: P	ut Backup Well on line.					
Conective	Action (ake).	ot backup Well off life.					
	ucing the line back in	to service, was the line:	· (Vas/No)				
Prior to ala	ong the interpret	10 001 VIGC, 1440 1/10 11/10	. (100/110)				
Prior to pla							
Prior to pla	Flushed	-	Yes				
Prior to pla	Superchlorinated	- -	Yes				
Prior to pla	Superchlorinated Bacteriological san	nples collected?	Yes Yes				
Prior to pla	Superchlorinated Bacteriological san Results Attached?	- -	Yes Yes No				
Prior to pla	Superchlorinated Bacteriological san	- -	Yes Yes				
If material information ANSI or N	Superchlorinated Bacteriological san Results Attached? If Not, expected to failure, give (comple a shown on the failed	follow by: te as possible) descript product. If know, inclu ble water use, and mus	Yes Yes No 10/19/2012 Ition of the material include cause of failure. Pl	lease note tha	at all repair ma	terials mus	
If material information ANSI or Ni material, a	Superchlorinated Bacteriological san Results Attached? If Not, expected to failure, give (comple a shown on the failed SF Certified for pota	follow by: te as possible) descript product. If know, inclu ble water use, and mus	Yes Yes No 10/19/2012 tion of the material include cause of failure. Plate the "Like for Like" with	lease note tha	at all repair ma	terials mus	

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(62-550.730 Reporting Format Effective 01/1995, Revised 02/2010)

Short Environmental Laboratories, Inc.

10405 US 27 S Sebring, FL 33876

☐Non-Transient Non-conumunity Water System Bottled Water Private Well Swimming Pool

Distribution Repeat | Raw (triggered or assessment)

PH: 863-655-4022 FAX: 863-655-5820 Report Number: 10 8 Sub-Contract Lab ID:

Total Coliform/E. coll Total Coliform/Fecal Enterococci

Distribution Routine Distribution Repeat DRaw (triggered or Clearance Replacement (also check type of sample being replaced)

Sample Point

(Location or Specific Address)

Average of disinfectant residuals for distribution routine & repeat samples.

 ${f F}_{res,chlorine,}$ ${f T}_{otal}$ chlorine, or ${f C}_{ombined}$ chlorine (circle one).

Other: Person performing disinfectant analysis is (see instructions on reverse):

MA certified operator (# P 2076 6

Disinfectant Residual Analysis Method:

DPD Colorimetric

sasmine

Sasin, ne

10-9-12

Public Water System (PWS) Name: Leisure L

Analysis Requested: (check all that apply)

Collector: Wayneda Prorite

Reason for Sampling: (check all that apply)

PWS or PWS Owner's Phone #:

Limited Use System

Sample #

Sample Collection Date: _

Type of Supply: (check only one) Community Water System

	Lab I Analy Samp Sample Disinfe	le Acceptar Preservation: (2 etuat Check: 2	ime: ice Crite ion ice ion ice	me: 10/9/ 10 - 09-12 :ria: Nox On	lce O.	4.4.c				
nhago [Энрс	Other:		**************************************		- Company				
#38G	,	PWS I.D.	62	80	C 6	, 4				
		city Lat	o Pla	e i cl	تسالت					
F	EX #:	352 - 6	94-	25703	7					
C	'ollector's	Phone #: 7	4/. 0	66-910						
☐ Transient Non-community Water System										
ool Other:										
Graw (triggered or assessment) additional Grant Survey Grant Water Notice Gother: Deside Well Survey										
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Disin-		Analysis M	ethod(s)	Colilert, SM92	23B	MARKATED ST				
fectant Residual (mg/L)	pH	Nan- Coliform	Total	Fecal E. coll) Enterococci, Coliphago	Data Qualifier*	Lab Sample #				
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1.8	7.9		A	A		ROQUE				
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		one DEPIDON is ont Issued:	_	of positive results:	·					
	Lab Si	gnature:		· QL	M					
	Title:		Prin	ed-Min						
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Satisf	plete Col	llection Inform s Required	ation	DE	P/DOH USE	ONLY				

Supervised by certified operator (#	Title: Reject May.
[INSERT NAME AND MAILING ADDRESS AGUAL HILLIAMS OF PERSON TO RECEIVE REPORT] AGUAL HILLIAMS OF PERSON TO RECEIVE REPORT] AGUAL HILLIAMS OF PERSON TO RECEIVE REPORT] AGUAL HILLIAMS OF PERSON TO RECEIVE REPORT AGUAL HILLIAMS OF PERSON TO SET OF THE PORT OF THE BUYLOUS AGUAL HILLIAMS OF THE PORT OF THE BUYLOUS AGUAL HILLIAMS OF THE PORT OF THE BUYLOUS AGUAL HILLIAMS	Satisfactory Incomplete Collection Information Repeat Samples Required
FOR NUMBER SYSTEM FOR IMPRODUCES AREST TO. For Analyses Methods are interceptant none II d. Please size the properties extencion Technical in Please Administrative Code Rule 52-100, Table 1. Complete for Contractive Code Rule 52-100, Table 1. Complete for Contractive Code Rule 52-100, Table 1.	DEPADOR Reviews Official

☐ Coliphage

1062

Sample

Collection

Time

Sample

Type &

Chlorine

Type!

