



FRIEDMAN,  
FRIEDMAN & LONG, P.A.  
ATTORNEYS & COUNSELORS

FILED JAN 29, 2015  
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FPSC - COMMISSION CLERK

January 29, 2015

E-FILED

Carlotta S. Stauffer, Commission Clerk  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Docket No. 140135-WS - Application for increase in water and wastewater rates in Pasco County by Labrador Utilities, Inc. Our File No. 30057.216

Dear Ms. Stauffer:

The following are Labrador Utilities, Inc.'s ("Company") responses to the Staff's Fourth Data Request dated January 7, 2015:

1. Please provide a list, by customer, of all complaints received four years prior to the test year. Please include an explanation of how each complaint was resolved.

**Response:** Enclosed are copies of the Customer Complaints and resolutions thereof for 2010 through 2013.

Please feel free to contact me if you have any questions or concerns.

Very truly yours,

MARTIN S. FRIEDMAN  
For the Firm

MSF/  
Enclosures

cc: John Hoy (via e-mail)  
Patrick Flynn (via e-mail)  
Darrien Pitts (via e-mail)  
Kyesha Mapp, Esquire (via e-mail)  
Penny Buys (via email)  
Steve Reilly, Esquire (via email)

# 2010 COMPLAINTS AND RESOLUTIONS

LABRADOR UTILITIES, INC.  
Customer Complaints and Resolutions Jan – Dec 2010

Sub Division: 217 MR Route: F6B FA ID : 0186800079  
Account #: 0186800000 Customer Name: WALKER,WILLIAM Phone #: (813) 780-6403  
Address: 6025 SPRING LAKE CIR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 2/8/2010 10:07:27AM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUSTOMER CALLED STATED THAT THERE IS WATER IN HER METER BOX AND THERE IS A HISSING NOISE. CUSTOMER WOULD LIKE TO KNOW IF LEAK IS A U.I. ISSUE OR HERS. PLEASE INVESTIGATE. THANKS, LORIE M. 2-8-2010\*  
Due Date: 2/8/2010 6:00:00PM Resolution Date: 2/8/2010 12:00:00AM FA Status: Completed  
Resolution: Repaired leak our side of meter.

Sub Division: 217 MR Route: F6B FA ID : 0226800336  
Account #: 0226800000 Customer Name: WNOROWSKI,VINNEY Phone #: (813) 788-6143  
Address: 6343 SPRING LAKE CIR CSR: Matthew Chandler Operator: Robert Buono  
Entry Date: 2/18/2010 12:02:35PM SO Type: M-REREAD  
Instructions: READ MTR AND VERIFY THE MTR #. CUST BELIEVES WE ARE READING THE WRONG MTR. PLEASE SPEAK WITH CUST. THANKS. MC  
Due Date: 2/19/2010 6:00:00PM Resolution Date: 2/22/2010 12:00:00AM FA Status: Completed  
Resolution: reread meter & verified the meter#

Sub Division: 217 MR Route: F6B FA ID : 0319800837  
Account #: 0319800000 Customer Name: MADDEN,AL D Phone #: (813) 395-8544  
Address: 6307 JESSUP DR CSR: Tara Drury Operator: Robert Buono  
Entry Date: 10/14/2010 2:52:50PM SO Type: M-SIO Request Type: General Investigation  
Instructions: Please investigate the possibility of a leak on the meter. Customer says she was shown wet dirt around the meter and wants us to check if the meter is leaking before she has someone dig up her yard and driveway. /tmd  
Due Date: 10/15/2010 6:00:00PM Resolution Date: 10/15/2010 12:00:00AM FA Status: Completed  
Resolution: Dug up meter box & found no leak one either side of the meter

Sub Division: 217 MR Route: F6B FA ID : 0275800077  
Account #: 0275800000 Customer Name: JOHNSON,ROSALIND Phone #: (813) 780-6893  
Address: 41277 XENON WAY CSR: Florida Temp 2 Operator: Robert Buono  
Entry Date: 3/17/2010 1:28:35PM SO Type: M-SIO Request Type: General Investigation  
Instructions: PLEASE CHECK CUST WATER. CUST SAYS THAT WATER IS NOT DRINKABLE AND HAS A BAD TASTE. CUST WILL BE AVAILABLE ON THURSDAY 3/18 FROM 2-5PM. PLEASE CALL CUST 813-780-6893 15 MINUTES PRIOR TO COMING. THANKS, BND  
Due Date: 3/17/2010 6:00:00PM Resolution Date: 3/18/2010 12:00:00AM FA Status: Completed  
Resolution: tagged door with findings the chlorine was a 1.0 & it didn't smell of any order on water

