

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

March 20, 2013

COMMISSION

13 MAR 22 PM 3: 13

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

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

Dear Ms. Cole:

COM AFD

APA ECO

ENG

IDM TEL

CLK

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:

- 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).

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.

#### PSC – Letter December 20, 2012

Thank you for your assistance.

Sincerely,

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

	System:	Gibsonia Esta	tes	PWSID #:_	653	30079
Contact Person:	Steve	e Fuller		Phone:	813-2	67-2074
Aqua Utilities Florida beca	ame aware of the circu	ımstı Date:	1/1	3/2013	Time:	1155 AM
24 Hour Oral Report to:	FDEP Telephone:		Contact:			
24 Flodi Ofar Neport to.	Date/Time:		Oomaci.			
	DOH Telephone:	863-519-8330	Contact:	Ron S	Stadelbach	ner
	Date/Time: Client Telephone:					,
ı	Date/Time:					
Operator in Responsible (	Charge (ORC)	Stev	ve Fuller			
Was water service interru	pted? (Less than 20 ps	si) Yes	Numbe	er of Connection	s effected:	26
Drosoutioners boil water r	rotiona inguna?	VEC		Data leaved:	4 (4 5	2/2012
Precautionary boil water r By what means: (Door Ha		YES Door Hanger		Date Issued:	1/13	3/2013
If a precautionary boil wat	•					
Period of Malfunction: Has the Malfunction been		me: 1/13/13 130 P YES	М	To Date/Time:	1/13/13	3 230 PM
If No, Date/Tim	e of expected complete	ion:				
Planned Outage?	NO	Failure ?				-
Location of Malfunction or	r Line Break:	1425 Shirley Drive				
LOCATION OF MANUFICHOR OF						
	Describing 48 and for the					
Description of problem:	Break in 1" service l				·	
	Break in 1" service l					
Description of problem:		line				
Description of problem:  Corrective Action Taken:	Isolate service to cu	line istomers to repair 1" service		ded notice delive	ered via do	or hangers
Description of problem:  Corrective Action Taken:	Isolate service to cu	line		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken:  Bwn handed out via door	Isolate service to cu hangers. Repairs made	line istomers to repair 1" service e, samples pulled and pass		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken:	Isolate service to cu hangers. Repairs made	line istomers to repair 1" service e, samples pulled and pass		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken:  Bwn handed out via door  Prior to placing the line ba	Isolate service to cu hangers. Repairs made ack into service, was th	line istomers to repair 1" service e, samples pulled and pass		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken: Bwn handed out via door  Prior to placing the line ba  Flushed  Superchlorinat	Isolate service to cu hangers. Repairs made ack into service, was th	istomers to repair 1" service e, samples pulled and pass the line: (Yes/No)  YES YES		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken: Bwn handed out via door  Prior to placing the line ba  Flushed  Superchlorinat  Bacteriologica	Isolate service to cu hangers. Repairs made ack into service, was the ted I samples collected?	line  stomers to repair 1" service e, samples pulled and pass the line: (Yes/No)  YES YES YES		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken: Bwn handed out via door  Prior to placing the line ba  Flushed  Superchlorinat  Bacteriologica  Results Attach	Isolate service to cu hangers. Repairs made ack into service, was the ted I samples collected?	istomers to repair 1" service e, samples pulled and pass the line: (Yes/No)  YES YES		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken: Bwn handed out via door  Prior to placing the line ba  Flushed  Superchlorinat  Bacteriologica	Isolate service to cu hangers. Repairs made ack into service, was the ted I samples collected?	line  stomers to repair 1" service e, samples pulled and pass the line: (Yes/No)  YES YES YES		ded notice delive	red via do	or hangers.
Description of problem:  Corrective Action Taken: Bwn handed out via door  Prior to placing the line ba  Flushed Superchlorinat Bacteriologica Results Attach If Not, expecte	Isolate service to cuthangers. Repairs made ack into service, was the ted I samples collected? The ted to follow by:  Isomplete as possible defailed product. If know potable water use, and	line  stomers to repair 1" service e, samples pulled and pass the line: (Yes/No)  YES YES YES	ed. Rescind	type, any availa that all repair m	ible manuf aterials mi	acturing ust be
Description of problem:  Corrective Action Taken: Bwn handed out via door  Prior to placing the line ba  Flushed Superchlorinat Bacteriologica Results Attach If Not, expecte  If material failure, give (co information shown on the ANSI or NSF Certified for material, and location/alig	Isolate service to cuthangers. Repairs made ack into service, was the ted. I samples collected? and to follow by: emplete as possible) defailed product. If know potable water use, and nament.	stomers to repair 1" service e, samples pulled and pass the line: (Yes/No)  YES YES YES YES YES YES YES YES YES YE	eluding size, Please note th respect to	type, any availa that all repair m the capacity, si	ible manuf aterials mi ze, type of	acturing ust be

#### Aqua Utilities Florida Water Notice

Date: 1-13-13  System Name: G185001A
System Name: G185001A
Address:
Due to recent circumstances beyond our control, your are has experienced low water pressure. The low pressure was a result of:
Water Main Break
■ Water Main Construction
<ul> <li>Electrical Failure at Water Facility</li> </ul>
☐ Explanation
I would not with the regulatory entity for your wal

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	e: 1-15-13	
	em Name: Gibsonia	
Addı	ress:	
The	1-13-13 -	