DRINK	& LABO	TER MICROBIAL SAMPLIORATORY REPORTING FO	DRMAT	CTION		Lab Analy	Receipt Dat	e & Ti	me: 10/10/12 0-16-12 0	0 115	<u>2</u>
•	1(PH:)	nvironmental Laborate 0405 US 27 S Sebring, FL 33 863-655-4022 FAX: 863-65 DQH# E85458	3876 5-5820	C.		Sample Disinf	e Preservation: [[ectant Check: [S]	10h loc Not Detecte	□Not On	ng	3.6 ·c
Analysis	Requested	Sub-Contract L. 1: (check all that apply)									
	Coliforn/E. c	em (PWS) Name: (PWS) SUM	Enterococci	□Coli		JHPC	PWS I.D.		28/		: [4]
PWS Add	ress: <i> C</i>	1 Parkpiew (irde				City: Lo		Vaci d		
		Phone #: 3.52 - 674 - 1							266-91	07	- Water to the same of the sam
Type of	•	neck only one) System Non-Transient Non-co	mmunity Wa				Non-communit				
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Sample		Date: 10-10-12	λ	(2			1 20 2 30	. 45 to 45.5	25 (1) (2 × × × × × × × ×	eren eren e	(658) E2(32)
A 454 + 40.2 43			Sample	Sample	Disin- fectant				Colliert, SM92	23B	
Sample #	(L	Sample Point ocation or Specific Address)	Collection Time	Type & Chlorine Type!	Residual (mg/L)	pН	Non- Coliform	Total Coliform	Fecal (E. coll, Enterococci, Coliphage)	Data Qualifier*	Lab Sample #
5	64	Sosmine	10; 20as	1) [1.85	8.1		A	A	_3	9950
6	54	Jasmine	10:1014	19/	2.18	8,1		A	A ,		39950
7	81	Sasmine	10; 30m	PE	1.62	8.1		Inun	Idated	<u> </u>	39950
8	54	Venetian	10: 49 AM	DE	1.71	8,3		A	4	3	9950
					,						
	<u></u>										
11		ant residuals for distribution routin al chlorine, or Combined chlorine (c		impies.	1.84	- 50	andards, and the	results re	s are performed slaig only to the	samples.	- 1. A
1/		al Analysis Method:				los la		SOUTH OF	D W. BO	ircus !	(er)
Deman	D Colorimei performing	ric Other:	lons on rever	ac):			d time DEP/DOH:		ab of positive result	· —	
DAY.	certified oper	rator (#				Lab	Signature:		_QL	Mt	
□Su	pervised by (certified operator (#						Ar	-A Min		
		certified lab Employed by DE resentative of supplier of water	EP or DOH			Title			7.100	7	
(INSER	RT NAME A RSON TO I	ND MAILING ADDRESS RECEIVE REPORT! (19,44	Utiliti	E.S.	lnco	sfactory mplete (Collection Infor	mation	D	EP/DOH US	SE ONLY
160	lle W	endell Kent Rd sta Florida 3	(~ U^		Li Kep	oai dam)	ples Required				
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Fee Amelyni	Mathed on last	etions from II 6 m. 9 Code Rule 61-160, Toble 1					DEPIDON Rama	was a Copposit. —		***************************************	

(62.350 730 Repening Formst Effective 01/199), Revised 02/2010)

Short Environmental Laboratories, Inc. 10405 US 27 S Sebring, FL 33876

Disinfectant Check Wol Detected **-**PH: 863-655-4022 FAX: 863-655-5820 This sample does not meet the following NELAC requirements Report Number: 01925 DOH# E85458 Sub-Contract Lab (D: ___ Analysis Requested: (check all that apply) Total Coliform/E. coli | Total Coliform/Fecal □Enterococci □Coliphage □HPC □Other: Public Water System (PWS) Name: Lei Suic Lakes # 366 PWS Address: 161 Park Piew (11)& PWS or PWS Owner's Phone #: 352-1974-2865 Fax #: Collector: Wangdal Sarans Type of Supply: (check only one) ☐Community Water System ☐Non-Transient Non-community Water System ☐Limited Use System ☐Bottled Water ☐Private Well ☐Swimming Pool ☐Transient Non-community Water System Other: Reason for Sampling: (check all that apply) Distribution Routine Distribution Repeat Raw (triggered or assessment)

Clearance Replacement (also check type of sample being replaced) nent) Raw (triggered or assessment) additional Boil Water Notice Sother, TASIA UT) ☐Well Survey 10-10-12 Sample Collection Date: __ Analysis Method(s)': Coliler, SM9223B Example 1 and 1 and 1 and 2 an Sample Disin-Sample Feca E. coli, Enterococci, Sample Point Type & fectant pН Collection Total Sample 4 Non-Residual (Location or Specific Address) Chlorine Lab Sample P Qualifier* Time Coliforn Coliforn Type' (mg/L)Coliphage¹ 2.185 399579 OB INDEX Average of disinfectant residuals for distribution routine & repeat samples. ${f F}$ rce chlorine, ${f T}$ otal chlorine, or ${f C}$ ombined chlorine (circle one). Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples. Disinfectant Residual Apalyals Method: Notified W. Barcus
Date and time FWS notified by lab of positive tenulus: 10 12 12 2 1053 YMM ☑ĎPD Colorimetric ☐Other: _ Date and time DEP/DOH notified by lab of positive results: Person performing disinfectant analysis is (see instructions on reverse); Date Report Issued: MA certified operator (# P. 369/5/5 Lab Signature: ___ Supervised by certified operator (# ____ Employed by a certified lab □Employed by DEP or DOH Authorized representative of supplier of water CHSERT NAME AND MAILING ADDRESS POLICE LATER OF PERSON TO RECEIVE REPORT! DEP/DOH USE ONLY □Satisfactory Incomplete Collection Information Wille Wrong + H. Market Repeat Samples Required OVERE TRAINE FROM For Stamper 137ms are introductions case to to Dest perspension of the Stamper Stamper

Delivered By: Marvilla Lacous

□Not On Ice

Lab Receipt Date & Time: 10/11/12 2 1100

Analysis Date & Time: (0-11-12 @

Sample Acceptance Criteria:

