



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

March 20, 2013

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

RECEIVED-FPSC  
13 MAR 22 PM 3:13  
COMMISSION  
CLERK

*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 (8) of the following reports and summaries relative to the Aqua Utilities Florida, Inc. ("AUF") Monitoring Plan for the quarter of December through February 2013:

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

COM \_\_\_\_\_  
 AFD \_\_\_\_\_  
 APA \_\_\_\_\_  
 ECO \_\_\_\_\_  
 ENG \_\_\_\_\_  
 GCL 4 \_\_\_\_\_  
 IDM \_\_\_\_\_  
 TEL \_\_\_\_\_  
 CLK \_\_\_\_\_

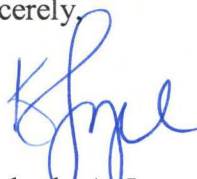
Please acknowledge receipt of this filing by stamping the extra copy of this letter "filed" and returning the copy to me. There is no need to return the attachments, just a copy of the cover letter.

DOCUMENT NUMBER-DATE  
01442 MAR 22 13  
FPSC-COMMISSION CLERK

PSC – Letter  
December 20, 2012

Thank you for your assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Joyce".

Kimberly A. Joyce, Esq.  
Rates and Regulatory Manager

Enclosures

cc: Bruce May, Holland & Knight  
Ralph Jaeger, Esq.  
Patti Christensen, Office of Public Counsel  
Cecilia Bradley, Esq.

AUF – Quarterly  
PBWN Report

## Water Malfunction Event Report

Date: 1/16/2013 System: Gibsonia Estates PWSID #: 6530079

Contact Person: Steve Fuller Phone: 813-267-2074

Aqua Utilities Florida became aware of the circumst: Date: 1/13/2013 Time: 1155 AM

24 Hour Oral Report to: FDEP Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_  
Date/Time: \_\_\_\_\_  
DOH Telephone: 863-519-8330 Contact: Ron Stadelbacher  
Date/Time: \_\_\_\_\_  
Client Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_  
Date/Time: \_\_\_\_\_

Operator in Responsible Charge (ORC) Steve Fuller

Was water service interrupted? (Less than 20 psi) Yes Number of Connections effected: 26

Precautionary boil water notices issues? YES Date Issued: 1/13/2013

By what means: (Door Hanger, TV, Radio, etc) Door Hanger

If a precautionary boil water notice was not issued, please explain why? \_\_\_\_\_

Period of Malfunction: From Date/Time: 1/13/13 130 PM To Date/Time: 1/13/13 230 PM

Has the Malfunction been corrected? Yes/No? YES

If No, Date/Time of expected completion: \_\_\_\_\_

Planned Outage? NO Failure? \_\_\_\_\_

Location of Malfunction or Line Break: 1425 Shirley Drive

Description of problem: Break in 1" service line

Corrective Action Taken: Isolate service to customers to repair 1" service line leak.

Bwn handed out via door hangers. Repairs made, samples pulled and passed. Rescinded notice delivered via door hangers.

Prior to placing the line back into service, was the line: (Yes/No)

Flushed	<u>YES</u>
Superchlorinated	<u>YES</u>
Bacteriological samples collected?	<u>YES</u>
Results Attached?	<u>YES</u>
If Not, expected to follow by:	_____

If material failure, give (complete as possible) description of the material including size, type, any available manufacturing information shown on the failed product. If know, include cause of failure. Please note that all repair materials must be ANSI or NSF Certified for potable water use, and must be "Like for Like" with respect to the capacity, size, type of material, and location/alignment.

Additional Remarks if any: Repairs completed, Lines flushed and chlorinated, Bacts pulled and passed.

All customers received BWN and rescinded BWN Via door tag.

# Aqua Utilities Florida Water Notice

Date: 1-13-13  
System Name: GIBSONIA  
Address: \_\_\_\_\_

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 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**

# Aqua Utilities Florida Water Notice

Date: 1-15-13  
System Name: GIBSONIA  
Address: \_\_\_\_\_

The 1-13-13 <sup>Date</sup> **Precautionary Boil Water Notification** is hereby rescinded, following the satisfactory completion of the bacteriological survey demonstrates the water is safe to drink.

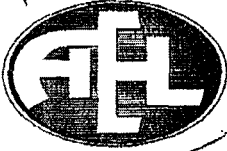
If you have any questions regarding this matter you may contact:

**CUSTOMER SERVICE  
1(877) WTR-AQUA**

Form 002

**DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT**

- 6601 Southpoint Pkwy. • 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
- 3610 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589
- 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076



**Advanced Environmental Laboratories, Inc.**

Report Number: T1400588 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

- Total Coliform/E. coli     Total Coliform/Fecal     Enterococci     Coliphage     HPC     Other: \_\_\_\_\_

Public Water System (PWS) Name: GIBSONIA EST

PWS I.D. 6530079

PWS Address: \_\_\_\_\_

City: \_\_\_\_\_

PWS or PWS Owner's Phone #: 863-858-2504

Fax # 863-853-4937

Collector: DE

Collector's Phone #: 863-858-2504

Type of Supply: (check only one)

- Community Water System     Non-Transient Non-community Water System     Transient 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     Well Survey  
 Clearance     Replacement (also check type of sample being replaced)     Boil Water Notice     Other: BWN 1-15-12

Sample Collection Date: 1-13-13 + 1-14-13

DCN#: AD-8045

Effective 01/95, Revised 06/02/10

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SM9222B</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	1415 Shirley Dr	3:00pm	D	1.0			A			001
2	1433 Shirley	3:15pm	D	1.0			A			002
3	1415 Shirley	7:45A	D	0.8			A			003
4	1433 Shirley	8:00A	D	0.8			A			004
Average of disinfectant residuals for distribution routine & repeat samples. (Free chlorine or Total chlorine (circle one).)						0.9				

Disinfectant Residual Analysis Method:  
 DPD Colorimetric     Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):  
 A certified operator (# \_\_\_\_\_)  
 Supervised by certified operator (# B7519)  
 Employed by a certified lab     Employed by DEP or DOH  
 Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: \_\_\_\_\_

REPORT TO BE COMPLETED BY SUPPLIER OF PERSONS TO BE TESTED FOR  
Steve Fuller  
415 W. Daughters Rd.  
Labeland, Fla 33809

**DEP/DOH USE ONLY**

Satisfactory  
 Incomplete Collection Information  
 Repeat Samples Required  
 Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_  
DEP/DOH Reviewing Official: \_\_\_\_\_

Relinquish By: [Signature] Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Received By: [Signature] Date: 1/14/13 Time: 930

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, H = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.)

<sup>2</sup> MF-SM9222B & D MTF-9221B & ECAIUG, MINDAUG-SM9222B, HPC-SM9215B

<sup>3</sup> Please circle appropriate selection

<sup>4</sup> Defined in Florida Administrative Code Rule 62.160, Table 1

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,999. Do not include raw or plant samples in the average



Date: 01/17/2013  
Service Area: CHAPPELL HILLS  
PWS : 3424029

### **IMPORTANT NOTICE**

#### **BOIL WATER BEFORE USE**

Water service was interrupted in your area on (date):  
01/17/2013

due to:

WATER MAIN REPAIR

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.

Therefore, as a precaution, we advise that all water used for cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative bottled water may be used.

Please follow the instructions on this card.

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**

1. Run water from faucets for several seconds to flush any sediment or other contaminants from the plumbing.
2. 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.
4. Apply these procedures until notified not to do so. You can return to normal water use at that time.