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

☐ 6601 5 ☐ 6815 5 ☐ 10200	KING WATER MICROBIAL SAM & LABORATORY REPORTING Southpoint Pkwy. • Jacksonville, FL 32216 • 90 SW Archer Road • Gainesville, FL 32608 • 352. USA Today Way • Miramar, FL 33025 • 954.8 Princess Palm Ave. • Tampa, FL 33619 • 813.6. North Lake Blvd., Ste. 1016 • Altamonte Sprin	G FORMA 4.363.9350 • : 377.2349 • Fa 89.2288 • Fax 30.9616 • Fax	T Fax 904.36 x 352.395.6 954.889.22 : 813.630.4	3.9354 • E826 639 • E82001 281 • E82535 327 • E84589				Wate Project	# or Place Projec	si Labut Here	
G	Advanced Environmenta			•			Analysis Da Sample Ac Sample Pre Disinfectan	l Check: □_Ni	11/14/13	, ,	30
-	Number: 11/40058 Sub-Cont	tract Lab ID:	**************************************		_		This Sampl	e does not me	et the following NEL	AC requiremen	
Total	s Requested: (check all that apply) Coliform/E. coli					C	Other				
Public V	Nater System (PWS) Name: 6 B	50210	i 8	5+	-		PWS I.D.	65	3607	9	
PWS Ad	dress:  PWS Owner's Phone #:96 3 - 80  pr:  Supply: (check only one)						City:				
PWS or	PWS Owner's Phone #: _ 96 3 - 80	<u>58-29</u>	504		Fax #	6	<u>3-85</u>	<u> -3 - 49 3</u>	7	_	
Collecto	or: <u> </u>				Collecto	r's	Phone #:	863-8	58-2504		
Comm	Supply: (check only one) nunity Water System	Non-commu	nity Water	r System	Tran	si	ent Non-co	mmunity Wa	er System		
Reason Distrib	for Sampling: (check all that apply) bution Routine	Raw (tri	ggered or ing replac	assessmen ed) DBo	t) □R il Water	aw No	(triggered	or assessme	ent) additional ا	□Well Surve	14-15-12
Sample	Collection Date: 1-1373 + 1-	-14-13	-			D	N#: AD-00-15	Effect	vs 01/95, Revised 06/0	12/10 1/5	CNY1722
	To be completed by s	collector of sar	nple					Tot	e completed by lab	100	2 1
Cample	Campio Delet	Sample	Famala	Disin-			Analysis M	lethod(s) <sup>3</sup>	SMG2	2006	5
Sample #	Sample Point (Location or Specific Address)	Collection Time	Sample Type <sup>1</sup>	fectant Residual (mg/L)	рН		Non- Coliform	Total Coliform	Fecal, E. coll, Enterocecci, or Coliphage	Data Qualifier <sup>4</sup>	Lab Sample #
1	- 1415 Shales De	3:00pm	D	10		3. 		A.			001
2	1433 540100	3:150m	n	/0				17			(V)7
3	1415 Stilley	7:45A	D	6.8				12			7/3
U	1433 5Hilley	8'w A	<u> </u>	0.8	1	,		11			Tord
7	(4)) 31) (61-6)	0.00	<i>\/</i>	0. 4				17			
	of disinfectant residuals for distribution rout Free chloring or Total chloring (circle one).	tine & repeat		0,9	Lini	20	e otherwise	noted all te	sts are preformed	in accordan	ce with
	ctant Residual Analysis Method:	Muutan en			1	٧E	LAC standa	ards, and the	results relate only	y to the same	
	performing disinfectant analysis is (Check o	one of balow)	:		Date a	nd	time DEP/D	OH notified by	lab of positive result	ls:	
	artified operator (# $B751$ ) ervised by certified operator (# $B751$ )	,			Date R	ep	ort Issued: _		//	1	
1 -	ployed by a certified lab	or DOH			Lab S	ig	nature:	7//	1/1/2	124	
_ Auti	norized representative of supplier of water				Title:		HIII.	24 <b>\J</b>	11/1/20		
187-59-181	ayd: Asten Miller Appression Prison	losh nyra	"jeredite			1		· · ·		DEP/DOH	USE ONLY
1	feve Fuller	~ Rd .				inc Rej	oat Sample				
1 4	15 W. Paughter	, ,			1			amples Requir DEP/DOH:			
1 -	Lakeland, Ha	- 33.	800		1		•	ng Official:			
L				/		_	2				
	tyra for units sample collection. Sample type codes and O = Distribution		Relinqu	ılsh By:	ew	$\leq$	_ ~ 00	~~~	Date:	Time:	
	≈ Row, N = Entry Point to Distribusion, P = Plant Tep. S = Special (clear	ence, etc.)	Rer	eived By:	9-	_	hil	Sel .	Date: 1/14/1	\$ Time: 9	30
Pinase curte approje Dukned in Flenda Ar	MEF=9218 & ECAIUG, MINONNUG=SN922738 HPC=SM92168 male selection memoritisse Code Rule 62:160, Table 1 anty & risp transport not community systems serving paparations until	nec actualma 4 900 D			19 3/0000C				1/		- Made to grow - Made Addition



Date: 01/17/2013

Service Area: CHAPPELL HILLS

PWS: 3424029

#### **IMPORTANT NOTICE**

**BOIL WATER BEFORE USE** 

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**

- 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: CHAPPELL HILLS SUBDIVISION

PWS ID 3424029

DATE <u>1/21/2013</u>

# 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: <u>386-9</u>	37-1143
County: MAR	ION		PWS ID Number:	3424029	
Date and Time of	Failure or Planned Outage:	Date	01/17/13	Time	10:20 AM
Time water system	n was back in service:	Date	01/17/13	Time	11:00 AM
Situation was repo	orted to:				
DEP	Date: 01/17/13 Time:	2:38 PM	Person Contacted:	JOSE' DEPE	DRO (VIA E-MAIL)
Health Dept.	Date: Time:		Person Contacted:		
Other:	AQUA U. Date: 01/17/13 Time:	2:38 PM	Person Contacted:	PATRICIA W	ILLIAMS(VIA E-MAIL)
Location of Troubl	e: 2319 NE 55 <sup>th</sup> PLACE OCALA	Α			
Statement of Trou	ble: CORPERATION STOP ON S	ERVICE L	INE BROKE OFF		
Corrective Action:	CONTRACTOR REPAIRED P	IPE, REP	LACED CORPERAT	TION STOP AND	ASSOCIATED
Number of Custon	ners Affected: APPROXIMAT	TELY 40 (	CONNECTIONS		
Were Customers I	Notified? Yes X No		Explain: PRECAL	JTIONARY BOIL W	ATER
Was Water line Flo	ushed and chlorine residual determine	ed prior to	placing back into se	ervice? YES <u>0.5</u>	5 ppm
Number of Bacteri		2X2 S AYS	amples taken by:	DANIEL ANDE	RSON
*Copies of Bacte	riological Sample Results shall be	forwarde	ed to the Environme	ental Services D	ept. upon receipt.
	e, give (complete as possible) a primation shown on the failed product.				type, any available
Additional remarks	s:				
Reported By	PAUL THOMPSON				
_	Print Name			Signature	

Copy: Environmental Services Department

(Rev.1, 1/98

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

& LABORATURY REPURTING FORMAT

☐ 6681 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574

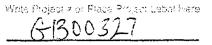
☐ 4965 SW 41st Blvd • Gainesville, Fl 32608 • 352.377.2349 • Fax 352.395.6639 • E82001

☐ 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



	Advanced Environmental Laboratories, Inc.
--	--

	Advanced Environmental Laboratories, Inc.	Lab Receipt Date & Time: 1813 177  Analysis Date & Time: 1913 72 00  Sample Acceptance Criteria: Sample Preservation: 图 On Ice 图 Not On Ice 图 1900 00  Disinfectant Check: 图 Not Detected 图 This Sample does not meet the following NELAC requirements:
Report Number:	Sub-Contract Lab ID:	
Analysis Requested: (chec Total Coliform/E. coli Public Water System (PWS	Total Coliform/Fecal DEnterococci DColip  Name: heanell Hills	hage HPC Other:  PWS I.D.: 3424029
クノヴィ	No.	<b>~</b> / <b>~</b> /