Sample Preservation: 1906 lce

Lab Receipt Date & Time: 10 11 12 1100 Analysis Date & Time: 10-11-120 (62-550 730 Reporting Format Effective 01/1995, Revised 02/2010) Sample Acceptance Criteria: Short Environmental Laboratories, Inc. Sample Preservation: 🗆 🕏 tce__ ☐Not On Ico 10405 US 27 S Sebring, FL 33876 Distinfectant Check Not Detected PH: 863-655-4022 FAX: 863-655-5820 This sample does not meet the following NELAC requirements: Report Number: 101926 DOH# E85458 Sub-Contract Lab ID: _ Analysis Requested: (check all that apply) Total Coliform/E. coll Total Coliform/Feeal Enterococci Coliphage HPC Other Public Water System (PWS) Name: LET SLUT Lakes #386 PWS or PWS Owner's Phone #: 352 Waunda Collector: Type of Supply: (check only one) Community Water System Non-Transient Non-community Water System ☐ Transient Non-community Water System ☐Bottled Water ☐Private Well ☐Swimming Pool Other: Limited Use System Reason for Sampling: (check all that apply) DOWN OUTOUR Distribution Routine Distribution Kepeat Raw (triggered or Clearance Replacement (also check type of sample being replaced) Distribution Repeat Raw (triggered or assessment) 10-11-12 Sample Collection Date: _ TO BE TO THE PROPERTY OF THE PROPERTY OF THE PARTY OF THE Analysis Method(s)2: Colllert, SM9223B Disin-Sample Sample Sample Point Type & fectant Feca (E. col) pH Sample # Collection Non-Total Data (Location or Specific Address) Chlorine Residual Enterococci Lab Sample # Time Coliform Coliform Qualifier* Type' (mg/L) Coliphage3 γq 399580 51 09.QS Average of disinfectant residuals for distribution routine & repeat samples, Unless otherwise noted, all tests are performed in accordance with NELAC Free chlorine, Total chlorine, or Combined chlorine (circle one). standards, and the results relate only to the samples. Disinfectant Residual Analysis Method: Date and time PWS notified by lab of positive tesults: DDPD Colorimetric Other: Date and time DEP/DOH notified by lab of positive results: Person performing disinfectant analysis is (see instructions on reverse): Date Report Issued:___ A certified operator (* B.309666 Lab Signature: Supervised by certified operator (# _ Employed by DEP or DOH Employed by a certified lab Authorized representative of supplier of water DEP/DOH USE ONLY (INSERT NAME AND MAILING ADDRESS Satisfactory Hava Unities OF PERSON TO RECEIVE REPORT ☐Incomplete Collection Information Repeat Samples Required 1614 WENDER Florida 34240 right Typics and Laboratorial Rate 1 1k.

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its for names winty 6. names must be non-community systems serving copulations up to end incircing 4,000. Do not making you're plant number in the evenue. DAIL MANUTES IN DESTRUCT

DEP DOM Reviewing Official

Delivered By: Trumpla Dollan

(62-550:730 Reporting Format Effective 01/1995, Revised 02/2010)

Short Environmental Laboratories, Inc.

10405 US 27 S Sebring, FL 33876 PH: 863-655-4022 FAX: 863-655-5820

Delivered By: <u>found</u> Lab Receipt Date & Time:	10 12 12 0	405
Analysis Date & Time:		
Sample Acceptance Criteria		,
Sample Preservation: 🔲 On Log	☐Not On Ice	2.8.0
Disinfectant Check: Not Detected	D	mg/l.
This sample does not meet the following	NELAC requiremen	165:

Report Number/0/968 DOH# E83458 Sub-Contract L	ab ID:						endinente va moderna de apropri		
Analysis Requested: (check all that apply)	Enterococci	□Coli	phago [Энрс	Other:			· · · · · · · · · · · · · · · · · · ·	
Public Water System (PWS) Name: Lei Sule L					PWS LD.			2862	34
PWS Address: 11 Porky co Ci PWS or PWS Owner's Phone #: 352-6742	860		F	ax #;	352-	674	-286	1	opening specimen
Collector: Waunda Barcus				ollector's	Phone #:	741-	266-6	1107	
Type of Supply: (check only one) Community Water System Non-Transient Non-co Limited Use System Bottled Water Private V	mmunity Wa	ter System	בים	ransient d	loa-communit	y Water S	ystem		
Reason for Sampling: (check all that apply) Distribution Routine Distribution Repeat DR Cleurance Replacement (also check type of sample Sample Collection Date: 10-13-13-	taw (triggered being replace	or essessing)	nent) Boil W	□Raw (t ater Notis	riggered or ass	exement)	ndditional 0 11 5-211 p	□Well S	arvey
Sample Collection Date: 10 13					1 Commence		E CONTRACTOR OF THE PARTY OF TH	SUPPLIES SU	enero vota
Sample # Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type & Chlorine Type!	Disin- fectant Residual (mg/L)	pH	Analysis M Non- Coliform	ethod(s) ¹ : Total	Colilen, SM92 Fecal, E. coll.	23B Data Qualifier*	Lab Sample #
13 54 Venetion	1237	0/	2.2	8.1		A	A		399679
14 54 Jasyans	1259	2/2	,44	80		#1	A		399680
15 64 Jusmine	1310	DF	-	80		A	A		399681
16 81 Jasmine.	1325	DE	1.95	8.0		A	A		399682
Average of disinfectant residuals for distribution routing Free chlorine, Total chlorine, or Combined chlorine (c		imples. ⁵					s are performed late only to the		ce with NELAC
Disinfectant Residual Analysis Method:					•		positive results;	•	
DDPD Colorimetric DOther:				Date and	time DEP/DOH	notified by I	ab of positive resul		
Person performing disinfectant analysis is (see instruction) A certified operator (#	ious on rever	5e): `		Date Re	port likued:		10/16/14	. 1	nymuser i ilvinosomy
GA certified operator (#				Lab S	ilgnature:		<u> </u>	MIT	
Supervised by certified operator (#)				0.	ما ا مہ		
Employed by a certified lab Employed by DE	EP or DOH			Title:) - /	7	
Authorized representative of supplier of water									AE AUTU I
INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT! /:// //// //// Ell Fend Red Florida 3-40-6	a Unitin	75	Inc		olisation Infor les Required	mation	0	EP/DOH U	SE ONLY
Sono sota Florida 3426	10					.,,			
FO Sample Types see inferiories and 1 th For Analysis Michaels on Instructions item 11 th Pera Analysis Michaels on Instructions item 11 th Perane circle appropriate modelion.					THE RESERVE OF	CONTRACTOR			