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Sub Division: 217 MR Route: F6B FA ID : 0275800223  
Account #: 0275800000 Customer Name: JOHNSON,ROSALIND Phone #: (813) 780-6893  
Address: 41277 XENON WAY CSR: Linette Orengo Operator: David Shoffstall  
Entry Date: 11/9/2010 12:22:08PM SO Type: M-SIO Request Type: General Investigation  
Instructions: customer stated the water has white bubbles doesn't feel safe drinking or using for washing dishes. paged Robert B./LIO FL  
Due Date: 11/9/2010 6:00:00PM Resolution Date: 11/10/2010 12:00:00PM FA Status: Completed  
Resolution: water had air bubbles due to directional flushing in the system.

Sub Division: 217 MR Route: F6B FA ID : 0307800832  
Account #: 0307800000 Customer Name: DAVIS,WILLIAM Phone #: (813) 322-4481  
Address: 6125 SPRING LAKE CIR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 10/6/2010 8:18:35AM SO Type: HIBILL  
Instructions: customer called upset about being billed for 10 gallons customer is out of town. Please re-read meter and check for leaks. double check register numbers and document file. Thanks, Lorie  
Due Date: 10/6/2010 8:18:35AM Resolution Date: 10/6/2010 12:00:00AM FA Status: Completed  
Resolution: reread & checked for leaks there were no leaks

Sub Division: 217 MR Route: F6B FA ID : 0458800598  
Account #: 0458800000 Customer Name: MASON,DOROTHY J Phone #: (207) 749-9395  
Address: 6233 FOREST LAKE DR CSR: Leanne Loeffel Operator: Robert Hudson  
Entry Date: 1/20/2010 8:21:29AM SO Type: HIBILL  
Instructions: Please read meter, customer is seasonal and said when she came back to town she had a leak. Customer also said that shut off valve is hard to get to in case of emergency shut off. Please check condition of meter also, can it be repositioned?  
Due Date: 1/21/2010 6:00:00PM Resolution Date: 1/20/2010 12:00:00AM FA Status: Completed  
Resolution: customer says water was supposed to have been turned off in Aug.2009 water was on at my arrival the day that I went to check on the leak on 1/5/10 that was called in from 6232 spring lk. cr.

Sub Division: 217 MR Route: F6B FA ID : 0672900354  
Account #: 0672900000 Customer Name: ROSSELL,SHARON Phone #: (813) 355-3478  
Address: 6128 JESSUP DR CSR: Florida Temp 2 Operator: Robert Buono  
Entry Date: 2/10/2010 10:53:57AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Customer washed white spread and came out with rust spots on it. Customer is home. Called Luke @11:53. DSD  
Due Date: 2/10/2010 6:00:00PM Resolution Date: 2/10/2010 12:00:00AM FA Status: Completed  
Resolution: gave bottle of redout

Sub Division: 217 MR Route: F6B FA ID : 0582900259  
Account #: 0582900000 Customer Name: LOWELL,VAUGHN Phone #: (813) 779-1206

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Address: 6052 JESSUP DR CSR: Cristina Harden Operator: Robert Buono  
Entry Date: 11/29/2010 12:58:03PM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUST STATES HAS RAW SEWAGE ODOR EVERY EVENING. (don't show any prior cust contacts or f/a's).  
paged to robert buono who is aware of issue & will call cust directly: 813-779-1206. thanks/tina  
Due Date: 11/29/2010 6:00:00PM Resolution Date: 11/29/2010 12:00:00AM FA Status: Completed  
Resolution: Spoke with the customer about what we are doing the odorr & she was not satisfied with the answer

Sub Division: 217 MR Route: F6B FA ID : 0855800360  
Account #: 0855800000 Customer Name: ALLERDING,DAVID Phone #: (231) 526-5631  
Address: 41222 XENON WAY CSR: Elise Christian Operator: Robert Hudson  
Entry Date: 1/19/2010 9:51:50AM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUST SNT LTR THAT IN NOV & DEC WHILE AT THE RES THAT THE WATER SMELLED LIKE ROTTEN  
EGGS AND THAT THEY FEEL THAT THE CL2 IS TOO HIGH. SHE ALSO SAID THAT THE PARK SMELLS  
BAD. PAGED TO ROBT H. (EC)  
Due Date: 1/19/2010 12:00:00AM Resolution Date: 1/19/2010 12:00:00AM FA Status: Completed  
Resolution: talked with resident and checked water and meter and all was good, gave resident the tag