	Public V	Vater System	(PWS) Name: Chap	poll 1	49615			PWS I.D.:	3424	1029		
	PWS Ad	dress:_233	38 NE 55th P Phone #: 386-937	ace				City:O	cala	FL_		<del></del>
	PWS or	PWS Qwner's	Phone #:	-0187	-		=ax #: _				<del> </del>	<del></del>
	Collecto	r: <u>Bani</u>	el S. Ander	son		(	Collecto	r's Phone #:	386-9	37-0187	·	
		Supply: (checi	k only one) <u>ystem</u> <mark>□ Non-Transien</mark> l	t Non-comm	unity Wate	er System	☐ Tra	nsient Non-co	ommunity W	ater System		
			☐ Bottled Water ☐ P				Oth					
	☐ Distril	bution Routine	(check all that apply)  Distribution Repeat	☐ Raw (tr	iggered or	assessmen	nt) 🔲 F	law (triggered	or assessm	nent) additional [	☐ Well Surve	eγ
			acement (also check type			ced) Bo	il Wate					<del></del>
	Sample	Collection Da	te: 1-17-13 g	1-18-1	3			DCN#: AD-D045	i Effect	live 01/95, Revised 09/19	1/2012	
2.53	Sample #		To be completed by a Sample Point n or Specific Address)	Collector of sai Sample Collection	Sample Type <sup>1</sup>	Disin- fectant		Analysis N		be completed by lab SM 9222B		
		•	·	Time		Residual (mg/L)		Non- Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier <sup>4</sup>	Lab Sample #
1	0-1A	2373	NE 55th Place	3:40	i-175	1.8			A	A		001
4	0-18	5544	NE 22nd Ter.	3450 Pm	1475	1.6	0508		A	A		002
-							-					
3	D-2A	2373	NE 55th Place		H85	1.8			Á	Ą		003
10	5-2 <b>8</b>		NE22nd Ter.		-18 -5	1.6			A	Α		004
	·											
-	Average samples.	of disinfectant re	esiduals for distribution rou or Total chlorine (circle one).	rtine & repeat		1.7	Unl	ess otherwise	e noted, all te	ests are preformed	in accordan	ice with
	Disinfer	tant Residual A	nalysis Method:							e results relate only		
		O Colorimetric					Date a	nd time PWS r	notified by lab	of positive results:		
	Person	performing disid	nfectant analysis is (Check	one of below	):					y lab of positive result	ts:	
	D A C	ertified operator (	# A-71410W)	) '			Date F	Report Issued: _	113113		•	
		ervised by certifie ployed by a certifi	ed lab	) or DOH			Lab S	Signature:	Beth	Clin_		
			ative of supplier of water				Title:	<b>.</b>		aragi		
	OF PERSO	KAME AND MAR IN TO RECTIVE F	ESPORTI				1	isfactory			DEP/DOH U	SE ONLY
	Ag	ua Util	lities Florida				I	omplete Collec peat Samples F		on		
	P.C	D. Box 24	80				I — '	olacement Sam	-	I		
	1	ade Lake	lities Florida 80 1, FL 32158	,			1	leviewed by DE				
L			th sample collected. Sample type cod		oution		DEP/C	OH Reviewing		$\overline{}$		
	(routine c	ompliance), C = Repe	ut/Check, R = Raw, N = Entry Point t	o Distribution, P	= Plant	Reline	wich R	-a ) and	al X.(	Tind or son		

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 = Coliforns are absent; P = Coliforns are present; C = confluent growth; TNTC

= too numerous to count (62-550.730 Reporting Format.

Received By:

Time:

### **DRINKING WATER MICROBIAL SAMPLE COLLECTION**

A 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

	Advanced Environmental L	aboratorie	s, inc.			Analysis Da Sample Ac Sample Pre Disinfectant	ate & Time: ceptance Cri servation: 224 t Check: 25.No	: #/6//3  Tegia:  On Ice ID Not On Ice ID No	e ⊠ <u>(4-0</u> ∘c	
Report N	lumber: Sub-Con	itract Lab ID:	:		_ [					
Total	s Requested: (check all that apply) Coliform/E. coli	al DEnter	ococci I	☐ Coliphage	☐ HPC	☐ Other				<u></u>
Public V	Vater System (PWS) Name: ( )	spell i	Hills			PWS 1.D.:	3424	1029		
PWS Ad	dress: 2338 NE 55th P PWS Owner's Phone #: 386-937	ace	<del>,</del>		·	City: <u> </u>	cala	FL		<del></del>
	PWS Owner's Phone #: 386 737 or: Daniel S. Ander	-010 +			Fax #:	Dhana #	201- 0	37-0187		<del></del>
Type of	Supply: (check only one)									<del></del> -
Limite	nunity Water System	t Non-comm Private Well	unity Wate	e <u>r System</u> Imina Pool	☐ Transi		mmunity Wa	iter System		
Reason	for Sampling: (check all that apply)									<del></del>
☐ Distri	oution Routine	of sample b	riggered o	r assessmer	nt) 🔲 Rav	v (triggered	or assessm	ent) additional [	Well Surve	ξX
	Collection Date: 1-17-13			Ceni Par Dr		CN#: AD-D045		ve 01/95, Revised 09/19	0/2012	
00-0-20 <del>0</del> -3-3-3-3-3-3-3-3-3-3-3-3-3-3-3-3-3-3-3	Fortecompleted by							be completed by less		7510 C C C C C T T T T T T T T T T T T T T
Sample	Sample Point	Sample	Sample	Disin-	рН		2 002 000 000	SM 9222B		
#	(Location or Specific Address)	Collection Time	Type'	fectant Residual (mg/L)		Non- Coliform	Total Coliform	Fecal, E coli, Enterococci, or Coliphage <sup>3</sup>	Data Qualifier⁴	Lab Sample
)-1A	2373 NE 55th Place	3:40	i-175	1.8			A	A		001
)-1 <i>B</i>	5544 NE 22nd Ter.	350 Pm	1475	1.6			A	A		002
									-	
-2 <i>A</i>	2373 NE 55th Place 5544 NE 22nd Ter-	10:00°	in85	1.8			A	A	<u> </u>	003
-2 <b>8</b>	5544 NE22nd Ter-	10:20 AM	-18 5	166			A	Α		004
								}		
	of disinfectant residuals for distribution rounties.  Free chlorine or Total chlorine (circle one).	rtine & repeat	<u></u>	1.7	Linies	s otherwise	noted all te	ests are preformed	in accordan	ce with
Disinfer	tant Residual Analysis Method:			<del></del>	7		•	results relate only		
/	Colorimetric				Date and	time PWS n	otified by lab o	of positive results:		
Person	performing disinfectant analysis is (Check	one of below	):		i		OH notified by	lab of positive result	ts:	<del></del>
	ertified operator (# 4-7/4/ Diw ervised by certified operator (#	) }			Date Rep	ort Issued: _	112112	<u> </u>		
	ployed by a certified lab	or DOH			Lab Sig	nature:	Beth.	Clar-		
LI Aut	norized representative of supplier of water				Title:	Play	209 1	aragi		
	iame and mailing address n to rective reports ua Utilities Florida				l	•	ion Informatio	n	DEP/DOH U	SE ONLY
Pic	0. Bix 2480						ples Required			
L	o. Box 2480 ady Lake, FL 32158	7			ł.	riewed by DE <u>H.R</u> eviewing				
	ne sample type for each sample collected. Sample type cod ompliance), C = Repeat/Check, R = Raw, N = Entry Point	les are: D = Distrib				Tienemila	127	7. 1.		
Tap, $S = 3$	ompliance), C = Repear Check, R = Raw, N = Entry Point in Special (clearance, etc.). ication number for the listed method is included at top with			Relind	quish By:	1 / sa	(13) (	/Marson	kni	
. Please cir . Defined i	cle appropriate selection.  a Florida Administrative Code Rule 62-160, Table 1.	·			Date: _	1/18/	ا (ا	Time: 16:17	1771	
and inclus	for community & non-transient non-community systems as ling 4,900. Do not include raw or plant samples in the aver-	age.	•	Recei	ved By:	_/_	<u> </u>			
esuits Key:	A = Coliforms are absent; $P = Coliforms$ are present; $C = c$	onfluent growth;	ENTC		Date:	1118/1	2	Time: //	<i>'</i>	