Aqua Utilities Florida, Inc. Precautionary Boil Water Notice Incident Report

Date: September 5, 2012

Location/System: River Grove, 2540959

- A. Public Boil Water Notices —PBWN issued for 48 customers by door tag with accompanying letter in River Grove at approximately 3pm on September 4, 2012.
- B. Explanation For Each Occurrence The outage locations included residences along Ferry Rd., River Terrace, River Drive, and St. Johns Terrace. The duration of the outage was approximately 6 hours and was necessary to construct the water main connecting River Grove water system to the Putnam County water system.
- C. Name of the systems where each PBWN occurred River Grove Water System
- D. Number of customers affected 48
- E. Explanation as to how the customers were notified Door tag with accompanying letter.
- F. Length of Time the PBWN Remained in Effect The PBWN was in effect for 3 days (Wednesday 9/5/2012 to Friday 9/7/2012). Once confirmation of passing bacteriological samples was received, the standard rescission notice was distributed by Aqua staff via door tags.
- G. Summary of customer responses to the PBWN's: No customer response planned outage.



Aqua Utilities Florida, Inc. P.O. Box 2480 Lady Lake, FL 32158-2480 T: 352.674-2860 F: 352.674-2862 www.aquaamerica.com

Notice to Customers of the River Grove Water System. Water service will be interrupted between 9:00 am and 3:00 pm, Wednesday, September 5, 2012

Aqua Utilities Florida (Aqua) will temporarily interrupt water service within the River Grove water system between 9:00 am and 3:00 pm on Wednesday, September 5, 2012 for construction of improvements to your water system. We expect the interruption of service to affect the following addresses:

- All addresses on St. John's Terrace
- 100 Ferry Road
- 104 River Terrace
- 100, 101,106, 107, 110, 111, and 116 River Drive

Connection to Putnam County's water system will lower the TTHMs in water supplied to the River Grove system and also reduce the amount of flushing needed to maintain water quality.

When water service is restored, Aqua will sample and test the water in the distribution system. Aqua advises customers who experienced an interruption of water service to use boiled tap water or bottled water for drinking and cooking purposes as a precaution until we receive test results from the lab. We expect this precautionary boil water advisory to be in effect for a minimum of two days following the restoration of water service. Aqua will notify customers by door hangers when it is lifted.

During time the precautionary boil water advisory is in effect, customers should boil their tap water (bring to a rolling boil and let it boil for one minute) and let it cool, or use bottled water, for drinking, cooking, washing food, making ice, or brushing teeth. Boiling kills bacteria and other organisms that might be present in the water.

We apologize for the inconvenience and thank you for your patience as Aqua improves your water system.

For more information call Aqua Utilities Florida at 1.877.987.2782 or Tricia Williams at 352.266.0608.

(PWS # 2540959)

Date: December 19, 2012

AQUA PURE WATER & SEWAGE SERVICE, INC. 10865 East State Road 40

	FOR LAB USE ONLY	
RECEIVED BY	203	ANALYZED / TIME RECEIVED
SAMPLE PRESERVATION:	DONICE ON	OT ONICE 3.4
DISINFECTANT CHECK:	B-NOT DETECTED	mg/E
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A T T	iesulls: A DEP Sam Delined in Complete	coliforn pla Type Telorida Florida for comn	ns are ab Ciodes: XI Idministra iunity and ILING A	Deent; P D = District allive Qool d nontrai DDRES	colliform ribution (F de Rule (insignit no SS OF P	52,780,786 hcommunity ERSON/C	ent mpllance) lie 1 y systemi COMPAN	C=Repe SSONO PO NOTO BE	pylations (EWE RE		Vision Property	If you have Entry Point 1	preso any o Dis votin Goll iples	inted fierel usestions re liribultion; cilude ray section: II	or plant of	nly to the se his report, p int Tap S is services	 Special in the ever 	a Saupp at ((clearance	352) 926-2822 9(c.) USE GNIX
			LAD	ly Z	AKE	FO		3215	8			Reviewed		ng Offic	cial:	porting For	met Ellective	01/1995, R	avised 02/2010

AUF – Quarterly Call Center Statistics Report

Call Center	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	EXPLANATION OF STATISTICS
Statistics								1,410				
States	PA,NC,VA,TX,FL,OH,NI , IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI , IL,MO,IN,NY	Pajnc,vajtxjel,oh,ni , il,mojn,ny	PA,NC,VA,TX,FL,OH,NI , IL,MO,IN,NY	PA,NC,VA,TX,FL,OH.NI , IL,MO,IN,NY	PA,NC,VA,TX,FL,OH,NI , IL,MO,IN,NY	PA.NC,VA,TX,FL,OH.NJ , ILIN.NY	PA,NC,VA,TX,FL,OH,NI , IL,IN,NY	Panc,vatxfl,oh,ni , il,in,ny	PA.NC.VA.TX,FL,OH,NJ , IL,IN	PA.NC.VA,TX,FL,OH.NI , IL,IN	Refers to states where Aqua customers are serviced by call centers
Customers (approx.)	940,279	940,279	940,279	940,279	951,579	951,579	951,579	961,739	961,739	964,563	964,563	Refers to the approximate number of customers being serviced by the call centers
Total Calls	91,975	79,708	79,616	<i>7</i> 9,801	99,118	103,295	108,103	117,871	105,120	110,425	88,376	The number of total calls that were received through the toll-free number that went into a service queue (does not include customers who used self-serve options)
Days Open	21	21	22	21	22	21	21	23	19	23	20	Days in month that call centers were open for business
Average Calls/Day	4,380	3,796	3,619	3,800	4,505	4,919	5,148	5,125	5,533	4,801	4,419	Calculated by dividing Total Calls by Days Open
Abandon Rate	2.6%	1.5%	0.8%	1.0%	4.3%	7.7%	12.4%	12.7%	25.0%	7.6%	2.8%	Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering.
Calls Answered in < 90 seconds	85%	94%	97%	96%	81%	64%	48%	44%	17%	68%	90%	Percentage of calls where a CSR answered in 90 seconds or less
Average Speed to Answer	33 sec	16 sec	9 sec	11 sec	45 sec	88 sec	150 sec	158 sec	340 sec	87 sec	21 sec	The average time in seconds that a customer waited before their call was answered by a CSR.
Average Handle Time	4:34	4:20	4:15	4:16	4:27	4:32	4:40	4;41	5:42	4:57	1	The average for all answered calls of total talk time plus total hold time plus any time for after call work completed by the CSR
Average #CSR/Day	65.6	63.6	64.3	65.1	65.9	61.3	60.5	60.0	65.5	69.2	73.7	The average number of CSRs who logged in each day during the stated month
Calls Answered	89,584	78,512	78,979	79,003	94,856	95,341	94,698	102,901	78,840	102,033	85,901	Total Calls less abandoned calls