## **AQUA UTILITIES**



Service Area: CHAPPELL HILLS SUBDIVISION

PWS ID 3424029

DATE 1/21/2013

**Rescission of Precautionary  
Boil Water Notice**

The Precautionary Boil Water Notice previously issued in the area of

**CHAPPELL HILLS SUBDIVISION**

**ISSUED ON**

**1/17/13**

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

## MALFUNCTION REPORT

Facility Name: CHAPPELL HILLS Phone: 386-937-1143  
County: MARION PWS ID Number: 3424029  
Date and Time of Failure or Planned Outage: Date 01/17/13 Time 10:20 AM  
Time water system was back in service: Date 01/17/13 Time 11:00 AM

Situation was reported to:

DEP \_\_\_\_\_ Date: 01/17/13 Time: 2:38 PM Person Contacted: JOSE' DEPEDRO (VIA E-MAIL)  
Health Dept. \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Person Contacted: \_\_\_\_\_  
Other: AQUA U. Date: 01/17/13 Time: 2:38 PM Person Contacted: PATRICIA WILLIAMS(VIA E-MAIL)

Location of Trouble: 2319 NE 55<sup>th</sup> PLACE OCALA

Statement of Trouble: CORPERATION STOP ON SERVICE LINE BROKE OFF

Corrective Action: CONTRACTOR REPAIRED PIPE, REPLACED CORPERATION STOP AND ASSOCIATED PIPING

Number of Customers Affected: APPROXIMATELY 40 CONNECTIONS  
Were Customers Notified? Yes  No \_\_\_\_\_ Explain: PRECAUTIONARY BOIL WATER NOTICES WERE DISTRIBUTED TO CUSTOMERS

Was Water line Flushed and chlorine residual determined prior to placing back into service? YES 0.5 ppm

Number of Bacteriological Samples required: 2X2 Samples taken by: DANIEL ANDERSON  
DAYS

**\*Copies of Bacteriological Sample Results shall be forwarded to the Environmental Services Dept. upon receipt.**

If material failure, give (complete as possible) a description of the material including size, type, any available manufacturing information shown on the failed product. If known, include cause of failure:

CAUSE UNKNOWN

Additional remarks: \_\_\_\_\_

Reported By PAUL THOMPSON \_\_\_\_\_  
Print Name Signature

**DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT**

- 6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574
- 4965 SW 41st Blvd • 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. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076
- 1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095

Write Project # or Place Project Label here

61300327



**Advanced Environmental Laboratories, Inc.**

Lab Receipt Date & Time: 1/18/13 1117  
 Analysis Date & Time: 1/18/13 1200  
 Sample Acceptance Criteria:  
 Sample Preservation:  On Ice  Not On Ice  6-8 °C  
 Disinfectant Check:  Not Detected   
 This Sample does not meet the following NELAC requirements:

Report Number: \_\_\_\_\_ Sub-Contract Lab ID: \_\_\_\_\_

**Analysis Requested:** (check all that apply)

Total Coliform/*E. coli*  Total Coliform/Fecal  Enterococci  Coliphage  HPC  Other: \_\_\_\_\_

Public Water System (PWS) Name: Chappell Hills PWS I.D.: 3424029

PWS Address: 2338 NE 55th Place City: Ocala FL

PWS or PWS Owner's Phone #: 386-937-0187 Fax #: \_\_\_\_\_

Collector: Daniel S. Anderson Collector's Phone #: 386-937-0187

**Type of Supply:** (check only one)

Community Water System  Non-Transient Non-community Water System  Transient 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  Well Survey  
 Clearance  Replacement (also check type of sample being replaced)  Boil Water Notice  Other: \_\_\_\_\_

Sample Collection Date: 1-17-13 & 1-18-13

DCN#: AD-D045 Effective 01/95, Revised 09/19/2012

To be completed by collector of sample					To be completed by lab					
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SM 9223B</u>				
						Non-Coliform	Total Coliform	Fecal, <i>E. coli</i> , Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
10-1A	2373 NE 55th Place	3:40 PM	H <sub>2</sub> S	1.8			A	A		001
20-1B	5544 NE 22nd Ter.	3:50 PM	H <sub>2</sub> S	1.6			A	A		002
30-2A	2373 NE 55th Place	10:10 AM	H <sub>2</sub> S	1.8			A	A		003
40-2B	5544 NE 22nd Ter.	10:20 AM	H <sub>2</sub> S	1.6			A	A		004

Average of disinfectant residuals for distribution routine & repeat samples. (Free chlorine) or Total chlorine (circle one). 1.7

**Disinfectant Residual Analysis Method:**  
 DPD Colorimetric  Other: \_\_\_\_\_  
**Person performing disinfectant analysis is (Check one of below):**  
 A certified operator (# A-7141 DW)  
 Supervised by certified operator (# \_\_\_\_\_)  
 Employed by a certified lab  Employed by DEP or DOH  
 Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.  
 Date and time PWS notified by lab of positive results: \_\_\_\_\_  
 Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_  
 Date Report Issued: 1/21/13  
 Lab Signature: Beth Elton  
 Title: Project Manager

(INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT)  
Agua Utilities Florida  
P.O. Box 2480  
Lady Lake, FL 32158

Satisfactory DEP/DOH USE ONLY  
 Incomplete Collection Information  
 Repeat Samples Required  
 Replacement Samples Required  
 Date Reviewed by DEP/DOH: \_\_\_\_\_  
 DEP/DOH Reviewing Official: \_\_\_\_\_

1. Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).  
 2. Lab certification number for the listed method is included at top with the laboratory address.  
 3. Please circle appropriate selection.  
 4. Defined in Florida Administrative Code Rule 62-160, Table 1.  
 5. Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.  
 Results Key: A = Coliforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-550.730 Reporting Format).

Relinquish By: Daniel S. Anderson  
 Date: 1/18/13 Time: 10:17 AM  
 Received By: [Signature]  
 Date: 1/18/13 Time: 1117

**DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT**

6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574  
 4965 SW 41st Blvd • 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. Northlake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076  
 1288 Cedar Center Drive, Tallahassee, FL 32301 • 850.219.6274 • Fax 850.219.6275 • E811095

Write Project # or Place Project Label Here

G1300327



**Advanced Environmental Laboratories, Inc.**

Lab Receipt Date & Time: 1/18/13 1117  
 Analysis Date & Time: 1/18/13 1200  
 Sample Acceptance Criteria:  
 Sample Preservation:  On Ice  Not On Ice  6-8 °C  
 Disinfectant Check:  Not Detected   
 This Sample does not meet the following NELAC requirements:

Report Number: \_\_\_\_\_ Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

Total Coliform/E. coli  Total Coliform/Fecal  Enterococci  Coliphage  HPC  Other: \_\_\_\_\_

Public Water System (PWS) Name: Chappell Hills

PWS I.D.: 3424029

PWS Address: 2338 NE 55th Place

City: Ocala FL

PWS or PWS Owner's Phone #: 386-937-0187

Fax #: \_\_\_\_\_

Collector: Daniel S. Anderson

Collector's Phone #: 386-937-0187

Type of Supply: (check only one)

Community Water System  Non-Transient Non-community Water System  Transient 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  Well Survey  
 Clearance  Replacement (also check type of sample being replaced)  Boil Water Notice  Other: \_\_\_\_\_

Sample Collection Date: 1-17-13 , 1-18-13

DCN#: AD-D045

Effective 01/95, Revised 08/19/2012

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
10-1A	2373 NE 55th Place	3:40 PM	1-17 S	1.8		A	A			001
20-1B	5544 NE 22nd Ter.	3:50 PM	1-17 S	1.6		A	A			002
30-2A	2373 NE 55th Place	10:10 AM	1-18 S	1.8		A	A			003
40-2B	5544 NE 22nd Ter.	10:20 AM	1-18 S	1.6		A	A			004

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> (Free chlorine or Total chlorine (circle one)). 1.7

Disinfectant Residual Analysis Method:

DPD Colorimetric  Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

A certified operator (# A-7141 DW)  
 Supervised by certified operator (# \_\_\_\_\_)  
 Employed by a certified lab  Employed by DEP or DOH  
 Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: 1/21/13

Lab Signature: Beth Elton

Title: Plant Manager

(INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT)

Aqua Utilities Florida  
P.O. Box 2480  
Lady Lake, FL 32158

Satisfactory DEP/DOH USE ONLY

Incomplete Collection Information

Repeat Samples Required

Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_

DEP/DOH Reviewing Official: \_\_\_\_\_

- Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.).
  - Lab certification number for the listed method is included at top with the laboratory address.
  - Please circle appropriate selection.
  - Defined in Florida Administrative Code Rule 62-160, Table 1.
  - Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average.
- Results Key: A = Coliforms are absent; P = Coliforms are present; C = confluent growth; TNTC = too numerous to count (62-550.730 Reporting Format).