Date:	12/31/2012	System:	Jasmine Lakes	PWSID #: _		£212070
	12/3 1/20 12	System.	Jasiinio Lakes			
Contact Pe	wson:	Richard Retz / Garth	Armstrong	Phone:	72	7-835-9533
Aqua Utiliti	es Florida became aw	vare of the circumstances:	Date: _	12/26/2012	Time: _	9:00am
24 Hour Or	ral Report to: FDE	P Telephone:		Contact:		
	The same and the s	Date/Time:				
	DOH	Telephone:		Contact:		
		Date/Time:				
	Clien	nt Telephone:		Contact:		
		Date/Time:				
Operator in	n Responsible Charge	(ORC)	Garth Arr	mstrong		
Was water	service interrupted? (I	Less than 20 psi)	Yes	Number of Connections	effected:_	4
Precaution	ary boil water notices i	ieques?	Yes	Date Issued:	1	2/26/2012
	eans: (Door Hanger, T		Door Hangers			D.C. 20
	•	e was not issued, please ex				
		• •	_			
Period of M	Maifunction:	From Date/Time		1To Date/Time:	12/2	5/12 <u>12:00am</u>
Has the Ma	alfunction been correct	ted? Yes/No?	Yes	<del></del>		
ĺ		ime of expected completion	· · · · · · · · · · · · · · · · · · ·			
Planned Ot		Yes	Failure ?_		<u>-</u>	
			_			
Location of	Malfunction or Line B	reak:	Devco Road, Port Richey, F	Florida		· · · · · · · · · · · · · · · · · · ·
	of making 2 incl	turning testing affecting A	in the	-the mell on Daylos Dood		
Description	of problem: 2 inct	I valve leaking anecung + c	commerical customers in the	strip mail on Devou Rusu.	A	
2	h-Man Takan, Danis	O feeb replan				
Corrective /	Action Taken: Repla	nce 2 inch valve				
Corrective /	Action Taken: Repk	ice 2 inch valve				
		ace 2 inch valve service, was the line: (Yes/				
Prior to plac	cing the line back into		/No)			
Prior to place	cing the line back into					
Prior to plac	cing the line back into a Flushed Superchlorinated	service, was the line: (Yes/	(No)			
Prior to place	cing the line back into a Flushed Superchlorinated Bacteriological sample	service, was the line: (Yes/	/No) Yes Yes			
Prior to place	cing the line back into: Flushed Superchlorinated Bacteriological sample Results Attached?	service, was the line: (Yes/	(No)			
Prior to place	cing the line back into a Flushed Superchlorinated Bacteriological sample	service, was the line: (Yes/	/No) Yes Yes			
Prior to place	cing the line back into: Flushed Superchlorinated Bacteriological sample Results Attached? If Not, expected to folk ailure, give (complete a	service, was the line: (Yes/les collected?  ow by: as possible) description of a roduct. If know, include cau	/No) Yes Yes	pe, any available manufact at all repair materials must	turing	
Prior to place  If material finformation  ANSI or NS material, an	cing the line back into: Flushed Superchlorinated Bacteriological sample Results Attached? If Not, expected to folk ailure, give (complete a shown on the failed prior of the failed prior	service, was the line: (Yes/les collected?  ow by: as possible) description of a roduct. If know, include cau	Yes Yes Yes yes  the material including size, ty use of failure. Please note the ike for Like" with respect to the	pe, any available manufact at all repair materials must	turing	

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#### Aqua Utilities Florida Water Notice

Date: 12/26/12
System Name: Dasmine Lakes.
Address: Deveo De.

Water service will be interrupted temporarily in your area approximately from Sam 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

# Aqua Utilities Florida Water Notice

Date: 12/31/2012
System Name: Jasmire Lakes
Address: License Lo

The Precautionary Boil Water Notification 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 Write Project # or Place Project Label Here ☐ 6601 Southpoint Plwy. • Jacksonville, FL 32216 • 904.363.9350 • Fax 904.363.9354 • E82574 ☐ 6815 SW Archer Road • Gainesville, FI 32606 • 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. • Tampe, FL 33619 • 813.630.9616 • Fax 813.630.4327 • E84589 528 S. North Leke Blvd., Ste. 1016 • Alternonte Springs, FL 32701 • 407.937.1594 • E53676 Advanced Lab Receipt Date & Time: 12127112 1310 Analysis Date & Time: Environmental Laboratories. Inc. Sample Acceptance Criterie: Sample Preservation: On Ice Not On Ice Districtant Check, Not Detected Disinfectant Check; Not Detected This Semple does not meet the following NETAC requirements: Report Number: 1121 1344 Sub-Contract Lab ID: Analysis Requested: (check all that apply) ☐Total Coliform/E. coli ☐Total Coliform/Fecal ☐Enterococci □Coliphage □HPC □Other: ekic. AUF PWS LD. Public Water System (PWS) Name: PWS Address: City: PWS or PWS Owner's Phone #: Fax #: Collector: Collector's Phone #: 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 □Rew (triggered or assessment) □Raw (triggered or assessment) additional ☐Well Survey Clearance Replacement (also check type of sample being replaced) Sample Collection Date: \( \square\) Effective 01/95, Revised 06/02/10 To be completed by collector of sample To be completed by lab 49<u>2</u> Analysis Method(s)2 Distin-Sample fectant Sample Sample Point Sample Collection Fecal, E. coll, вH Lab (Location or Specific Address) Type<sup>1</sup> Recirius Non-Total Data Time Enterococci, or Sample (mg/L) Colform Collform Qualifier Collohage 2.30 81 0604 Average of disinfectant residuels for distribution routine & repeat samples. Free chlorine or Total chlorine (circle one). 8 Unless otherwise noted, all tests are preformed in accordance with NELAC standards, and the results relate only to the samples. Disinfectarif Residual Analysis Method: □-DPD Colorimetric □ Other: Date and time PWS notified by lab of positive results: Person performing disinfactant analysis is (Check one of below): Date and time DEP/DOH notified by lab of positive results: 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 Title: DEP/DOH USE ONLY HYSERT NAME AND MAILING ADDRESS OF PERSON TO RECEIVE REPORT! ☐ Satisfactory ☐ Incomplete Collection Information Repeat Samples Required Replacement Samples Required Date Reviewed by DEP/DOH: DEP/DOH Reviewing Official: Date: 1 1. 27-1 Fime: Relinquish By 27/12mme: |300 Received By 228 & D; MTF=92218 & BCMMG; MMOARIG=8M822230; HPC+9M82198