Sub Division: 217 MR Route: F6B FA ID : 0882900485  
Account #: 0882900000 Customer Name: HESLINGA,KLAAS Phone #: (813) 783-6473  
Address: 6053 UTOPIA DR CSR: Matthew Chandler Operator: Robert Hudson  
Entry Date: 1/20/2010 9:11:42AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: MS. CALLED DUE TO ODOR IN THE AREA. SHE WANTS SOMEONE TO COME TO HER HOME AND  
EXPLAIN WHY THIS IS HAPPENING.THANKS. MC  
Due Date: 1/21/2010 6:00:00PM Resolution Date: 1/20/2010 12:00:00AM FA Status: Completed  
Resolution: talked to the customer about the odor and explained the reason for the slight odor

Sub Division: 217 MR Route: F6B FA ID : 1259800307  
Account #: 1259800000 Customer Name: GALLANT,GEORGE Phone #: (813) 779-0642  
Address: 6168 JESSUP DR CSR: Ferrellyn Trovinger Operator: Robert Hudson  
Entry Date: 1/25/2010 8:52:36AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: Customer called answering service at 2:15pm complaining of a leak between the meter and the house.  
Called to Robert H. FLT  
Due Date: 1/23/2010 11:05:00PM Resolution Date: 1/23/2010 12:00:00AM FA Status: Completed  
Resolution: spoke with customer and showed it was on their side of the meter

Sub Division: 217 MR Route: F6B FA ID : 2192900437  
Account #: 2192900000 Customer Name: JOHNSTON,PORTER Phone #: (813) 780-9895  
Address: 6061 UTOPIA DR CSR: Ferrellyn Trovinger Operator: Robert Hudson  
Entry Date: 1/25/2010 8:02:44AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer called answering service at 06:00pm complaining of odor from the plant. Called to Jim. FLT

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Due Date: 1/20/2010 6:00:00PM Resolution Date: 1/20/2010 12:00:00AM FA Status: Completed  
Resolution: checked plant ,walked area normal plant ops, no air movement

Sub Division: 217 MR Route: F6B FA ID : 2202900799  
Account #: 2202900000 Customer Name: MCGINNIS,RUSSELL Phone #: (813) 788-4884  
Address: 5731 VIAU WAY CSR: Florida Temp 2 Operator: Robert Buono  
Entry Date: 4/5/2010 9:12:58AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: Customer reported that the water coming from all faucets is yellow. Called to Rob B. @ 10:12. DSD  
Due Date: 4/5/2010 6:00:00PM Resolution Date: 4/5/2010 12:00:00AM FA Status: Completed  
Resolution: spoke with customer about the yellow water and that I was flushing and that the water will clear up in a day. I gave him a bottle of redbegone for his clothes washer.

Sub Division: 217 MR Route: F6B FA ID : 2296800730  
Account #: 2296800000 Customer Name: RILEY,JOHN Phone #: (813) 783-6290  
Address: 6062 SPRING LAKE CIR CSR: Florida Temp 3 Operator: Robert Buono  
Entry Date: 2/16/2010 8:43:20AM SO Type: M-SIO Request Type: General Investigation  
Instructions: SEWAGE IS BLOCKED, CUST SAYS THAT IT IS BUBBLING FROM THE CLEAN OUT. THANKS KAP  
Due Date: 2/16/2010 6:00:00PM Resolution Date: 2/16/2010 12:00:00AM FA Status: Completed  
Resolution: Auger lateral line from C/O to our main cleaned out blockage in line.