Relinquish By: Daniel S. Anderson

Date: 1/18/13 Time: 11:17 AM

Received By: [Signature]

Date: 1/18/13 Time: 1117

# Water Malfunction Event Report

Date: 12/31/2012 System: Jasmine Lakes PWSID #: 6312070

Contact Person: Richard Retz / Garth Armstrong Phone: 727-835-9533

Aqua Utilities Florida became aware of the circumstances: Date: 12/26/2012 Time: 9:00am

24 Hour Oral Report to: FDEP Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_  
Date/Time: \_\_\_\_\_  
DOH Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_  
Date/Time: \_\_\_\_\_  
Client Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_  
Date/Time: \_\_\_\_\_

Operator in Responsible Charge (ORC) Garth Armstrong

Was water service interrupted? (Less than 20 psi) Yes Number of Connections effected: 4

Precautionary boil water notices issues? Yes Date Issued: 12/26/2012

By what means: (Door Hanger, TV, Radio, etc) Door Hangers

If a precautionary boil water notice was not issued, please explain why? \_\_\_\_\_

Period of Malfunction: From Date/Time: 12/26/12 8:00 am To Date/Time: 12/26/12 12:00am

Has the Malfunction been corrected? Yes/No? Yes

If No, Date/Time of expected completion: \_\_\_\_\_

Planned Outage? Yes Failure? \_\_\_\_\_

Location of Malfunction or Line Break: Devco Road, Port Richey, Florida

Description of problem: 2 inch valve leaking affecting 4 commerical customers in the strip mall on Devco Road.

Corrective Action Taken: Replace 2 inch valve

Prior to placing the line back into service, was the line: (Yes/No)

Flushed Yes

Superchlorinated \_\_\_\_\_

Bacteriological samples collected? Yes

Results Attached? yes

If Not, expected to follow by: \_\_\_\_\_

If material failure, give (complete as possible) description of the material including size, type, any available manufacturing information shown on the failed product. If know, include cause of failure. Please note that all repair materials must be ANSI or NSF Certified for potable water use, and must be "Like for Like" with respect to the capacity, size, type of material, and location/alignment.

Additional Remarks if any: \_\_\_\_\_

**Aqua Utilities Florida**  
**Water Notice**

Date: 12/26/12  
System Name: Jasmine Lakes  
Address: Devedo Dr.

Water service will be interrupted temporarily in your area approximately from 8am until 12 pm

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**

Form 003

**Aqua Utilities Florida**  
**Water Notice**

Date: 12/31/2012  
System Name: Jasmine Lakes  
Address: License Ln.

The 12/31/12 **Precautionary Boil**  
**Water Notification** <sup>DATE</sup> is hereby rescinded. 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**

- 6601 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9360 • 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 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076

Write Project # or Place Project Label Here

---



**Advanced Environmental Laboratories, Inc.**

Lab Receipt Date & Time: 12/27/12 1500  
 Analysis Date & Time: 12/27/12 1310  
 Sample Acceptance Criteria:  
 Sample Preservation:  On Ice  Not On Ice  3 °C  
 Disinfectant Check:  Not Detected  0  
 This Sample does not meet the following NELAC requirements:

Report Number: 11211311 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)  
 Total Coliform/E. coli  Total Coliform/Fecal  Enterococci  Coliphage  HPC  Other:

Public Water System (PWS) Name: Jessie Lakes AUF PWS ID: 0922070  
 PWS Address: 7612 Pineapple Ln. City: Port Richey  
 PWS or PWS Owner's Phone #: 727-808-4173 Fax #: \_\_\_\_\_  
 Collector: G. Armstrong Collector's Phone #: \_\_\_\_\_

Type of Supply: (check only one)  
 Community Water System  Non-Transient Non-community Water System  Transient 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  Well Survey  
 Clearance  Replacement (also check type of sample being replaced)  Soil Water Notice  Other: \_\_\_\_\_

Sample Collection Date: 12-26-12

DCNF: AD-0045 Effective 01/95, Revised 06/02/10

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SM9222B</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
<u>1</u>	<u>10604 Deucala</u>	<u>3:30 pm</u>	<u>D</u>	<u>0.86</u>		<u>A</u>	<u>A</u>	<u>A</u>		<u>007</u>

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one). 0.86

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.  
 Date and time PWS notified by lab of positive results: \_\_\_\_\_  
 Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_  
 Date Report issued: \_\_\_\_\_  
 Lab Signature: [Signature]  
 Title: \_\_\_\_\_

Disinfectant Residual Analysis Method:  
 DPD Colorimetric  Other: \_\_\_\_\_  
 Person performing disinfectant analysis is (Check one of below):  
 A certified operator (# 0-12303)  
 Supervised by certified operator (# \_\_\_\_\_)  
 Employed by a certified lab  Employed by DEP or DOH  
 Authorized representative of supplier of water

[INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT]  
ghainstay@equusmeals.com  
\*Rush\*

DEP/DOH USE ONLY  
 Satisfactory  
 Incomplete Collection Information  
 Repeat Samples Required  
 Replacement Samples Required  
 Date Reviewed by DEP/DOH: \_\_\_\_\_  
 DEP/DOH Reviewing Official: \_\_\_\_\_

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, H = Entry Point to Distribution, P = Point Tap, S = Special (clearance, etc.)

<sup>2</sup> SM-9222B & D; HTP-9221B & BCHAUG; UNICHAUG-948222B; HPC-948213B

<sup>3</sup> Please circle appropriate selection  
<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1  
<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include raw or plant samples in the average

Relinquish By: [Signature] Date: 12-27-12 Time: \_\_\_\_\_  
 Received By: [Signature] Date: 12/27/12 Time: 1300

**DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT**

- 6801 Southpoint Pkwy. • 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
- 9810 Princess Palm Ave. • Tampa, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589
- 528 S. North Lake Blvd., Ste. 1018 • Altamonte Springs, FL 32701 • 407.937.1594 • E53678

Write Project # or Place Project Label Here

---



**Advanced Environmental Laboratories, Inc.**

Report Number: TR11377 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)

- Total Coliform/E. coli  Total Coliform/Fecal  Enterococci  Coliphage  HPC  Other: \_\_\_\_\_

Public Water System (PWS) Name: AVF - Jasmine Lakes

PWS Address: 7612 Pineapple Ln.

PWS or PWS Owner's Phone #: 727-808-4173

Collector: C. Armstrong

Type of Supply: (check only one)

- Community Water System  Non-Transient Non-community Water System  Transient 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  Well Survey  
 Clearance  Replacement (also check type of sample being replaced)  9001 Water Notice  Other: \_\_\_\_\_

Sample Collection Date: 12-27-12

Lab Receipt Date & Time: 12/27/12 1500

Analysis Date & Time: 12/27/12 1510

Sample Acceptance Criteria:

Sample Preservation:  On Ice  Not On Ice  3°C

Disinfectant Check:  Not Detected  \_\_\_\_\_

This Sample does not meet the following NELAC requirements:

PWS ID: 0212070  
 City: Port Richey FL  
 Collector's Phone #: 727-808-4173

DCNF: AD-D045

Effective 01/95, Revised 06/02/10

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SM9222B</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
<u>2</u>	<u>16604 Devo Ln.</u>	<u>10:10 am</u>	<u>D</u>	<u>.48</u>		<u>A</u>	<u>A</u>	<u>A</u>		<u>001</u>

Average of disinfectant residuals for distribution routine & repeat samples. <sup>5</sup> Free chlorine or Total chlorine (circle one). .48

Disinfectant Residual Analysis Method:

- DPD Colorimetric  Other: \_\_\_\_\_

Person performing disinfectant analysis is (Check one of below):

- A certified operator (# C-17733)  
 Supervised by certified operator (# \_\_\_\_\_)  
 Employed by a certified lab  Employed by DEP or DOH  
 Authorized representative of supplier of water

Unless otherwise noted, all tests are performed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_

Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_

Date Report Issued: \_\_\_\_\_

Lab Signature: [Signature]

Title: PM

[INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT]

Jharoshing@99lakes.com  
\*RUSH\*

DEP/DOH USE ONLY

- Satisfactory  
 Incomplete Collection Information  
 Repeat Samples Required  
 Replacement Samples Required

Date Reviewed by DEP/DOH: \_\_\_\_\_

DEP/DOH Reviewing Official: \_\_\_\_\_

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution (routine compliance), C = Repeat/Check, R = Raw, N = Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.)