AUF – Quarterly Management Quality Performance Report

QUALITY PERFORMANCE REPORT FLORIDA CUSTOMERS September 2012

	Sep-12		
	-	Percent	Total Calls
1	Move In or Move Out	20%	1,142
2	Pay by Phone - Speedpay	13%	751
3	Payment Arrangement	8%	437
4	Verify Account Balance	7%	415
5	Restore Service	7%	408
6	Customer Account Changes	6%	327
7	Payment Confirmation Number	5%	297
8	Shut-Off Notice	5%	271
9	High Bill Complaint	4%	232
10	Verify Receipt of Payment	3%	182
11	Explain Bill	3%	179
12	No Water	2%	136
13	Service Line Leak	1%	59
14	Waive Late Fees	1%	56
15	Turn On or Turn Off Service	1%	55
16	Dispute Bill	1%	52
17	Leak Adjustment	1%	51
18	Aqua Online	1%	42
19	Payment Location Inquiry	1%	42
20	Duplicate Bill Request	1%	39
	All Other Calls	9%	492
	Total calls	100%	5,667

QUALITY PERFORMANCE REPORT FLORIDA CUSTOMERS October 2012

	Oct-12		
		Percent	Total Calls
1	Move In or Move Out	20%	1,151
2	Pay by Phone - Speedpay	15%	844
3	Verify Account Balance	10%	558
4	Customer Account Changes	7%	401
5	Payment Arrangement	7%	382
6	Restore Service	6%	325
7	Payment Confirmation Number	5%	300
8	Shut-Off Notice	4%	224
9	Explain Bill	3%	167
10	Verify Receipt of Payment	3%	156
11	High Bill Complaint	3%	155
12	No Water	2%	124
13	Turn On or Turn Off Service	2%	95
14	Sewer Service Complaint	1%	74
15	Service Line Leak	1%	60
16	Payment Location Inquiry	1%	52
17	Dispute Bill	1%	51
18	Leak Adjustment	1%	41
19	Waive Late Fees	1%	40
20	Meter Problem	1%	30
	All Other Calls	8%	480
	Total calls	100%	5,712

QUALITY PERFORMANCE REPORT FLORIDA CUSTOMERS

November 2012

	Nov-12		
		Percent	Total Calls
1	Move In or Move Out	19%	916
2	Pay by Phone - Speedpay	15%	730
3	Verify Account Balance	11%	544
4	Customer Account Changes	8%	387
5	Verify Receipt of Payment	6%	271
6	Payment Arrangement	5%	222
7	Payment Confirmation Number	5%	220
8	Explain Bill	4%	183
9	High Bill Complaint	3%	159
10	Restore Service	3%	139
11	No Water	2%	118
12	Low Pressure/Boil Water Notice	2%	102
13	Shut-Off Notice	2%	97
14	Turn On or Turn Off Service	1%	72
15	Service Line Leak	1%	. 69
16	Leak Adjustment	1%	42
17	Sewer Service Complaint	1% -	39
18	Aqua Online	1%	39
19	Payment Location Inquiry	1%	38
20	No Bill	1%	33
	All Other Calls	9%	457
	Total calls	100%	4,875

AUF – Quarterly Florida Customer Contact Report

Florida Customer Contacts September 2012

System	CITY III	CCS Reason	Total
48 ESTATES	LEESBURG		1
48 ESTATES Total	在是2017年,1945年第二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十		1
ARREDONDO ESTATES	GAINESVILLE		32
ARREDONDO ESTATES Total	THE REPORT OF THE PERSON OF TH		32
ARREDONDO FARMS	GAINESVILLE		4
ARREDONDO FARMS Total			4
BREEZE HILL	LAKE WALES		2
BREEZE HILL Total	BEIDEN DE LES EN LA COMPANIE LE LA C		2
CARLTON VILLAGE	LADY LAKE		5
CARLTON VILLAGE Total	The second secon	発展的でも開催しませる。その時	5
CHULUOTA	CHULUOTA		19
,	OVIEDO		7
CHULUOTA Total	有型的		26
EAST LAKE HARRIS ESTATES	ASTATULA		3
EAST LAKE HARRIS ESTATES Total		Service Control of the Control of th	3
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		15
FAIRWAYS @ MT. PLYMOUTH Total			15
GIBSONIA ESTATES	LAKELAND		15
	· Plant Ind. 200		15
HAINES CREEK	LEE\$BURG		1
HAINES CREEK Total			1
HARMONY HOMES	ALTAMONTE SPRINGS		1
HARMONY HOMES Total			# # 1
HERMITS COVE	SATSUMA		3
HERMITS COVE Total			3
HOLIDAY HAVEN	ASTOR		6
HOLIDAY HAVEN Total			6
IMPERIAL	TAVARES		4
IMPERIAL Total	1. 图 数据证据 \$250 m		. 4
INTERLACHEN PARK	INTERLACHEN		3
INTERLACHEN PARK Total			3
JASMINE LAKES	PORT RICHEY		46
JASMINE LAKES Total			\$6 124 A00000000
KINGS COVE	FRUITLAND PARK		5
KINGS COVE Total	30、10、10、10、10、10、10、10、10、10、10、10、10、10		. 5
LAKE GIBSON ESTATES	LAKELAND		14
LAKE GIBSON ESTATES Total	Control of the Contro	listes a second	14