Sub Division: 217 MR Route: F6B FA ID : 2296800096  
Account #: 2296800000 Customer Name: RILEY,JOHN Phone #: (813) 783-6290  
Address: 6062 SPRING LAKE CIR CSR: Kimberly Bennett Operator: Robert Buono  
Entry Date: 2/18/2010 11:36:57AM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions: CUSTOMER CALLED DUE TO SEWER BLOCKAGE CALLED TO LUKE @ 12:34PM. KIM  
Due Date: 2/18/2010 6:00:00PM Resolution Date: 2/18/2010 12:00:00AM FA Status: Completed  
Resolution: reaugered customer later line

Sub Division: 217 MR Route: F6B FA ID : 2453900593  
Account #: 2453900000 Customer Name: SHERMAN,CARMELLA Phone #: (813) 715-4236  
Address: 6128 UTOPIA DR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 9/24/2010 11:39:27AM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUSTOMER CALLED STATED THAT WATER IN CLOTHES WASHER IS YELLOW AND TINTED CLOTHING AND THERE IS YELLOW WATER IS IN THE TOILET. PLEASE INVESTIGATE. THANKS, LORIE M. 9-24-2010\*CALLED LEE NEAL@12:39PM.  
Due Date: 9/24/2010 6:00:00PM Resolution Date: 9/24/2010 12:00:00AM FA Status: Completed  
Resolution: Gave Cust two bottle of red - b- gone

Sub Division: 217 MR Route: F6B FA ID : 3229800304  
Account #: 3229800000 Customer Name: TETREAUULT SR,GEORGE P Phone #: (813) 862-3334

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Address: 6413 JESSUP DR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 11/22/2010 10:59:03AM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUSTOMER CALLED STATED HE HAD SEWER LINE REPAIRED BEYOND HIS SERVICE AREA. HE STATED HE HAS PROOF. WANTS RE-IMBURSEMENT (?) PLEASE CONTACT CUSTOMER MR . TETREULT AT (813)-862-3334. THANKS, LORIE  
Due Date: 11/22/2010 6:00:00PM Resolution Date: 11/22/2010 12:00:00AM FA Status: Completed  
Resolution: varified the blockage was on our side.

Sub Division: 217 MR Route: F6B FA ID : 3410900784  
Account #: 3410900000 Customer Name: MOORE,DAVID P Phone #: (517) 647-7265  
Address: 5937 JESSUP DR CSR: Ferrellyn Trovinger Operator: Robert Hudson  
Entry Date: 1/25/2010 8:13:36AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Customer called the answering service at 9:12pm complaining of odor from plant. Called to Robert H. FLT  
Due Date: 1/20/2010 11:00:00PM Resolution Date: 1/20/2010 12:00:00AM FA Status: Completed  
Resolution: checked plant ,walked area, normal ops no air movement

Sub Division: 217 MR Route: F6B FA ID : 3371900412  
Account #: 3371900000 Customer Name: MEADER,SONJA L Phone #: (603) 539-7772  
Address: 5857 NAPLES DR CSR: Lorie Mayeski Operator: Robert Hudson  
Entry Date: 1/20/2010 7:20:33AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: CUSTOMER CALLED STATED "TERRIBLE SEWER ODOR IN NEIGHBORHOOD". PLEASE INVESTIGATE. THANKS, LORIE M. 1-20-2010\*CALLED OUT TO ROBERT HUDSON @ 8:17A.M.\*  
Due Date: 1/20/2010 6:00:00PM Resolution Date: 1/20/2010 12:00:00AM FA Status: Completed  
Resolution: tagged door about odor

Sub Division: 217 MR Route: F6B FA ID : 4038800417  
Account #: 4038800000 Customer Name: MCLEOD,DAVID Phone #: (518) 235-6363  
Address: 6043 PRESIDENTIAL CIR CSR: Florida Temp 3 Operator: Robert Buono  
Entry Date: 3/22/2010 10:39:39AM SO Type: M-SIO Request Type: General Investigation  
Instructions: On this customer's property we had to dig under a tree to repair sewer lines, customer says something is wrong a large hole is forming by the tree where they dug. Please investigate. Please speak with Mrs. Mcleod before leaving, thanks kap.  
Due Date: 3/23/2010 6:00:00PM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed  
Resolution: recamared lat line that was repaired it looked good. hole was due to soil settling dumped 5 gals bucket of dirt.