<sup>2</sup> MF-SM9222B & C; MTP-92218 & C; CMJAG; MUDJAG-SM9222B; HPC-SM9219B

<sup>3</sup> Please circle appropriate selection

<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1

<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,500. Do not include sewer or plant samples in the average

Relinquish By: \_\_\_\_\_ Date: 12-27-12 Time: \_\_\_\_\_

Received By: [Signature] Date: 12/27/12 Time: 1300

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

Date: February 26, 2013

Location/System: Lake Gibson, Polk County, PWS6532347

- A. PBWN issued by door tags for 110 customers in the Lake Gibson Estates at approximately 10:00 a.m. on Wednesday February 20, 2013.
- B. **Explanation For Each Occurrence** – The location was at 205 West Daugherty Road in Lake Gibson Estates due to a 4 inch main line break. AUF's operator flushed the system, verified chlorine residuals and collected bacti samples after service was restored. The water outage lasted approximately 5 hours.
- C. **Name of the systems where each PBWN occurred** – Lake Gibson Estates, PWS# 6532347
- D. **Number of customers affected** – 110
- 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, 2/20/2013 – Friday, 2/22/ 2013. Rescission notices were distributed by door tags.
- G. **Summary of customer responses to the PBWN's:** A few calls to customer service concerning the outage.



### Water Malfunction Event Report

Date: 2/25/2013 System: Lake Gibson Estates PWSID #: 6532347

Contact Person: Steve Fuller Phone: 813-267-2074

Aqua Utilities Florida became aware of the circumst: Date: 2/20/2013 Time: 730 AM

24 Hour Oral Report to: FDEP Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_  
Date/Time: \_\_\_\_\_  
DOH Telephone: 863-519-8330 Contact: Ron Stadelbacher  
Date/Time: 2/20/2013 700 PM  
Client Telephone: \_\_\_\_\_ Contact: \_\_\_\_\_  
Date/Time: \_\_\_\_\_

Operator in Responsible Charge (ORC) Steve Fuller

Was water service interrupted? (Less than 20 psi) Yes Number of Connections effected: 110

Precautionary boil water notices issues? Yes Date Issued: 2/20/2013

By what means: (Door Hanger, TV, Radio, etc) Door Hangers

If a precautionary boil water notice was not issued, please explain why? Door Hangers issued

Period of Malfunction: From Date/Time: 2/20/13 1000 am To Date/Time: 2/20/13 300 PM

Has the Malfunction been corrected? Yes/No? YES

If No, Date/Time of expected completion: \_\_\_\_\_

Planned Outage? \_\_\_\_\_ Failure? 4 " PVC main repair

Location of Malfunction or Line Break: 205 West Daughtery

Description of problem: 4" main pipe leak

Corrective Action Taken: Customers Notified of outage and BWN. Pipe repaired, samples pulled BWN rescinded.

Prior to placing the line back into service, was the line: (Yes/No)

Flushed yes

Superchlorinated yes

Bacteriological samples collected? yes

Results Attached? yes

If Not, expected to follow by: \_\_\_\_\_

If material failure, give (complete as possible) description of the material including size, type, any available manufacturing information shown on the failed product. If know, include cause of failure. Please note that all repair materials must be ANSI or NSF Certified for potable water use, and must be "Like for Like" with respect to the capacity, size, type of material, and location/alignment.

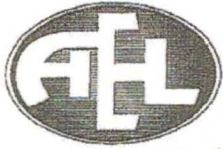
Additional Remarks if any: Water system isolated to repair 4" line. 110 customers affected. All notified of BWN via door hangers, 2 days samples pulled and passed. Customers notified of passing samples via door tag.

**DRINKING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORMAT**

- 6601 Southpoint Pkwy. • 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 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076

Write Project # or Place Project Label Here

---



**Advanced Environmental Laboratories, Inc.**

Lab Receipt Date & Time: 2/21/13 0910  
 Analysis Date & Time: 2/21/13 1130  
 Sample Acceptance Criteria:  
 Sample Preservation:  On Ice  Not On Ice 3 °C  
 Disinfectant Check:  Not Detected  3 °C  
 This Sample does not meet the following NELAC requirements:

Report Number: 1130231 Sub-Contract Lab ID: \_\_\_\_\_

Analysis Requested: (check all that apply)  
 Total Coliform/E. coli  Total Coliform/Fecal  Enterococci  Coliphage  HPC  Other:

Public Water System (PWS) Name: Lake Gibson Est PWS I.D. 0532349  
 PWS Address: 415 W. Daugherty Rd City: Lakeland, Fla  
 PWS or PWS Owner's Phone #: 863-858-2504 Fax # 863-858-4937  
 Collector: Steve Fuller Collector's Phone #: 813-267-2074

Type of Supply: (check only one)  
 Community Water System  Non-Transient Non-community Water System  Transient Non-community Water System  
 Limited Use System  Bottled Water  Private Well  Swimming Pool  Other: 1

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: BWN

Sample Collection Date: 2-20 + 2-21

DCN#: AD-D045 Effective 01/95, Revised 06/02/10

To be completed by collector of sample						To be completed by lab				
Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type <sup>1</sup>	Disinfectant Residual (mg/L)	pH	Analysis Method(s) <sup>2</sup> <u>SMALL3B</u>				
						Non-Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	140 W. Daugherty Rd	5:00pm	D	1.2		A	A			01
2	124 Amy Cir	5:15pm	D	1.0		A	A			02
3	140 W. Daugherty	7:45am	D	1.2		A	A			03
4	124 Amy Cir	8:00am	D	1.0		A	A			04

Average of disinfectant residuals for distribution routine & repeat samples: Free chlorine or Total chlorine (circle one). 1.1

Disinfectant Residual Analysis Method:  
 DPD Colorimetric  Other: \_\_\_\_\_  
 Person performing disinfectant analysis is (Check one of below):  
 A certified operator (# 7319)  
 Supervised by certified operator (# \_\_\_\_\_)  
 Employed by a certified lab  Employed by DEP or DOH  
 Authorized representative of supplier of water

Unless otherwise noted, all tests are preformed in accordance with NELAC standards, and the results relate only to the samples.

Date and time PWS notified by lab of positive results: \_\_\_\_\_  
 Date and time DEP/DOH notified by lab of positive results: \_\_\_\_\_  
 Date Report issued: \_\_\_\_\_  
 Lab Signature: \_\_\_\_\_  
 Title: \_\_\_\_\_

(INSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT)  
Steve Fuller  
415 W. Daugherty Rd.  
Lakeland, Fla, 33809

DEP/DOH USE ONLY  
 Satisfactory  
 Incomplete Collection Information  
 Repeat Samples Required  
 Replacement Samples Required  
 Date Reviewed by DEP/DOH: \_\_\_\_\_  
 DEP/DOH Reviewing Official: \_\_\_\_\_

Relinquish By: Paul Evans Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Received By: \_\_\_\_\_ Date: 2/21/13 Time: 0910

<sup>1</sup> Indicate the sample type for each sample collected. Sample type codes are: D = Distribution station compliance, C = Reservoir/Check, R = Raw, F = Entry Point to Distribution, P = Plant Tap, S = Special Circumstance (etc.)  
<sup>2</sup> MF=SM9222B & D, HFF=9221B & EC/MUG; MLC/MUG=SM9222B, HPC=SM9245B  
<sup>3</sup> Please circle appropriate collection  
<sup>4</sup> Defined in Florida Administrative Code Rule 62-160, Table 1  
<sup>5</sup> Complete for community & non-transient non-community systems serving populations up to and including 4,900. Do not include tap or plant samples in the average

# Aqua Utilities Florida Water Notice

Date: 2-20-13  
System Name: LAKE Gibson  
Address: \_\_\_\_\_

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 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**

# Aqua Utilities Florida Water Notice

Date: 2-22-13  
System Name: L/O  
Address: \_\_\_\_\_

The 2-20-13 <sup>Date</sup> **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**

Form 002

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

Date: December 31, 2012

Location/System: Jasmine Lakes, Pasco County, PWS6312070

- A. PBWN issued by Door tags to 4 customers in the Devco Street strip mall on December 26, 2012 at 8:00 am
- B. Explanation For Each Occurrence – 2 inch valve leaking. Replaced 2 inch valve. The water outage lasted approximately 4 hours.
- C. Name of the systems where each PBWN occurred – Jasmine Lakes, PWS# 6312070
- D. Number of customers affected – 4
- E. Explanation as to how the customers were notified – Door Tags and physical contact.
- F. Length of Time the PBWN Remained in Effect – The PBWN was in effect for 5 days. Wednesday, 12/26/2012 – Monday, 12/31/ 2012. Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No Calls were reported.