Florida Customer Contacts September 2012

System	CITY	CCS Reason	Total
LAKE JOSEPHINE	SEBRING	2000 COURS A A 4 8 5 1 A 11 FROM	14
LAKE JOSEPHINE Total			14
LAKE OSBORNE EST	ILAKE WORTH		3
LAKE OSBORNE EST Total			3
LAKE SUZY	ILAKE SUZY		8
		HIM AND AND THE SECOND	8
LEISURE LAKES	ILAKE PLACID	Pin Mandanaka 11	8
LEISURE LAKES Total	JLANE PLACID		8
	LUNG.	off the	36363635
OAKWOOD	MIMS		5
	Policy in the control of the control	Taraba Maria	5
OCALA OAKS	BELLEVIEW		6
	OCALA		49
	SUMMERFIELD		8
OCALA OAKS Total	JOCALLA		64
ORANGE HILL		1	Section of the sectio
	WINTER HAVEN		8
ORANGE HILL Total	oundrier	T	8
PALM PORT	EAST PALATKA		2
PALM PORT-Total		GALLEST CERTIFICATION	2
PALM TERRACE	PORT RICHEY		24
PALM TERRACE Total	The state of the s		- 24
PEACE RIVER	WAUCHULA		5
PEACE RIVER Total			5
PICCIOLA ISLAND	FRUITLAND PARK		3
PICCIOLA ISLAND Total		and the second second second	* 3
PINEY WOODS	FRUITLAND PARK		2
PINEY WOODS Total	The state of the s	建制的	2
QUAIL RIDGE	LEESBURG		1
QUAIL RIDGE Total			1
RAVENSWOOD	LEESBURG		2
RAVENSWOOD Total	1000 AST 的基础系统 国际 1000 1000 1000 1000 1000 1000 1000 1	Page 11 St	2
RIVER GROVE	EAST PALATKA		4
RIVER GROVE Total		Maria de Caracter	4
ROSALIE OAKS	LAKE WALES		1
ROSALIE OAKS Total	gallen galaster.	10000	1
SARATOGA HARBOUR	SATSUMA		3
SARATOGA HARBOUR Total	and a class to the contract of the state of the contract of th	Carrier and Carrie	3
SEBRING LAKES	SEBRING		2
SEBRING LAKES Total	A POST A COMPANY OF A COMPANY OF A STATE OF A	10 7 (30) 100	. 2
SILVER LAKE ESTS	LEESBURG		33
			33
SKYCREST	FRUITLAND PARK		6
			6
ST JOHNS HIGHLANDS	ISATSUMA		6
			6
SUMMIT CHASE	ILEESBURG		1
	TAVARES		1
SUMMIT CHASE TOTAL	om some state of the state of t		2
SUNNY HILLS	CHIPLEY	The second secon	16
	SUNNY HILLS		10
SUNNY HILLS Total			26
TANGERINE	MOUNT DORA		8
I FILE WAY Speed To St St Time	TANGERINE		1
	1/3/45/3/2		<u> </u>

Florida Customer Contacts September 2012

System 55 19 19 19 19 19 19 19 19 19 19 19 19 19	CITY CCS Reason Tot	al
TANGERINE Total		9
THE WOODS	WEBSTER	1
THE WOODS Total	学者的爱性。	1
TOMOKA	ORMOND BEACH	3
TOMOKA Total		3
VALENCIA TERRACE	FRUITLAND PARK	11
VALENCIA TERRACE Total ***		11
VENETIAN VILLAGE	TAVARES	3
VENETIAN VILLAGE Total	TO BE THE SECOND OF THE SECOND SECTION OF THE SECOND SECON	3
VILLAGE WATER	LAKELAND	4
VILLAGE WATER Total		4
ZEPHYR SHORES	ZEPHYRHILLS	2
ZEPHYR SHORES Total		2
WOOTEN	GEORGETOWN	5
WOOTEN Total		5
Grand Total	4	56

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Florida Customer Contacts October 2012

System	CITY	CCS Reason	Total
ARREDONDO ESTATES	GAINESVILLE	700	13
ARREDONDO ESTATES Total	。 第一章 [18] 10] 10] 10] 10] 10] 10] 10] 10] 10] 10	ALVERT TELEP	13
ARREDONDO FARMS	GAINESVILLE	1	29
ARREDONDO FARMS Total		建工工工程的	29
BREEZE HILL	LAKE WALES		6
BREEZE HILL Total		is sold burn	6
CARLTON VILLAGE	LADY LAKE		1
CARLTON VILLAGE Total		14 20 60 12	1
CHULUOTA	CHULUOTA		22
	OVIEDO		8
CHULUOTA Total			30
EAST LAKE HARRIS ESTATES	ASTATULA		1
EAST LAKE HARRIS ESTATES Total			1
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		6
FAIRWAYS @ MT. PLYMOUTH Total			6
FERN TERRACE	LEESBURG		.3
FERN TERRACE Total			3
GIBSONIA ESTATES	LAKELAND		8
GIBSONIA ESTATES Total			4 6
GRAND TERRACE	GRAND ISLAND		4
GRAND TERRACE Total	ALTAMONTE SPRINGS		4 4
HARMONY HOMES HARMONY HOMES Total	ALTAMONTE SPRINGS		<u>3</u>
HERMITS COVE	ISATSUMA		3
	JATSUMA		3
HOLIDAY HAVEN	IASTOR		5
	JAGTOR		
IMPERIAL	ITAVARES		3
IMPERIAL Total			3
INTERLACHEN PARK	INTERLACHEN	A Familia Commission C	8
INTERLACHEN PARK Total			8
JASMINE LAKES	IPORT RICHEY		61
JASMINE LAKES Total			61
KINGS COVE	FRUITLAND PARK	The last the	5
KINGS COVE Total		2. 张 医 H	5
KINGSWOOD	MIMS		2
KINGSWOOD Total			2