ind Code Rule 82-160, Table 1

G 6815 G 10200 G 9610 G 528 8	KING WATER MICROBIAL SAI & LABORATORY REPORTIN Southpoint Plowy Jacksonville, FL 32216 - : SW Archer Road - Gainesville, FI 32025 - 954 Princess Palm Ave Tampa, FL 33025 - 954 is. North Lake Bivd., Ste. 1016 - Altamonte Spi  Advanced  Environment  **Comment of the Prince of t	NG FORMA 904.363,9350 - 2.377,2349 - Fa .869,2288 - Fay .630,9616 - Fay rings, FL 32701	T Fax 904.36 xx 352.395.6 x 954.889.2 x 813.630.4 - 407.937.1	3.9354 - E82; 8539 - E8290 261 - E82536 327 - E84589 1594 - E5367(	•		Analysis D Sample Ad Sample Pro Disinfectan	ot Date & Time: ate & Time: cosptance Cri seervation:	12/27/1	, 1500 2 1510 3 103 10	<u>)</u>
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	Water System (PWS) Name:		<u> </u>	NC L3	***>	,	ity: 2	<del></del>	البالحالمالا	뒤	
		967.	4173		 Fax #: ˌ				J		
Collecto					Collect	or's l	Phone #:	172-6	111-326	\$	
☐ Certifi	Supply: (check only one)  nunity Water System   Non-Transien	t Non-commu	ınity Water	System	□Tra	ınsieı	nt Non-co	mmunity Wa	ier System		
	d Use System Bottled Water Septiment (wheelt ell that comb)	Private Well	Swimm	ning Pool	Oth	ner:			_		
Distrit	for Sampling: (check all that apply) pution Routine	t _□Raw (tri	ggered or	assessmen		Raw	(triggered	or assessme	ent) additional [	]We∦ Surve	y
∐Clean Samole	ance Replacement (also check type Collection Date: 12-1-13	of sample be	ing replac	ed) 1.986	ii Wate		ne Lic N#: AD-D045		ve 01/95. Revised 06/02	2/10	
E25ANEAN	To be completed by		***		2016						OR THE PROPERTY OF THE PARTY OF
		Sample		Disin-			Analysis M		M922	212	1.000
Sample #	Sample Point (Location or Specific Address)	Collection Time	Sample Type	fectant Residual (mg/L)	pН		Non- Coliform	Total Coliform	Fecal, E. coli, Enterococci, or Coliphage	Data Qualifler	Lab Sample
2	10604 Deixa La-	10:00	7	.48			1	1			M21
<u> </u>	LOCOL WEING LY	1,0, ~~		, ( 3			Π		79		11
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		i .		l		374 24					
		<b>†</b>									
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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.

	2/25/2013		System:	Lake Gibson Es	states	PWSID #:	653	32347
Contact I	Person:		Steve F	uller		Phone:	813-2	67-2074
Agua Uti	lities Florida beca	me awa	re of the circums	t: Date:	2/2	0/2013	Time	730 AN
riquu ou	illios y lorida bood	niio awa	of the ordanic	Date.				
24 Hour	Oral Report to:	FDEP			Contact:			
		DOH	Date/Time: Telephone:	863-519-8330	Contact:	Ron S	Stadelhach	er
		DOM	Date/Time:	2/20/2013 700 PM	Contact.	TOILE	raderbaci	101
		Client	Telephone:		Contact:			
			Date/Time:					
Operator	in Responsible C	harge (	ORC)	Ste	ve Fuller			
Mocwat	er service interrup	stad2 /1 /	as then 20 noil	Yes	Numbe	er of Connections	offootod:	110
vvas wat	er service interrup	ned? (Le	ess than 20 psi)	res	Numbe	er of Confections	s enected.	110
Precautio	onary boil water no	otices is	sues?	Yes		Date Issued:	2/20	/2013
-	means: (Door Har	177		The second secon				
If a preca	autionary boil water	er notice	was not issued,	please explain why?	Door Hange	ers issued		
			to the same to the same of the					
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Has the N	Malfunction been			YES				
	If No. Date/Time	of expe	ected completion					
Planned	Outage?			Failure ?	4 "	PVC main repai	r	
ocation	of Malfunction or	I ine Bre	ak.	205 West Daughtery				
Location	or manariotion or	Cirio Dio	un.	200 Vicor Budginery				
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Description	on of problem:	4" mai	n pipe leak					
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	on of problem:			outage and BWN. Pipe r	epaired, sai	mples pulled BW	'N rescinde	ed.
				outage and BWN. Pipe r	epaired, sai	mples pulled BW	'N rescinde	ed.
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Prior to pl	e Action Taken:  lacing the line backers  Flushed Superchlorinate Bacteriological Results Attache If Not, expected If failure, give (conon shown on the failure) SF Certified for pand location/align	Custor  ck into so ed samples ed? d to follow inplete ad ailed pro potable v ment.	mers Notified of of ervice, was the line collected?  w by: s possible) described duct. If know, invater use, and m	ne: (Yes/No)  yes  yes  yes  yes  jetion of the material incolude cause of failure.	cluding size, Please note th respect to	type, any availal that all repair ma the capacity, siz	ble manufa aterials mu te, type of	acturing ist be

#### □ 6801 Southpoint Pkwy. • Jacksonville, FL 32216 • 904.383.9350 • 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 • DRINKING WATER MICROBIAL SAMPLE COLLECTION Write Project # or Placa Project Label Here 528 S. North Lake Blvd., Ste. 1016 • Altamonte Springs, FL 32701 • 407.937.1594 • E53076 (1917) Lab Receipt Date & Time: Analysis Date & Time: Environmental Laboratories, Inc. Sample Acceptance Criteria: Sample Preservation On Ice Not On Ice Disinfectant Check: Not Detected Report Number: 13023 This Sample does not meet the following NELAC requirements: Sub-Contract Lab ID: Public Water System (PWS) Name: Lake 6-1850N PWS I.D. PWS or PWS Owner's Phone #: 843-8 Collector's Phone #: Type of Supply: (check only one) Community Water System Non-Transient Non-community Water System ☐ Transient Non-community Water System ☐ Other: \_\_\_/\_\_\_ □Limited Use System □Bottled Water □Private Well □Swimming Pool 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 20ther: But Notice Sample Collection Date: 2-20+2-21 To be completed by collector of sample To be completed by lab Analysis Method(s)2 DMC Disin-Sample Sample Point Sample Sample fectant Collection pH Fecal, E. coli, Lab (Location or Specific Address) Residual Type Non-Total Data Time Enterococci, or Sample (mg/L) Coliform Coliform Qualifie Coliphage' ## D 2 D 0 2 Average of disinfectant residuals for distribution routine & repeat samples. Free chlorine or Total chlorine (circle one). 1.1 Unless otherwise noted, all lests are preformed in accordance with NELAC standards, and the results relate only to the samples. Disinfectant Residual Analysis Method: DPD Colorimetric Other: Date and time PWS notified by lab of positive results: Date and time DEP/DOH notified by lab of positive results: Date Report Issued: Supervised by certified operator (#\_ ☐ Employed by a certified lab ☐ Employed by DEP or DOH Lab Signature: Authorized representative of supplier of water DEP/DOH USE ONLY □ Satisfactory Steve Juller 415 w. Daughtery Rd. Lakelane, 7/a, 33809 ☐ Incomplete Collection Information ☐ Repeat Samples Required ☐ Replacement Samples Required Incomplete Collection Information Date Reviewed by DEP/DOH: DEP/DOH Reviewing Official: - Describered growtine companions. Relinquish By: C \* Repost/Check, R & Raw, N & Entry Point to Distribution, P = Plant Tap, S = Special (clearance, etc.) 5 Time: 091 Received By: -\* MF=SM92228 & O, MTF=92218 & ECHNUG; MINORNUG=SM922238, HPC=SM92158 Prinaso einile oppropriate cerection Dulland in Florida Administrative Code Rule 62-160, Table 1 Complete for community & non-transmit non-community syst

e i systems serving populations up to and including 4,900. Do not include tow or plant simplies in the average

#### Aqua Utilities Florida Water Notice

Date: 2 10 1 3
System Name: LAHE GIBLID
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 <i>Precautionary Boil Water Notification</i> 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: _	<u> </u>	22-1	3
System	Name: _	2/1	
Address	: :		

The 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

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.