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

Date: January 16, 2012

Location/System: Gibsonia Estates, Polk County, PWS6530079

- A. PBWN issued by door tags for 26 customers in Gibsonia Estates at approximately 1:30 p.m. on Sunday January 13, 2013.
- B. Explanation For Each Occurrence – The location was at 1425 Shirley Drive in Gibsonia Estates due to a 1 inch service line break that could not be isolated at the corporation stop resulting in shutting down the main line for this section. AUF's operator flushed the system, verified chlorine residuals and collected bacti samples after service was restored. The water outage lasted approximately 1 hour.
- C. Name of the systems where each PBWN occurred – Gibsonia Estates, PWS# 6530079
- D. Number of customers affected – 26
- 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. Sunday, 11/13/2012 – Tuesday, 11/15/ 2012. Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: A few calls to customer service concerning the outage.

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

Date: October 21, 2013

Location/System: Orange Hill, Polk County, PWS6531305

- A. PBWN issued by door tags for 65 customers in the Orange Hill system at approximately 11:00 a.m. on Tuesday, January 15, 2013.
- B. Explanation For Each Occurrence – The location was at 266 Temple Street due to a 3 inch main line break. AUF's operator flushed the system, verified chlorine residuals and collected bacti samples after service was restored. The water outage lasted approximately 4 hours.
- C. Name of the systems where each PBWN occurred – Orange Hill, PWS# 6531305
- D. Number of customers affected – 65
- 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, 1/15/2013 – Thursday, 11/18/ 2013. Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: A few calls to customer service concerning the outage.

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

Date: January 28, 2013

Location/System: Jasmine Lakes, Pasco County, PWS#6312070

- A. PBWN issued by Door tags to 14 customers on Marechal Avenue in the Jasmine Lakes subdivision on January 23, 2013 at 1:00 pm
- B. Explanation For Each Occurrence – 4 inch water main break. Replaced 4 feet of 4 inch pipe and saddle tap. The water outage lasted approximately 2 hours.
- C. Name of the systems where each PBWN occurred – Jasmine Lakes, PWS# 6312070
- D. Number of customers affected – 14
- 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. Wednesday, 1/23/2013 – Monday, 1/28/ 2013. Rescission notices were distributed by door tags.
- G. Summary of customer responses to the PBWN's: No Calls were reported.

**Agua Utilities Florida  
Water Notice**

Date: 1/22/13

System Name: Lawrence

Address: \_\_\_\_\_

Water service will be interrupted temporarily in your area approximately from 1/22/13 until 2/2/13.

The interruption of service is necessary to accommodate improvements to your water system. We understand that you will be inconvenienced by the interruption of your water, but we assure you that the interruption will be as brief as possible. This will prevent any potential damage to your equipment during the time that the water is off. We recommend that you maintain a supply of water for use during this period.

Once the water is restored, we suggest that you allow water to sink 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 information and other notification to all affected customers which will remain in effect until further notice.

To ensure protection of all potentially harmful bacteria and other microbes, water used for drinking, cooking, making ice, bathing, teeth or contact lenses 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 notice you may contact:

**CUSTOMER SERVICE  
(877) 474-AQUA**

Form 102



**DRAINING WATER MICROBIAL SAMPLE COLLECTION & LABORATORY REPORTING FORM**

PLANT TECHNOLOGIES, INC. LABORATORY DEPARTMENT  
 P. O. BOX 447, FRUITLAND PARK, FL 32709  
 PHONE: 352-797-2000 FAX: 352-797-2100  
 E-MAIL: info@planttech.com

Lab Name, Date & Time: 1/23/13 1300  
 Analysis Date & Time: 1/23/13 1324-1330  
 Sample Assignment Order:  
 Sample Parameters:  Coli  Total Coli  Other:   
 Distribution Code:  Other:   
 This sample was collected on 1/23/13

Form Number: SA-CW-01 Lab ID:  
 Public Water System (PWS) Name: LSLA RODRIGUEZ PWS ID: 3351062  
 PWS Address: 5 US HWY 77 City: LEESBURG  
 Name of PWS Owner/Person: LSLA Phone: 352-246-9741  
 Collector: John Johnson Collector's Phone: 352-246-9741

Type of Sample:  Drinking Water  Other Treatment Non-Community Water System  Treatment Non-Community Water System  
 Ground Use System  Surface Water  Private Well  Swimming Pool  Other:  
 Reason for Sampling:  Routine  Complaint  New (Type of assessment)  New (Type of assessment) additional  Well Survey  
 Other:  Assessment also check type of sample being reported  Soil Water Notice  Other:  
 Sample Collection Date: 1/22-1/23/13

Sample #	Sample Point (Location or Specific Address)	Sample Collection Time	Sample Type	Disinfectant Residual (mg/L)	pH	Analysis Method(s): <u>5.922B</u>				
						Non-Coliform	Total Coliform	Fecal E. coli, Enterococci, or Coliform	Date Analyzed	Lab Sample #
B1A	3728 Powell Dr.	7:00 AM	A	11	-	A	A		1301-1673	
B1B	3876 Marjorie Dr.	7:30 AM	A	12	-	A	A		1674	
B1C	3728 Powell Dr.	9:00 AM	A	10	-	A	A		1675	
B2A	3876 Marjorie Dr.	9:50 AM	A	11	-	A	A		1676	

Unless otherwise noted, all tests were performed in accordance with EPA/MSD methods, with the exception noted on the sample.  
 Date Analyzed: 1/24/13  
 Lab Signature: [Signature]  
 Title: [Signature]

Agency/Utilities For:  
PO Box 2780  
Leesburg, FL 32108  
And Sam Johnson

Responsible Party:  
 Drinking Water  Ground Use  Surface Water  Private Well  Swimming Pool  Other:  
 Date: \_\_\_\_\_

**Aqua Utilities Florida  
Water Notice**

Date: 1/24/13  
System Name: RAVENSWOOD  
Address: \_\_\_\_\_

The 1/22/13 <sup>Date</sup> **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**

Form 002



Date: 12/21/2012;  
Service Area: TWIN RIVERS;  
PWS 3641399;

### **IMPORTANT NOTICE**

**BOIL WATER BEFORE USE**

Water service was interrupted in your area on (date):

**TWIN RIVERS SUBDIVISION**

due to:

**LOSS OF PRESSURE**

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.

Therefore, as a precaution, we advise that all water used for cooking, making ice, brushing teeth, or washing dishes be boiled. A rolling boil of one minute is sufficient. As an alternative bottled water may be used.

Please follow the instructions on this card.

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**

1. Run water from faucets for several seconds to flush any sediment or other contaminants from the plumbing.
2. 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.
4. Apply these procedures until notified not to do so. You can return to normal water use at that time.

## **AQUA UTILITIES**

## Volusia County Health Department Environmental Health Engineering Incident Report

Facility Name: TWIN RIVERS	Person Reporting: DAVID HARING
PWS ID #: 3641399	Name of 'On-site' Licensed Water or Dist. Operator: DAVID HARING
VCHD FAX: (386)736-5433 or 274-0713	Phone # 386-937-1091
VCHD Phone: (386) 736-5436	Date/Time of Incident: 12-21-12/02:00
Email: Leonard_Erdman@doh.state.fl.us VCHDengineering@doh.state.fl.us	Date/Time Water Service Restored: 12-21-12/07:30 *Date/Time Reported to VCHD: 12-21-12/12:30 (*Notify this office ASAP)
Describe Event – Planned/Unplanned/Size and Type of Material (Ductile, Iron, PVC, etc.) if line break: Suspected power spike or phase abnormality knocked out VFD controller, Well Pump Controls, and High Service Pump Controls	
Corrective Action Taken: (Line replaced, etc.) Reset Well Pump and High Service Pump controls, Ordered new VFD controller to be shipped overnight and installed on 12-22-12	
Location of Event: (Specific location where break or malfunction occurred) WATER TREATMENT PLANT	
Area Affected: (Subdivision, Neighborhood, Street boundaries or addresses, etc.) ENTIRE SUBDIVISION	
Number of Service Connections Affected: 76 Residential? (Y/N) Y Commercial? (Y/N) N	
Boil Water Notice Issuance: Date 12-21-12 Time: 07:30	
Method: Door Hangers? YES TV, Radio, Newspaper: NO	
Number of Bacteriological Samples Taken: 4 Sample Date/Time: 12-21&22-12	
Additional Comments:	
NOTE: Depending upon circumstances, repaired water mains should be super-chlorinated and/or flushed prior to being placed back into service. It may be advisable to at least temporarily elevate disinfection residuals.	