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Florida Customer Contacts October 2012

System	СПУ	CCS Reason	Total
LAKE GIBSON ESTATES	LAKELAND		19
			19
LAKE JOSEPHINE	SEBRING		28
LAKE JOSEPHINE Total			28
LAKE OSBORNE EST	ILAKE WORTH	1	6
LAKE OSBORNE EST Total			6
LAKE SUZY	LAKE SUZY		5
LAKE SUZY Total	The secretarial and discount of Late (1) the 12 and 12 and		5
LEISURE LAKES	LAKE PLACID		19
LEISURE LAKES Total			19
OAKWOOD	· IMIMS		3
OAKWOOD Total			3
OCALA OAKS	BELLEVIEW	11.00	5
	OCALA		24
	SUMMERFIELD		1
OCALA OAKS Total		1	30
ORANGE HILL	WINTER HAVEN		4
ORANGE HILL Total			- 4
PALM PORT	EAST PALATKA		1
PALM PORT Total		FOR CHARLES	1
PALM TERRACE	PORT RICHEY		33
PALM TERRACE Total	Notes that the second of the s		33
PEACE RIVER	IWAUCHULA		7
PEACE RIVER Total			7
PICCIOLA ISLAND	FRUITLAND PARK	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4
PICCIOLA ISLAND Total			4
PINE VALLEY	HOMOSASSA		2
PINE VALLEY Total	e to the		2
PINEY WOODS	FRUITLAND PARK	A CONTRACT OF THE PROPERTY OF	1
PINEY WOODS Total			
POMONA PARK	POMONA PARK	A STATE OF THE PROPERTY OF THE	1
POMONA PARK Total	Street, Particular Control	Transferballania i	1
RAVENSWOOD	LEESBURG	THE RESERVE OF THE PARTY OF THE	1
RAVENSWOOD Total			1
RIVER GROVE	EAST PALATKA		2
RIVER GROVE Total	ENDER CHEROCOCCERCA		2
ROSALIE OAKS	ILAKE WALES		1
ROSALIE OAKS Total		All and the second seco	1
SARATOGA HARBOUR	SATSUMA		9
SARATOGA HARBOUR Total	The state of the s		9
SEBRING LAKES	SEBRING		15
SEBRING LAKES Total			15
SILVER LAKE ESTS	LEESBURG		60
SILVER LAKE ESTS Total	Secretary Commencer Commen		60
SILVER LAKE OAKS	PALATKA		4
SILVER LAKE OAKS Total	The state of the s		4
SKYCREST	FRUITLAND PARK		3
SKYCREST/Total			- 3
ST JOHNS HIGHLANDS	SATSUMA		5
ST JOHNS HIGHLANDS Total		A 6 2 10 11 11 11 11 11 11 11 11 11 11 11 11	*1. 5
SUMMIT CHASE	TAVARES	32.2.2.2.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.	6
SUMMIT CHASE Total	BIND CARROLL OF THE SECOND		- 6
SUNNY HILLS	CHIPLEY		8
•	•	• •	

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Florida Customer Contacts October 2012

System	S CITY S	CCS Reason Total
SUNNY HILLS	SUNNY HILLS	3
SUNNY HILLS Total		15
TANGERINE	MOUNT DORA TANGERINE	2 5
TANGERINE Total		halling standing the made as all
THE WOODS	WEBSTER	2
THE WOODS Total	Company of the second of the s	2
TOMOKA	ORMOND BEACH	12
TOMOKA Total	the process the company of the compa	12
VALENCIA TERRACE	FRUITLAND PARK	12
VALENCIA TERRACE TOTAL		12
VENETIAN VILLAGE	TAVARES	4
VENETIAN VILLAGE TOTAL		4
VILLAGE WATER	LAKELAND	7
VILLAGE WATER Total	 Construction of the property of the construction of t	transfer to the second of the
ZEPHYR SHORES	ZEPHYRHILLS	11
ZEPHYR SHORES Total		11
MORNINGVIEW	LEESBURG	3
MORNINGVIEW Total		Statebook and all the second
WOOTEN	GEORGETOWN	4
WOOTEN Total	Property of the Comment of the Comment	4
PALMS MHP	LEESBURG	5
PALMS MHP Total	office appropriately a server of the	
Grand Total		538

Florida Customer Contacts November 2012

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG		6
48 ESTATES Total		多数医验验 的东	* 6
ARREDONDO ESTATES	GAINESVILLE	1 / / / / / / / / / / / / / / / / / / /	5
ARREDONDO ESTATES Total			5
ARREDONDO FARMS	GAINESVILLE		18
ARREDONDO FARMS Total			. 18
BEECHERS POINT	WELAKA		4
BEECHERS POINT Total		MERCASSIANA.	4
CARLTON VILLAGE	LADY LAKE		1
CARLTON VILLAGE Total	国家外看着各种是互逐州州造战。是从	· [最近, 是列始, 量	1
CHULUOTA	CHULUOTA		25
	OVIEDO		6
CHULUOTA Total			31
EAST LAKE HARRIS ESTATES	ASTATULA		2
EAST LAKE HARRIS ESTATES Total	。		2
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		5
FAIRWAYS @ MT. PLYMOUTH Total	是一种的。		5
FERN TERRACE	LEESBURG		2
FERN TERRACE Total			2
FRIENDLY CENTER	ASTATULA		1
FRIENDLY CENTER Total			1
GIBSONIA ESTATES	LAKELAND		7
GIBSONIA ESTATES Total			1733 7
GRAND TERRACE	GRAND ISLAND		1
GRAND TERRACE Total		4 1 7 5 7 3 4 1	4 3 3
HAINES CREEK	LEESBURG		3
	All the second of the second o		3
HARMONY HOMES	ALTAMONTE SPRINGS		2
HARMONY HOMES Total			. 2
HERMITS COVE	SATSUMA		1
- 1 L L L 1/2 W H H T = 1 E H H H H H H H H H H H H H H H H H H			1.11
IMPERIAL	TAVARES		1
IMPERIAL Total		种种的 主体的第三人	3.64
INTERLACHEN PARK	INTERLACHEN		7
INTERLACHEN PARK Total	The state of the s		₹97
JASMINE LAKES	PORT RICHEY		59
JASMINE LAKES Total	A CASCOMINATION OF THE AMERICAN		59