Date: <u>January 16, 2012</u>

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.

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.

Date: <u>January 28, 2013</u>

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.

# Aigna: Utilities Florida Water Notice Date

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	Local Control		Sample Collection Table	Sergeb Type	Diale- facture Resident (mg/L)	*		Tatal		2 7 C	Lab Sarrede 8
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# Aqua Utilities Florida Water Notice

System Name: RANGUSWOOD Address:

Precoutionary 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



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**

- 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.
- 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
	Name of 'On-site' Licensed Water or Dist. Operator:
PWS ID #: 3641399	DAVID HARING
	Phone # 386-937-1091
VCHD FAX: (386)736-5433 or 274-0713	Date/Time of Incident: 12-21-12/02:00
VCHD Phone: (386) 736-5436	Date/Time Water Service Restored: 12-21-12/07:30
Email:	*Date/Time Reported to VCHD: 12-21-12/12:30
Leonard_Erdman@doh.state.fl.us	(*Notify this office ASAP)
VCHDengineering@doh.state.fl.us	
Describe Event – Planned/Unplanned/Size ar	nd Type of Material (Ductile, Iron, PVC, etc.) if line break:
	knocked out VFD controller, Well Pump Controls, and High
Service Pump Controls	
Corrective Action Taken: (Line replaced, etc	
	ntrols, Ordered new VFD controller to be shipped overnight
and installed on 12-22-12	
Location of Event: (Specific location where b	break or malfunction occurred)
WATER TREATMENT PLANT	
Area Affected: (Subdivision, Neighborhood,	Street boundaries or addresses, etc.)
ENTIRE SUBDIVISION	
Number of Service Connections Affected: 76	6 Residential? (Y/N) Y Commercial? (Y/N) N
Boil Water Notice Issuance: Date 12-21-12	Time: 07:30
Method: Door Hangers? YES TV, I	Radio, Newspaper: NO
	0 1 2 7 7 10 01 00 10
Number of Bacteriological Samples Taken:	4 Sample Date/Time: 12-21&22-12
A 11''.	
Additional Comments:	<u> </u>

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

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

	Dec-12		
		Percent	<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
	Total calls	100%	4,798

# QUALITY PERFORMANCE REPORT FLORIDA CUSTOMERS

January 2013

	Jan-13		
		Percent	<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	<b>Customer Account Changes</b>	6%	349
7	<b>Payment Confirmation Number</b>	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

# QUALITY PERFORMANCE REPORT FLORIDA CUSTOMERS

February 2013

	Feb-13		
		Percent	<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
	Total calls	100%	4,647

#### AUF – Quarterly Florida Customer Contact Report

#### Florida Customer Contacts December 2012

System 48 ESTATES 48 ESTATES Total ARREDONDO ESTATES	CITY    LEESBURG	CCS Reason	Total 2
48 ESTATES Total			
	The second secon		2
	[GAINESVILLE		16
ARREDONDO ESTATES Total			16
ARREDONDO FARMS	IGAINESVILLE		12
ARREDONDO FARMS Total			12
BREEZE HILL	LAKE WALES		3
BREEZE HILL Total			
CARLTON VILLAGE	ILADY LAKE		6
CARLTON VILLAGE Total		Statistical and the	6
CHULUOTA	ICHULUOTA		23
	OVIEDO		7
CHULUOTA Total		E E PORTE E SON E LA COMPANSION DE LA COMP	30
FAIRWAYS @ MT. PLYMOUTH	ISORRENTO		9
FAIRWAYS @ MT. PLYMOUTH Total			9
GIBSONIA ESTATES	ILAKELAND		8
GIBSONIA ESTATES Total			8
GRAND TERRACE	IGRAND ISLAND	A CONTRACTOR OF THE PROPERTY O	3
GRAND TERRACE Total			
HARMONY HOMES	IALTAMONTE SPRINGS		1
HARMONY HOMES Total			1
HERMITS COVE	ISATSUMA	ASSESSMENT OF THE STATE OF THE	1
HERMITS COVE Total			1
HOBBY HILLS	ILADY LAKE	200	2
HOBBY HILLS Total			- 2
HOLIDAY HAVEN	ASTOR		1 3
HOLIDAY HAVEN Total			1 3
IMPERIAL	TAVARES		6
IMPERIAL Total			6
INTERLACHEN PARK	IINTERLACHEN		8
INTERLACHEN PARK Total			8
JASMINE LAKES	PORT RICHEY		42
JASMINE LAKES Total			42
JUNGLE DEN	IASTOR		2
JUNGLE DEN Total		Emplificación de la companya de la c	2
KINGS COVE	FRUITLAND PARK		9
			9
KINGSWOOD	IMIMS	**************************************	1
	ken in sampo and in the polymer in other accounts.		1
LAKE GIBSON ESTATES	ILAKELAND		13
LAKE GIBSON ESTATES Total		State of the state	13
LAKE JOSEPHINE	ISEBRING		16
LAKE JOSEPHINE Total			16
LAKE OSBORNE EST	LAKE WORTH	All Services	14
LAKE OSBORNE EST Total			14
LAKE SUZY	LAKE SUZY	Self Army Commencer	29
LAKE SUZY Total			29
LEISURE LAKES	LAKE PLACID		5
LEISURE LAKES Total			5
OAKWOOD	MIMS		4
OAKWOOD Total			4
OCALA OAKS	BELLEVIEW	Niver III Street Control	3
AAUTU AUUA	OCALA		46