**Volusia County Health Department  
Environmental Health Engineering  
Incident Report**

Please E-mail or FAX a **BWN 'RESCISSION NOTICE'** ASAP following two days of satisfactory Total Coliform samples. The laboratory reports for these samples can be submitted at this time or with MOR's.

**AUF – Quarterly  
Call Center Statistics Report**

Call Center Statistics	Dec-12	Jan-13	Feb-13	EXPLANATION OF STATISTICS
States	PA,NC,VA,TX,FL,OH,NJ ,IL,IN	PA,NC,VA,TX,FL,OH,NJ ,IL,IN	PA,NC,VA,TX,FL,OH,NJ ,IL,IN	Refers to states where Aqua customers are serviced by call centers
Customers (approx.)	964,563	968,356	968,356	Refers to the approximate number of customers being serviced by the call centers
Total Calls	92,624	109,125	86,909	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	22	20	Days in month that call centers were open for business
Average Calls/Day	4,411	4,960	4,345	Calculated by dividing Total Calls by Days Open
Abandon Rate	4.2%	5.5%	1.8%	Percentage of Total Calls where customers disconnected (abandoned) prior to a CSR answering.
Calls Answered in < 90 seconds	82%	78%	93%	Percentage of calls where a CSR answered in 90 seconds or less
Average Speed to Answer	39 sec	52 sec	18 sec	The average time in seconds that a customer waited before their call was answered by a CSR.
Average Handle Time	4:28	4:31	4:08	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	71.6	68.1	72.5	The average number of CSRs who logged in each day during the stated month
Calls Answered	88,734	103,123	85,345	Total Calls less abandoned calls

**AUF – Quarterly  
Management Quality Performance Report**



**QUALITY PERFORMANCE REPORT  
FLORIDA CUSTOMERS  
December 2012**

<b>Dec-12</b>		<b>Percent</b>	<b>Total Calls</b>
1	Move In or Move Out	18%	846
2	Pay by Phone - Speedpay	16%	784
3	Verify Account Balance	10%	457
4	Payment Arrangement	8%	387
5	Payment Confirmation Number	7%	336
6	Customer Account Changes	7%	320
7	Restore Service	5%	237
8	Shut-Off Notice	4%	202
9	Explain Bill	4%	179
10	Verify Receipt of Payment	3%	139
11	High Bill Complaint	3%	130
12	No Water	2%	73
13	Service Line Leak	1%	68
14	Turn On or Turn Off Service	1%	59
15	Waive Late Fees	1%	51
16	Sewer Service Complaint	1%	46
17	Leak Adjustment	1%	39
18	Aqua Online	1%	30
19	Collections Dispute	1%	30
20	Low Pressure	1%	28
	All Other Calls	7%	355
<b>Total calls</b>		<b>100%</b>	<b>4,798</b>

**QUALITY PERFORMANCE REPORT  
FLORIDA CUSTOMERS  
January 2013**

<b>Jan-13</b>		<b>Percent</b>	<b>Total Calls</b>
1	Move In or Move Out	18%	998
2	Pay by Phone - Speedpay	14%	818
3	Verify Account Balance	10%	547
4	Restore Service	9%	492
5	Payment Arrangement	7%	386
6	Customer Account Changes	6%	349
7	Payment Confirmation Number	6%	338
8	Shut-Off Notice	4%	209
9	Explain Bill	3%	197
10	High Bill Complaint	3%	160
11	Verify Receipt of Payment	2%	131
12	No Water	1%	77
13	Service Line Leak	1%	69
14	Leak Adjustment	1%	63
15	No Bill	1%	61
16	Turn On or Turn Off Service	1%	56
17	Duplicate Bill Request	1%	53
18	Sewer Service Complaint	1%	52
19	Payment Location Inquiry	1%	44
20	Collections Dispute	1%	43
	All Other Calls	10%	550
<b>Total calls</b>		<b>100%</b>	<b>5,695</b>

**QUALITY PERFORMANCE REPORT  
FLORIDA CUSTOMERS  
February 2013**

<b>Feb-13</b>		<b>Percent</b>	<b>Total Calls</b>
1	Move In or Move Out	22%	1,017
2	Pay by Phone - Speedpay	17%	775
3	Verify Account Balance	10%	444
4	Customer Account Changes	6%	285
5	Payment Arrangement	5%	246
6	Payment Confirmation Number	5%	229
7	Restore Service	4%	197
8	Explain Bill	3%	160
9	High Bill Complaint	3%	138
10	Shut-Off Notice	3%	119
11	Verify Receipt of Payment	2%	113
12	No Water	2%	101
13	Zip Check Sign up	1%	51
14	Service Line Leak	1%	50
15	Meter Problem	1%	46
16	Dispute Bill	1%	45
17	Aqua Online	1%	43
18	Turn On or Turn Off Service	1%	42
19	Waive Late Fees	1%	42
20	Sewer Service Complaint	1%	39
	All Other Calls	10%	465
<b>Total calls</b>		<b>100%</b>	<b>4,647</b>

**AUF – Quarterly  
Florida Customer Contact Report**

# Florida Customer Contacts December 2012

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG		2
48 ESTATES Total			2
ARREDONDO ESTATES	GAINESVILLE		16
ARREDONDO ESTATES Total			16
ARREDONDO FARMS	GAINESVILLE		12
ARREDONDO FARMS Total			12
BREEZE HILL	LAKE WALES		3
BREEZE HILL Total			3
CARLTON VILLAGE	LADY LAKE		6
CARLTON VILLAGE Total			6
CHULUOTA	CHULUOTA		23
	OVIEDO		7
CHULUOTA Total			30
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		9
FAIRWAYS @ MT. PLYMOUTH Total			9
GIBSONIA ESTATES	LAKELAND		8
GIBSONIA ESTATES Total			8
GRAND TERRACE	GRAND ISLAND		3
GRAND TERRACE Total			3
HARMONY HOMES	ALTAMONTE SPRINGS		1
HARMONY HOMES Total			1
HERMITS COVE	SATSUMA		1
HERMITS COVE Total			1
HOBBY HILLS	LADY LAKE		2
HOBBY HILLS Total			2
HOLIDAY HAVEN	ASTOR		3
HOLIDAY HAVEN Total			3
IMPERIAL	TAVARES		6
IMPERIAL Total			6
INTERLACHEN PARK	INTERLACHEN		8
INTERLACHEN PARK Total			8
JASMINE LAKES	PORT RICHEY		42
JASMINE LAKES Total			42
JUNGLE DEN	ASTOR		2
JUNGLE DEN Total			2
KINGS COVE	FRUITLAND PARK		9
KINGS COVE Total			9
KINGSWOOD	MIMS		1
KINGSWOOD Total			1
LAKE GIBSON ESTATES	LAKELAND		13
LAKE GIBSON ESTATES Total			13
LAKE JOSEPHINE	SEBRING		16
LAKE JOSEPHINE Total			16
LAKE OSBORNE EST	LAKE WORTH		14
LAKE OSBORNE EST Total			14
LAKE SUZY	LAKE SUZY		29
LAKE SUZY Total			29
LEISURE LAKES	LAKE PLACID		5
LEISURE LAKES Total			5
OAKWOOD	MIMS		4
OAKWOOD Total			4
OCALA OAKS	BELLEVIEW		3
	OCALA		46
	SUMMERFIELD		10