Sub Division: 217 MR Route: F6B FA ID : 4662900351  
Account #: 4662900000 Customer Name: SULLIVAN, SHIRLEY Phone #: (585) 964-9438  
Address: 6050 PRESIDENTIAL CIR CSR: Brandi Deere Operator:  
Entry Date: 7/20/2010 7:45:55AM SO Type: HIBILL  
Instructions: re-read meter and check for leak. cust called in complaining of high bill. cust is away of out town and said

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there should be no water running through meter because she shut the valve off at the meter before she left. bnd

Due Date: 7/21/2010 6:00:00PM Resolution Date: 7/21/2010 12:00:00AM FA Status: Completed  
Resolution: No leak detected. Last read incorrect R= 474510. Please inform cust. only employees of Utilities, Inc may operate valve at meter, per L. Neal, seasonal turn offs must be called in to office. RC

Sub Division: 217 MR Route: F6B FA ID : 4991900376  
Account #: 4991900000 Customer Name: CLOWERS,JUDY Phone #: (813) 404-1131  
Address: 5736 VIAU WAY CSR: Linda Jones Operator: Robert Buono  
Entry Date: 12/1/2010 10:04:12AM SO Type: M-SIO Request Type: General Investigation  
Instructions: MS CALLED ADVISED NO WATER. (CALLED TO ROBERT). LINDA  
Due Date: 12/1/2010 6:00:00PM Resolution Date: 12/1/2010 12:00:00AM FA Status: Completed  
Resolution: leak indicator on the meter spinning very fast & there is a leak on the customer side . I turned off the meter so the customer can call a plumber.

Sub Division: 217 MR Route: F6B FA ID : 5433900033  
Account #: 5433900000 Customer Name: SPERRY,EVELYN Phone #: (863) 853-8131  
Address: 6328 UTOPIA DR CSR: Linda Jones Operator: Robert Buono  
Entry Date: 12/28/2010 7:58:53AM SO Type: HIBILL  
Instructions: RE-READ METER AND CHECK FOR LEAK. MS COMPLAINIGN OF HIGH BILL. LINDA  
Due Date: 12/29/2010 6:00:00PM Resolution Date: 12/29/2010 12:00:00AM FA Status: Completed  
Resolution: there was a leak on the meter leak indicator.

Sub Division: 217 MR Route: F6B FA ID : 5910900025  
Account #: 5910900000 Customer Name: ATKINS,JOAN Phone #: (813) 715-7283  
Address: 5943 UTOPIA DR CSR: Jacqueline Sillitoe Operator: Robert Hudson  
Entry Date: 1/20/2010 2:56:56PM SO Type: HIBILL  
Instructions: CUSTOMER CALLED IN A HIGH BILL COMPLAINT FOR AN UNOCCUPIED HOME, PLEASE CHECK METER FOR LEAKS. THANKS KAP  
Due Date: 1/20/2010 2:56:56PM Resolution Date: 1/21/2010 12:00:00AM FA Status: Completed  
Resolution: no leaks readily detectable, some weepage in the box around the curb stop, tightened down

Sub Division: 217 MR Route: F6B FA ID : 6775800698  
Account #: 6775800000 Customer Name: KEIZER,BETTE Phone #: (207) 354-6690  
Address: 41216 WHITMER DR CSR: Lorie Mayeski Operator:  
Entry Date: 7/20/2010 9:00:57AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Please re-read meter and check for leaks. Lock meter per customer request. Customer complaining of high bill. Cust stated she is out of town and not living there at this time. Please note findings on comments.  
Due Date: 7/21/2010 6:00:00PM Resolution Date: 7/21/2010 12:00:00AM FA Status: Completed  
Resolution: No leaks indicated. Read = 110910 RC



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Sub Division: 217 MR Route: F6B FA ID : 6809800872  
 Account #: 6809800000 Customer Name: SLANAKER,DAVID Phone #: (813) 782-5298  
 Address: 6241 JESSUP DR CSR: Brandi Deere Operator: Robert Buono  
 Entry Date: 8/2/2010 8:21:03AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
 Instructions: cust has low water pressure. please check. bnd  
 Due Date: 8/2/2010 6:00:00PM Resolution Date: 8/2/2010 12:00:00AM FA Status: Completed  
 Resolution: Taged door it seem like your valve is open & you have good volume at hose bib before your filter . Please check your filter.