#### Florida Customer Contacts December 2012

System	CIPY	CCS Reason	Total
OCALA OAKS Total	NORTH THE TAXABLE PARTY OF THE P	· 最后是一种人们的原理。	· 59
ORANGE HILL	WINTER HAVEN	RATES	2
	WINTER HAVEN Total	LA CE LAGRET	2
ORANGE HILL Total			
PALM PORT	EAST PALATKA		<b>2</b> 5
PALM PORT Total			5
PALM TERRACE	PORT RICHEY		25
PALM TERRACE Total			25
PEACE RIVER	WAUCHULA		4
PEACE RIVER Total			4
PICCIOLA ISLAND	IFRUITLAND PARK		2
PICCIOLA ISLAND Total		11 9 M. S. S. S. T. H. W.	2
PINEY WOODS	FRUITLAND PARK		3
PINEY WOODS Total		E CONTRACTOR OF THE	3
QUAIL RIDGE	ILEESBURG		4
QUAIL RIDGE Total			4
RIVER GROVE	IEAST PALATKA		3
RIVER GROVE Total			3
SARATOGA HARBOUR	ISATSUMA		6
SARATOGA HARBOUR Total			6
SEBRING LAKES	ISEBRING	Participants and solid and solid maple of the	2
SEBRING LAKES Total			2
SILVER LAKE ESTS	ILEESBURG		25
SILVER LAKE ESTS Total		reconstitution of	25
SKYCREST	IFRUITLAND PARK		1
SKYCREST Total			
ST JOHNS HIGHLANDS	ISATSUMA		5
ST JOHNS HIGHLANDS Total		- <b>2</b>	5
SUMMIT CHASE	ITAVARES		5
SUMMIT CHASE Total			5
SUNNY HILLS	ICHIPLEY		7
SOUNT HILLS	SUNNY HILLS		$-\frac{7}{3}$
SUNNY HILLS Total			10
TANGERINE	IMOUNT DORA		12
IANGERINE	TANGERINE		1
TANGERINE Total			13
THE WOODS	WEBSTER	A NAME OF THE OWNER, ASSOCIATION OF THE OWNE	3
THE WOODS Total	WEBSTER	NAMES OF THE OWNER OWNER.	3
TOMOKA	IORMOND BEACH	The state of the s	13
TOMOKA Total	OKINOND BEACH		13
VALENCIA TERRACE	FRUITLAND PARK		6
VALENCIA TERRACE Total			
VENETIAN VILLAGE	ITAVARES		2
VENETIAN VILLAGE Total			13
VILLAGE WATER TOTAL	LAKELAND	3/6.00 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	
VILLAGE WATER Total			13
ZEPHYR SHORES	ZEPHYRHILLS		6
ZEPHYR SHORES Total			6
WOOTEN	GEORGETOWN		1
WOOTEN Total	e de la companya de		1
Grand Total			463

## Florida Customer Contacts January 2013

System	CATALON CITY	CCS Reason	Total
48 ESTATES	LEESBURG		2
48 ESTATES Total			₩ <b>2</b>
ARREDONDO ESTATES	GAINESVILLE	NOTIFIED THE SECOND CONTRACT OF THE SECOND CO	6
ARREDONDO ESTATES Total			. 6
ARREDONDO FARMS	GAINESVILLE		22
ARREDONDO FARMS Total			22
BEECHERS POINT	WELAKA	The second secon	1
BEECHERS POINT Total			1
BREEZE HILL	JLAKE WALES	30-30	2
BREEZE HILL Total			2
CARLTON VILLAGE	LADY LAKE	A STATE OF THE STA	7
CARLTON VILLAGE Total	· (1) · (1)		7
CHULUOTA	CHULUOTA		30
·	OVIEDO		10
CHULUOTA Total		·23 : 845559	40
EAST LAKE HARRIS ESTATES	ASTATULA		6
EAST LAKE HARRIS ESTATES Total			6
FAIRWAYS @ MT. PLYMOUTH	SORRENTO		4
FAIRWAYS @ MT. PLYMOUTH Total	大学大学被排列 (1980年2月21日本)		4
FERN TERRACE	LEESBURG		3
FERN TERRACE Total			3 3 3
FRIENDLY CENTER	ASTATULA		3
FRIENDLY CENTER Total		BALL STATE	3
GIBSONIA ESTATES	LAKELAND		12
GIBSONIA ESTATES Total			12
GRAND TERRACE	GRAND ISLAND		1
GRAND TERRACE Total		<b>有工作性保护</b> 工	
HAINES CREEK	LEESBURG		1
HAINES CREEK Total		<b>新疆之中,新州北</b> 东西	# 1
HARMONY HOMES	ALTAMONTE SPRINGS		1
HARMONY HOMES Total			1
HERMITS COVE	SATSUMA		7
	<b>化学并上的发展。这些数据一直</b>	hara a dalle da	2 7
HOBBY HILLS	LADY LAKE		3
HOBBY HILLS Total	The state of the s		3
HOLIDAY HAVEN	ASTOR		5 1 <b>5</b>
HOLIDAY HAVEN Total			
IMPERIAL	TAVARES		3
IMPERIAL Total			3
INTERLACHEN PARK	INTERLACHEN		13
INTERLACHEN PARK Total		2/4 <u>4</u> //4 1	13
JASMINE LAKES	PORT RICHEY		61
JASMINE LAKES Total		WAR 19 70 15	61
JUNGLE DEN	ASTOR		5
JUNGLE DEN Total			5
KINGS COVE	FRUITLAND PARK		5 5 3
KINGS COVE Total			3
KINGSWOOD	MIMS		2

## Florida Customer Contacts January 2013

System	CITY	CCS Reason	Total
		一个 图 经经济的	2
LAKE GIBSON ESTATES	TLAKELAND	***************************************	32
LAKE GIBSON ESTATES Total			32
LAKE JOSEPHINE	ISEBRING		18
LAKE JOSEPHINE Total			18
LAKE OSBORNE EST	LAKE WORTH		16
LAKE OSBORNE EST Total			16
LAKE SUZY	ILAKE SUZY		22
LAKE SUZY Total			22
LEISURE LAKES	ILAKÉ PLACID		11
LEISURE LAKES Total			11
OAKWOOD	MIMS		3
OAKWOOD Total		Single Property of the Control of th	3
OCALA OAKS	BELLEVIEW		7
	OCALA		36
	SUMMERFIELD		6
OCALA OAKS Total			49
ORANGE HILL	WINTER HAVEN		11
ORANGE HILL Total			11
PALM PORT	EAST PALATKA		5
PALM PORT Total			5
PALM TERRACE	PORT RICHEY		44
PALM TERRACE Total	2013年1月1日 1月1日 1月1日 1日1日 1日1日 1日1日 1日1日 1日1日	加斯達北海美國北	44
PEACE RIVER	WAUCHULA		2
PEACE RIVER Total	· 1986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	各身 人名意里人	2
PICCIOLA ISLAND	FRUITLAND PARK		2
PICCIOLA ISLAND Total		in but they be	2
PINEY WOODS	FRUITLAND PARK		5
PINEY WOODS Total	医低水体 计可控制 化甘油 岩 地 电电影型		5
POMONA PARK	POMONA PARK		1
POMONA PARK Total		Evaluation	
RAVENSWOOD	LEESBURG		2
RAVENSWOOD Total		<b>Mall</b> ageatz	2
ROSALIE OAKS	LAKE WALES		6
ROSALIE OAKS Total		49 7 (k. 1564)	6
SARATOGA HARBOUR	SATSUMA		2
			2
SEBRING LAKES	SEBRING		3
SEBRING LAKES Total			3
SILVER LAKE ESTS	LEESBURG		34
	THE REPORT OF THE PARTY OF THE	THE CONTROL OF THE	34
SILVER LAKE OAKS	PALATKA		3