# Florida Customer Contacts December 2012

System	CITY	CCS Reason	Total
<b>OCALA OAKS Total</b>			<b>59</b>
ORANGE HILL	WINTER HAVEN	RATES	2
	WINTER HAVEN Total		2
<b>ORANGE HILL Total</b>			<b>2</b>
PALM PORT	EAST PALATKA		5
<b>PALM PORT Total</b>			<b>5</b>
PALM TERRACE	PORT RICHEY		25
<b>PALM TERRACE Total</b>			<b>25</b>
PEACE RIVER	WAUCHULA		4
<b>PEACE RIVER Total</b>			<b>4</b>
PICCIOLA ISLAND	FRUITLAND PARK		2
<b>PICCIOLA ISLAND Total</b>			<b>2</b>
PINEY WOODS	FRUITLAND PARK		3
<b>PINEY WOODS Total</b>			<b>3</b>
QUAIL RIDGE	LEESBURG		4
<b>QUAIL RIDGE Total</b>			<b>4</b>
RIVER GROVE	EAST PALATKA		3
<b>RIVER GROVE Total</b>			<b>3</b>
SARATOGA HARBOUR	SATSUMA		6
<b>SARATOGA HARBOUR Total</b>			<b>6</b>
SEBRING LAKES	SEBRING		2
<b>SEBRING LAKES Total</b>			<b>2</b>
SILVER LAKE ESTS	LEESBURG		25
<b>SILVER LAKE ESTS Total</b>			<b>25</b>
SKYCREST	FRUITLAND PARK		1
<b>SKYCREST Total</b>			<b>1</b>
ST JOHNS HIGHLANDS	SATSUMA		5
<b>ST JOHNS HIGHLANDS Total</b>			<b>5</b>
SUMMIT CHASE	TAVARES		5
<b>SUMMIT CHASE Total</b>			<b>5</b>
SUNNY HILLS	CHIPLEY		7
	SUNNY HILLS		3
<b>SUNNY HILLS Total</b>			<b>10</b>
TANGERINE	MOUNT DORA		12
	TANGERINE		1
<b>TANGERINE Total</b>			<b>13</b>
THE WOODS	WEBSTER		3
<b>THE WOODS Total</b>			<b>3</b>
TOMOKA	ORMOND BEACH		13
<b>TOMOKA Total</b>			<b>13</b>
VALENCIA TERRACE	FRUITLAND PARK		6
<b>VALENCIA TERRACE Total</b>			<b>6</b>
VENETIAN VILLAGE	TAVARES		2
<b>VENETIAN VILLAGE Total</b>			<b>2</b>
VILLAGE WATER	LAKELAND		13
<b>VILLAGE WATER Total</b>			<b>13</b>
ZEPHYR SHORES	ZEPHYRHILLS		6
<b>ZEPHYR SHORES Total</b>			<b>6</b>
WOOTEN	GEORGETOWN		1
<b>WOOTEN Total</b>			<b>1</b>
<b>Grand Total</b>			<b>463</b>

# Florida Customer Contacts

## January 2013

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG		2
<b>48 ESTATES Total</b>			<b>2</b>
ARREDONDO ESTATES	GAINESVILLE		6
<b>ARREDONDO ESTATES Total</b>			<b>6</b>
ARREDONDO FARMS	GAINESVILLE		22
<b>ARREDONDO FARMS Total</b>			<b>22</b>
BEECHERS POINT	WELAKA		1
<b>BEECHERS POINT Total</b>			<b>1</b>
BREEZE HILL	LAKE WALES		2
<b>BREEZE HILL Total</b>			<b>2</b>
CARLTON VILLAGE	LADY LAKE		7
<b>CARLTON VILLAGE Total</b>			<b>7</b>
CHULUOTA	CHULUOTA		30
	OVIEDO		10
<b>CHULUOTA Total</b>			<b>40</b>
EAST LAKE HARRIS ESTATES	ASTATULA		6
<b>EAST LAKE HARRIS ESTATES Total</b>			<b>6</b>
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		4
<b>FAIRWAYS @ MT. PLYMOUTH Total</b>			<b>4</b>
FERN TERRACE	LEESBURG		3
<b>FERN TERRACE Total</b>			<b>3</b>
FRIENDLY CENTER	ASTATULA		3
<b>FRIENDLY CENTER Total</b>			<b>3</b>
GIBSONIA ESTATES	LAKELAND		12
<b>GIBSONIA ESTATES Total</b>			<b>12</b>
GRAND TERRACE	GRAND ISLAND		1
<b>GRAND TERRACE Total</b>			<b>1</b>
HAINES CREEK	LEESBURG		1
<b>HAINES CREEK Total</b>			<b>1</b>
HARMONY HOMES	ALTAMONTE SPRINGS		1
<b>HARMONY HOMES Total</b>			<b>1</b>
HERMITS COVE	SATSUMA		7
<b>HERMITS COVE Total</b>			<b>7</b>
HOBBY HILLS	LADY LAKE		3
<b>HOBBY HILLS Total</b>			<b>3</b>
HOLIDAY HAVEN	ASTOR		5
<b>HOLIDAY HAVEN Total</b>			<b>5</b>
IMPERIAL	TAVARES		3
<b>IMPERIAL Total</b>			<b>3</b>
INTERLACHEN PARK	INTERLACHEN		13
<b>INTERLACHEN PARK Total</b>			<b>13</b>
JASMINE LAKES	PORT RICHEY		61
<b>JASMINE LAKES Total</b>			<b>61</b>
JUNGLE DEN	ASTOR		5
<b>JUNGLE DEN Total</b>			<b>5</b>
KINGS COVE	FRUITLAND PARK		3
<b>KINGS COVE Total</b>			<b>3</b>
KINGSWOOD	MIMS		2

# Florida Customer Contacts January 2013

System	CITY	CCS Reason	Total
<b>KINGSWOOD Total</b>			<b>2</b>
LAKE GIBSON ESTATES	LAKELAND		32
<b>LAKE GIBSON ESTATES Total</b>			<b>32</b>
LAKE JOSEPHINE	SEBRING		18
<b>LAKE JOSEPHINE Total</b>			<b>18</b>
LAKE OSBORNE EST	LAKE WORTH		16
<b>LAKE OSBORNE EST Total</b>			<b>16</b>
LAKE SUZY	LAKE SUZY		22
<b>LAKE SUZY Total</b>			<b>22</b>
LEISURE LAKES	LAKE PLACID		11
<b>LEISURE LAKES Total</b>			<b>11</b>
OAKWOOD	MIMS		3
<b>OAKWOOD Total</b>			<b>3</b>
OCALA OAKS	BELLEVIEW		7
	OCALA		36
	SUMMERFIELD		6
<b>OCALA OAKS Total</b>			<b>49</b>
ORANGE HILL	WINTER HAVEN		11
<b>ORANGE HILL Total</b>			<b>11</b>
PALM PORT	EAST PALATKA		5
<b>PALM PORT Total</b>			<b>5</b>
PALM TERRACE	PORT RICHEY		44
<b>PALM TERRACE Total</b>			<b>44</b>
PEACE RIVER	WAUCHULA		2
<b>PEACE RIVER Total</b>			<b>2</b>
PICCIOLA ISLAND	FRUITLAND PARK		2
<b>PICCIOLA ISLAND Total</b>			<b>2</b>
PINEY WOODS	FRUITLAND PARK		5
<b>PINEY WOODS Total</b>			<b>5</b>
POMONA PARK	POMONA PARK		1
<b>POMONA PARK Total</b>			<b>1</b>
RAVENSWOOD	LEESBURG		2
<b>RAVENSWOOD Total</b>			<b>2</b>
ROSALIE OAKS	LAKE WALES		6
<b>ROSALIE OAKS Total</b>			<b>6</b>
SARATOGA HARBOUR	SATSUMA		2
<b>SARATOGA HARBOUR Total</b>			<b>2</b>
SEBRING LAKES	SEBRING		3
<b>SEBRING LAKES Total</b>			<b>3</b>
SILVER LAKE ESTS	LEESBURG		34
<b>SILVER LAKE ESTS Total</b>			<b>34</b>
SILVER LAKE OAKS	PALATKA		3