Sub Division: 217 MR Route: F6B FA ID : 7357800854  
 Account #: 7357800000 Customer Name: WOLCOTT,RONALD C Phone #: (813) 788-4429  
 Address: 6004 PRESIDENTIAL CIR CSR: Andrea Lybarger Operator: Robert Buono  
 Entry Date: 9/24/2010 1:39:29PM SO Type: HIBILL  
 Instructions: CUST DISPUTES METER READING. PROPERTY VACANT AT THIS TIME. CLAIMS ACTUAL METER AT ADDRESS SHOWS LOWER NUMBER THAN WE HAVE FOR LAST READ.  
 Due Date: 9/27/2010 6:00:00PM Resolution Date: 9/27/2010 12:00:00AM FA Status: Completed  
 Resolution: reread meter

Sub Division: 217 MR Route: F6B FA ID : 7958800894  
 Account #: 7958800000 Customer Name: HANSEN,BERNT J Phone #: (813) 783-8674  
 Address: 6302 FOREST LAKE DR CSR: Mullins Ryan Operator: Robert Buono  
 Entry Date: 12/6/2010 9:36:32AM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Customer requests someone to repair driveway, not satisfied with the contractor.  
 Due Date: 12/6/2010 6:00:00PM Resolution Date: 12/9/2010 12:00:00AM FA Status: Completed  
 Resolution: Lee spoke with customer & rectified the problem. Customer is satisfied.

Sub Division: 217 MR Route: F6B FA ID : 8316800910  
 Account #: 8316800000 Customer Name: THROWER,HELEN M Phone #: (813) 788-5678  
 Address: 6346 SPRING LAKE CIR CSR: Brandi Deere Operator: Lee Neal  
 Entry Date: 7/21/2010 7:18:12AM SO Type: HIBILL  
 Instructions: re-read meter and check for leaks. cust called complaining of high bill. bnd  
 Due Date: 7/22/2010 6:00:00PM Resolution Date: 7/22/2010 9:30:00AM FA Status: Completed  
 Resolution: Read today of 84320 is less than previous read. No leaks found. Spoke to customer. DH. 07-22-2010

Sub Division: 217 MR Route: F6B FA ID : 8342900936  
 Account #: 8342900000 Customer Name: BELL,HOWARD Phone #:  
 Address: 5636 VIAU WAY CSR: Mullins Ryan Operator: Robert Buono  
 Entry Date: 9/14/2010 8:56:38AM SO Type: M-SIO Request Type: General Investigation

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Instructions: Customer says really low water pressure, please investigate/RDM  
Due Date: 9/14/2010 6:00:00PM Resolution Date: 9/14/2010 11:00:00AM FA Status: Completed  
Resolution: customer found valve off.

Sub Division: 217 MR Route: F6B FA ID : 8699800769  
Account #: 8699800000 Customer Name: MAHON,RICHARD A Phone #: (301) 928-3992  
Address: 5926 JESSUP DR CSR: Brandi Deere Operator: Robert Buono  
Entry Date: 5/19/2010 2:30:25PM SO Type: HIBILL  
Instructions: re-read meter and check for leak. cust called complaining of high bill. bnd  
Due Date: 5/20/2010 6:00:00PM Resolution Date: 5/20/2010 12:00:00AM FA Status: Completed  
Resolution: Spoke with the customer & that said the leak indicator on the meter was moving yesterday. They found a leak under the home and called a plumber.

Sub Division: 217 MR Route: F6B FA ID : 8881900603  
Account #: 8881900000 Customer Name: SMETANA,TONY Phone #: (813) 788-6733  
Address: 5750 VIAU WAY CSR: Andrea Lybarger Operator: Robert Buono  
Entry Date: 11/19/2010 10:20:54AM SO Type: HIBILL  
Instructions: CUSTOMER COMPLANING OF HIGH BILL \*\*\*\*\*HE WANTS TO BE THERE WHEN YOU CHECK METER PLEASE CHECK FOR LEAK. THANKS ANDREA  
Due Date: 11/22/2010 6:00:00PM Resolution Date: 11/22/2010 12:00:00AM FA Status: Completed  
Resolution: spoke with customer & showed him the leak indicator on the meter was moving the there was a possible leak on their side.

Sub Division: 217 MR Route: F6B FA ID : 9410900396  
Account #: 9410900000 Customer Name: MULLEN,THOMAS Phone #: (813) 715-4465  
Address: 5938 JESSUP DR CSR: Ferrellyn Trovinger Operator: Robert Hudson  
Entry Date: 1/25/2010 8:14:33AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Virginia Mullen called the answering service at 9:20pm complaining of sewer plant odor. She said it has never smelled this bad. Called to Robert H. FLT  
Due Date: 1/20/2010 11:00:00PM Resolution Date: 1/20/2010 12:00:00AM FA Status: Completed  
Resolution: checked plant, walked area, normal plant ops, no air movement