Florida Customer Contacts November 2012

System	I CITY	CCS Reason	Total
JUNGLE DEN	ASTOR		3
JUNGLE DEN Total		**************************************	3
KINGS COVE	IFRUITLAND PARK		3
			3
LAKE GIBSON ESTATES	ILAKELAND		25
LAKE GIBSON ESTATES Total			25
LAKE JOSEPHINE	SEBRING		24
LAKE JOSEPHINE Total		to the same	24
LAKE OSBORNE EST	LAKE WORTH		12
LAKE OSBORNE EST Total			12
LAKE SUZY	LAKE SUZY		34
	PORT CHARLOTTE		1
LAKE SUZY Total			35
LEISURE LAKES	LAKE PLACID		3
LEISURE LAKES Total			3
OAKWOOD	MIMS		2
OAKWOOD Total		To be first the state of the st	. 2
OCALA OAKS	BELLEVIEW		4
	OCALA		32
	SUMMERFIELD		1
OCALA OAKS Total			37
ORANGE HILL	WINTER HAVEN		2
			2
PALM PORT	EAST PALATKA		1
		<u> </u>	1 70
PALM TERRACE	PORT RICHEY		172
Control of the Contro			172
PEACE RIVER	WAUCHULA		8
PEACE RIVER Total PICCIOLA ISLAND	IFRUITLAND PARK	I .	- 0
PICCIOLA ISLAND Total			
PINEY WOODS	FRUITLAND PARK	i de la companya di	1
PINEY WOODS Total	IFROII LAND PARK		11654115
POMONA PARK	IPOMONA PARK		3
POMONA PARK Total			S. Kalla
QUAIL RIDGE	TLEESBURG	\$97 - A 62227 A 7	4
		Dept. Andrew	4
RAVENSWOOD	ILEESBURG		1
RAVENSWOOD Total		1800	1
RIVER GROVE	TEAST PALATKA		1
RIVER GROVE Total			- 1
SARATOGA HARBOUR	ISATSUMA		4
SARATOGA HARBOUR Total		4050-2007	4
SEBRING LAKES	SEBRING		8
SEBRING LAKES Total	n-460		8
SILVER LAKE ESTS	LEESBURG		44
SILVER LAKE ESTS Total	2. 提及於 "大型網灣"。 \$V (2. 至)。	5. 福州 电影表示	44
SKYCREST	FRUITLAND PARK		1
SKYCREST Total			1
ST JOHNS HIGHLANDS	SATSUMA		4
		Selection of the select	4
SUMMIT CHASE	TAVARES		5
SUMMIT CHASE Total		A property of the	, 5

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Florida Customer Contacts November 2012

System	CITY	CCS Reason	Total
SUNNY HILLS	CHIPLEY		3
	SUNNY HILLS		1
SUNNY HILLS Total	注於排戶中型 非国际价值状态 经基本	等 本 (2) <u>201</u> 1年 (2) 12 12 12 12 12 12 12 12 12 12 12 12 12	4
TANGERINE	MOUNT DORA		1
	TANGERINE		8
TANGERINE Total	Production of the Parish of the Parish	对你是我们直接 在	9
THE WOODS	WEBSTER		1
THE WOODS Total			
TOMOKA	ORMOND BEACH		5
TOMOKA Total	化数性 计多数 计图图 有用的数据 医二种 的		5
VALENCIA TERRACE	FRUITLAND PARK		11
VALENCIA TERRACE Total		15 4 4 4 1 1 1 1 1	11
VENETIAN VILLAGE	TAVARES		4
VENETIAN VILLAGE Total	D. 2. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	正设有事的	4
VILLAGE WATER	LAKELAND		3
VILLAGE WATER Total		医乳基基 化为66多差	4 #3
ZEPHYR SHORES	ZEPHYRHILLS		4
ZEPHYR SHORES Total	。 《《···································	是"是"也是"Anderson"。	4
Grand Total			601

AUF – Quarterly Florida Score Card

Customer Service - September 2012			
	Target	Actual	
Read Rate of Metered Accounts	99.00%	99.30%	
% of cycles completed on scheduled date (+ or - 1 Day)	100%	100.00%	
Overall Estimate Rate	0.50%	0.30%	
Accounts Estimated > 90 Days	0.05%	0.17%	

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Customer Service - October 2012		
	Target	Actual
Read Rate of Metered Accounts	99.00%	99.10%
% of cycles completed on scheduled date (+ or - 1 Day)	100%	100.00%
Overall Estimate Rate	0.50%	0.50%
Accounts Estimated > 90 Days	0.05%	0.26%

Customer Service - November 2012		
	Target	Actual
Read Rate of Metered Accounts	99.00%	99.20%
% of cycles completed on scheduled date (+ or - 1 Day)	100%	100.00%
Overall Estimate Rate	0.50%	0.40%
Accounts Estimated > 90 Days	0.05%	0.32%

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AUF – Quarterly Environmental Report There are no Quarterly Environmental Reports for the quarter of September through November 2012.