# Florida Customer Contacts January 2013

System	CITY	CCS Reason	Total
<b>SILVER LAKE OAKS Total</b>			<b>3</b>
SKYCREST	FRUITLAND PARK		4
<b>SKYCREST Total</b>			<b>4</b>
ST JOHNS HIGHLANDS	SATSUMA		10
<b>ST JOHNS HIGHLANDS Total</b>			<b>10</b>
SUNNY HILLS	CHIPLEY		4
	SUNNY HILLS		2
<b>SUNNY HILLS Total</b>			<b>6</b>
TANGERINE	MOUNT DORA		3
	TANGERINE		4
<b>TANGERINE Total</b>			<b>7</b>
THE WOODS	WEBSTER		3
<b>THE WOODS Total</b>			<b>3</b>
TOMOKA	ORMOND BEACH		14
<b>TOMOKA Total</b>			<b>14</b>
VALENCIA TERRACE	FRUITLAND PARK		4
<b>VALENCIA TERRACE Total</b>			<b>4</b>
VENETIAN VILLAGE	TAVARES		1
<b>VENETIAN VILLAGE Total</b>			<b>1</b>
VILLAGE WATER	LAKELAND		14
<b>VILLAGE WATER Total</b>			<b>14</b>
ZEPHYR SHORES	ZEPHYRHILLS		12
<b>ZEPHYR SHORES Total</b>			<b>12</b>
MORNINGVIEW	LEESBURG		5
<b>MORNINGVIEW Total</b>			<b>5</b>
PALMS MHP	LEESBURG		3
<b>PALMS MHP Total</b>			<b>3</b>
STONE MOUNTAIN	YALAHA		1
<b>STONE MOUNTAIN Total</b>			<b>1</b>
<b>Grand Total</b>			<b>568</b>

# Florida Customer Contacts

## February 2013

System	CITY	CCS Reason	Total
48 ESTATES	LEESBURG		1
48 ESTATES Total			1
ARREDONDO ESTATES	GAINESVILLE		4
ARREDONDO ESTATES Total			4
BEECHERS POINT	WELAKA		5
BEECHERS POINT Total			5
BREEZE HILL	LAKE WALES		1
BREEZE HILL Total			1
CARLTON VILLAGE	LADY LAKE		1
CARLTON VILLAGE Total			1
CHULUOTA	CHULUOTA OVIEDO		31
			12
CHULUOTA Total			43
EAST LAKE HARRIS ESTATES	ASTATULA		7
EAST LAKE HARRIS ESTATES Total			7
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		6
FAIRWAYS @ MT. PLYMOUTH Total			6
FERN TERRACE	LEESBURG		6
FERN TERRACE Total			6
GIBSONIA ESTATES	LAKELAND		11
GIBSONIA ESTATES Total			11
GRAND TERRACE	GRAND ISLAND		2
GRAND TERRACE Total			2
HAINES CREEK	LEESBURG		1
HAINES CREEK Total			1
HARMONY HOMES	ALTAMONTE SPRINGS		1
HARMONY HOMES Total			1
HERMITS COVE	SATSUMA		1
HERMITS COVE Total			1
HOBBY HILLS	LADY LAKE		5
HOBBY HILLS Total			5
HOLIDAY HAVEN	ASTOR		2
HOLIDAY HAVEN Total			2
IMPERIAL	TAVARES		4
IMPERIAL Total			4
INTERLACHEN PARK	INTERLACHEN		7
INTERLACHEN PARK Total			7
JASMINE LAKES	PORT RICHEY		33
JASMINE LAKES Total			33
JUNGLE DEN	ASTOR		4
JUNGLE DEN Total			4
KINGS COVE	FRUITLAND PARK		4
KINGS COVE Total			4
KINGSWOOD	MIMS		1
KINGSWOOD Total			1
LAKE GIBSON ESTATES	LAKELAND		58

# Florida Customer Contacts

## February 2013

System	CITY	CCS Reason	Total
<b>LAKE GIBSON ESTATES Total</b>			<b>58</b>
LAKE JOSEPHINE	SEBRING		14
<b>LAKE JOSEPHINE Total</b>			<b>14</b>
LAKE OSBORNE EST	LAKE WORTH		5
<b>LAKE OSBORNE EST Total</b>			<b>5</b>
LAKE SUZY	LAKE SUZY		5
<b>LAKE SUZY Total</b>			<b>5</b>
LEISURE LAKES	LAKE PLACID		8
<b>LEISURE LAKES Total</b>			<b>8</b>
OAKWOOD	MIMS		12
<b>OAKWOOD Total</b>			<b>12</b>
OCALA OAKS	BELLEVIEW		10
	OCALA		30
	SUMMERFIELD		3
<b>OCALA OAKS Total</b>			<b>43</b>
ORANGE HILL	WINTER HAVEN		2
<b>ORANGE HILL Total</b>			<b>2</b>
PALM PORT	EAST PALATKA		2
<b>PALM PORT Total</b>			<b>2</b>
PALM TERRACE	PORT RICHEY		19
<b>PALM TERRACE Total</b>			<b>19</b>
PEACE RIVER	WAUCHULA		17
<b>PEACE RIVER Total</b>			<b>17</b>
PICCIOLA ISLAND	FRUITLAND PARK		2
<b>PICCIOLA ISLAND Total</b>			<b>2</b>
PINE VALLEY	HOMOSASSA		1
<b>PINE VALLEY Total</b>			<b>1</b>
PINEY WOODS	FRUITLAND PARK		2
<b>PINEY WOODS Total</b>			<b>2</b>
POMONA PARK	POMONA PARK		3
<b>POMONA PARK Total</b>			<b>3</b>
QUAIL RIDGE	LEESBURG		1
<b>QUAIL RIDGE Total</b>			<b>1</b>
ROSALIE OAKS	LAKE WALES		5
<b>ROSALIE OAKS Total</b>			<b>5</b>
SARATOGA HARBOUR	SATSUMA		1
<b>SARATOGA HARBOUR Total</b>			<b>1</b>
SILVER LAKE ESTS	LEESBURG		35
<b>SILVER LAKE ESTS Total</b>			<b>35</b>
SILVER LAKE OAKS	PALATKA		1
<b>SILVER LAKE OAKS Total</b>			<b>1</b>
SKYCREST	FRUITLAND PARK		5
<b>SKYCREST Total</b>			<b>5</b>
ST JOHNS HIGHLANDS	SATSUMA		2

# Florida Customer Contacts

## February 2013

System	CITY	CCS Reason	Total
<b>ST JOHNS HIGHLANDS Total</b>			<b>2</b>
SUMMIT CHASE	TAVARES		3
<b>SUMMIT CHASE Total</b>			<b>3</b>
SUNNY HILLS	CHIPLEY		3
	SUNNY HILLS		3
<b>SUNNY HILLS Total</b>			<b>6</b>
TANGERINE	MOUNT DORA		3
	TANGERINE		2
<b>TANGERINE Total</b>			<b>5</b>
THE WOODS	WEBSTER		7
<b>THE WOODS Total</b>			<b>7</b>
TOMOKA	ORMOND BEACH		4
<b>TOMOKA Total</b>			<b>4</b>
VALENCIA TERRACE	FRUITLAND PARK		6
<b>VALENCIA TERRACE Total</b>			<b>6</b>
VENETIAN VILLAGE	TAVARES		3
<b>VENETIAN VILLAGE Total</b>			<b>3</b>
VILLAGE WATER	LAKELAND		3
<b>VILLAGE WATER Total</b>			<b>3</b>
ZEPHYR SHORES	ZEPHYRHILLS		10
<b>ZEPHYR SHORES Total</b>			<b>10</b>
STONE MOUNTAIN	YALAHA		1
<b>STONE MOUNTAIN Total</b>			<b>1</b>
<b>Grand Total</b>			<b>441</b>

**AUF – Quarterly  
Florida Score Card**

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

<b>Customer Service - January 2013</b>		
	<b>Target</b>	<b>Actual</b>
<b>Read Rate of Metered Accounts</b>	<b>99.00%</b>	<b>99.30%</b>
<b>% of cycles completed on scheduled date (+ or - 1 Day)</b>	<b>100%</b>	<b>100.00%</b>
<b>Overall Estimate Rate</b>	<b>0.50%</b>	<b>0.30%</b>
<b>Accounts Estimated &gt; 90 Days</b>	<b>0.05%</b>	<b>0.35%</b>

<b>Customer Service - February 2013</b>		
	<b>Target</b>	<b>Actual</b>
<b>Read Rate of Metered Accounts</b>	<b>99.00%</b>	<b>99.30%</b>
<b>% of cycles completed on scheduled date (+ or - 1 Day)</b>	<b>100%</b>	<b>100.00%</b>
<b>Overall Estimate Rate</b>	<b>0.50%</b>	<b>0.40%</b>
<b>Accounts Estimated &gt; 90 Days</b>	<b>0.05%</b>	<b>0.35%</b>



**AUF – Quarterly  
Environmental Report**

There are no Quarterly Environmental Reports for the quarter of December 2012 through February 2013.