# Florida Customer Contacts January 2013

System	СПҮ	CCS Reason	Total
SILVER LAKE OAKS Total	AND RESIDENCE TO A SECOND		3
SKYCREST	FRUITLAND PARK		4
SKYCREST Total	· · · · · · · · · · · · · · · · · · ·		4
ST JOHNS HIGHLANDS	SATSUMA		10
ST JOHNS HIGHLANDS Total	· 建硫酸 群 · · · · · · · · · · · · · · · · · ·		10
SUNNY HILLS	CHIPLEY SUNNY HILLS		4 2
SUNNY HILLS Total			6
TANGERINE	MOUNT DORA TANGERINE		3 4
TANGERINE Total			7
THE WOODS	WEBSTER		3
THE WOODS Total	A CONTRACTOR OF THE PROPERTY O	The Maller and the San	- 3
TOMOKA	ORMOND BEACH		14
TOMOKA Total			14
VALENCIA TERRACE	FRUITLAND PARK		4
VALENCIA TERRACE Total			4
VENETIAN VILLAGE	TAVARES		1
VENETIAN VILLAGE Total	大学医学 <u>医生物种种类型</u> 医医学		- 7. 1
VILLAGE WATER	LAKELAND		14
VILLAGE WATER Total			14
ZEPHYR SHORES	ZEPHYRHILLS		12
	· 4. 20 2		12
MORNINGVIEW	LEESBURG		5
MORNINGVIEW Total			- 5
PALMS MHP	LEESBURG		3
PALMS MHP Total			3
STONE MOUNTAIN	YALAHA		1
STONE MOUNTAIN Total			
Grand Total			568

## Florida Customer Contacts February 2013

System	спу	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			
CARLTON VILLAGE	LADY LAKE		1
CARLTON VILLAGE Total		y Bartiti	
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		ANTI LAST.	- 6
GIBSONIA ESTATES	LAKELAND		11
GIBSONIA ESTATES Total		R-SASSALI:	11
GRAND TERRACE	GRAND ISLAND		2
GRAND TERRACE Total			2
HAINES CREEK	LEESBURG		] 1
HAINES CREEK Total	1.41. 我是有些人。		4.11
HARMONY HOMES	ALTAMONTE SPRINGS	Photo Committee of the	7
HARMONY HOMES Total		Control division in the I	
HERMITS COVE	SATSUMA		1
HERMITS COVE Total HOBBY HILLS			5
	LADY LAKE		5 1
HOLIDAY HAVEN	IASTOR		2
		to each to be a sufficient	2
IMPERIAL	ITAVARES		4
IMPERIAL Total			4
INTERLACHEN PARK	INTERLACHEN	A SOURCE SECTION OF THE SECTION OF T	7
INTERLACHEN PARK Total			7
JASMINE LAKES	PORT RICHEY	man and an	33
JASMINE LAKES Total			33
JUNGLE DEN	ASTOR	MANAGEMENT AND	4
JUNGLE DEN Total			4
KINGS COVE	FRUITLAND PARK		4
KINGS COVE Total			4
KINGSWOOD	MIMS		1
KINGSWOOD Total	SALE OF THE PROPERTY OF THE PARTY OF THE PAR	经收益 计非压缩器	. 1
LAKE GIBSON ESTATES	LAKELAND		58

## Florida Customer Contacts February 2013

System	CITY	CCS Reason	Total
LAKE GIBSON ESTATES Total		AFEC DIAGE.	58
LAKE JOSEPHINE	SEBRING		14
LAKE JOSEPHINE Total			14
LAKE OSBORNE EST	LAKE WORTH		5
LAKE OSBORNE EST Total		Carles Fig. 1	5
LAKE SUZY	LAKE SUZY		5
LAKE SUZY Total	A STATE OF THE STA		- 5
LEISURE LAKES	LAKE PLACID		8
LEISURE LAKES Total		DX PAR DANGE A SECTION	. 8
OAKWOOD	MIMS		12
OAKWOOD Total	THE THE PART OF THE TRANSPORT		12
OCALA OAKS	BELLEVIEW		10
	OCALA		30
	SUMMERFIELD		3
OCALA OAKS Total			43
ORANGE HILL	WINTER HAVEN		2
ORANGE HILL Total			2
PALM PORT	EAST PALATKA		2
PALM PORT Total		V. 退在: W. 显出报告:	2
PALM TERRACE	PORT RICHEY		19
PALM TERRACE Total	· 一、"以上的是我就不信息"之后,在这里的		19
PEACE RIVER	WAUCHULA		17
PEACE RIVER Total		KALBURA SS	17
PICCIOLA ISLAND	FRUITLAND PARK		2
PICCIOLA ISLAND Total			2
PINE VALLEY	HOMOSASSA		1
PINE VALLEY Total			1
PINEY WOODS	FRUITLAND PARK		2
PINEY WOODS Total	17200	e area a late.	2
POMONA PARK	POMONA PARK		3
POMONA PARK Total		ALL BARRETS	3
QUAIL RIDGE	LEESBURG		1
QUAIL RIDGE Total			11
ROSALIE OAKS	LAKE WALES		5
ROSALIE OAKS Total			- 5
SARATOGA HARBOUR	SATSUMA		1
SARATOGA HARBOUR Total			1
SILVER LAKE ESTS	LEESBURG		35
SILVER LAKE ESTS Total	· 中国工作的企业。		35
SILVER LAKE OAKS	PALATKA		1
SILVER LAKE OAKS Total			畫 [1
SKYCREST	FRUITLAND PARK		5
SKYCREST Total	William William Control of the Control of the		5
ST JOHNS HIGHLANDS	SATSUMA		2

## Florida Customer Contacts February 2013

System	CITY	CCS Reason	Total
ST JOHNS HIGHLANDS Total			2
SUMMIT CHASE	TAVARES		3
SUMMIT CHASE Total	一 <u>一一种</u> 那么是一种的	· 公司 中国国际	3
SUNNY HILLS	CHIPLEY SUNNY HILLS		3
SUNNY HILLS Total			6
TANGERINE	MOUNT DORA TANGERINE		3 2
TANGERINE Total		EN BENIES	5 5
THE WOODS	WEBSTER		7
THE WOODS Total			3 7
TOMOKA	ORMOND BEACH		4
TOMOKA Total			4
VALENCIA TERRACE	FRUITLAND PARK		6
VALENCIA TERRACE Total			6
VENETIAN VILLAGE	TAVARES		3
VENETIAN VILLAGE Total	医张克尔氏征 医二甲基甲基氏 医皮肤 医皮肤 医皮肤		3
VILLAGE WATER	LAKELAND		3
VILLAGE WATER Total	· (4) (4) (4) (4) (4) (4) (4) (4) (4) (4)		- 3
ZEPHYR SHORES	ZEPHYRHILLS		10
ZEPHYR SHORES Total	。在1860年的第二人,并且1960年的第二人的第三人称单数		10
STONE MOUNTAIN	YALAHA		1
STONE MOUNTAIN Total		小麦 建铁 医三元性炎	F + 1
Grand Total			441

AUF – Quarterly Florida Score Card

Customer Service - December 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%	0.50%
Accounts Estimated > 90 Days	0.05%	0.40%

Customer Service - January 2013		
	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%	0.35%

Customer Service - February 2013		
	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%	0.40%
Accounts Estimated > 90 Days	0.05%	0.35%

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