Sub Division: 217 MR Route: F6B FA ID : 9278800919  
Account #: 9278800000 Customer Name: STARR,ALICE B Phone #: (813) 788-3440  
Address: 6209 PRESIDENTIAL CIR CSR: Linda Jones Operator: Robert Buono  
Entry Date: 11/19/2010 1:45:07PM SO Type: HIBILL  
Instructions: RE-READ METER AND CHECK FOR LEAKS. MS COMPLAINING OF HIGH BILL. LINDA  
Due Date: 11/22/2010 6:00:00PM Resolution Date: 11/22/2010 12:00:00AM FA Status: Completed  
Resolution: spoke with the cust daughter & showed her the indicator on the meter that was moving & it looks like There is a possible leak on their side

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Sub Division: 217 MR Route: F6B FA ID : 9978800876  
Account #: 9978800000 Customer Name: HYDE,DUANE Phone #: (585) 933-7206  
Address: 6253 PRESIDENTIAL CIR CSR: Florida Temp 2 Operator:  
Entry Date: 3/31/2010 10:28:28AM SO Type: HIBILL  
Instructions: Please read meter and check area for leaks. High bill complaint. Please speak with customer. DSD  
Due Date: 4/1/2010 6:00:00PM Resolution Date: 4/1/2010 12:00:00AM FA Status: Completed  
Resolution: reread and checked for leaks with customer. We saw that the leak indicator was moving slowly.

Sub Division: 217 MR Route: F6B FA ID : 2935800911  
Account #: 6368972729 Customer Name: PITTMAN,RUSSELL Phone #: (813) 395-8294  
Address: 6424 PRESIDENTIAL CIR CSR: Linda Jones Operator: Robert Buono  
Entry Date: 11/3/2010 2:46:53PM SO Type: HIBILL  
Instructions: RE-READ METER AND CHECK FOR LEAKS. CUST COMPLAINING OF HIGH BILLS IN AUGUST.  
Due Date: 11/4/2010 6:00:00PM Resolution Date: 11/4/2010 12:00:00AM FA Status: Completed  
Resolution: There are no leaks @ the meter & the valve @ meter is off

Sub Division: 217 MR Route: F6B FA ID : 3803900036  
Account #: 1435067286 Customer Name: HENSLEY,REBECCA Phone #: (423) 503-0492  
Address: 6239 UTOPIA DR CSR: Florida Temp 2 Operator: Robert Buono  
Entry Date: 3/10/2010 2:40:13PM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUST IS EXPERIENCING LOW WATER PRESSURE. PLEASE CHECK.  
Due Date: 3/10/2010 6:00:00PM Resolution Date: 3/10/2010 12:00:00AM FA Status: Completed  
Resolution: spoke with customer and it seem like it was a internal problem told customer to call a plumber

Sub Division: 217 MR Route: F6B FA ID : 7623900107  
Account #: 5978738702 Customer Name: PHELPS,TRACY Phone #: (813) 778-6164  
Address: 41323 WHITMER DR CSR: Florida Temp 2 Operator: Robert Buono  
Entry Date: 3/16/2010 7:28:30AM SO Type: HIBILL  
Instructions: RE-READ METER AND CHECK FOR LEAK. CUSTOMER CALLED COMPLAINING OF HIGH BILL.  
PLEASE TAG DOOR WITH FINDINGS. BND  
Due Date: 3/17/2010 6:00:00PM Resolution Date: 3/17/2010 12:00:00AM FA Status: Completed  
Resolution: tagged door with no aparent leak on meter

Sub Division: 217 MR Route: F6B FA ID : 0149800643  
Account #: 5299579492 Customer Name: PAYNE,ANNA Phone #: (813) 395-8458  
Address: 6250 JESSUP DR CSR: Lori Jones Operator: Robert Buono  
Entry Date: 9/20/2010 9:54:11AM SO Type: HIBILL

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Instructions: Please re-read meter and check for leaks. Cust complaining of bill double compared to last month, as no one is staying at the home, little to no water should have been used. Please do not tag door.

Due Date: 9/21/2010 6:00:00PM Resolution Date: 9/21/2010 12:00:00AM FA Status: Completed

Resolution: Leak indicator shows there is a slow leak & turned off meter.

# 2011 COMPLAINTS AND RESOLUTIONS

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Sub Division: 217 MR Route: F6B FA ID: 0065800850  
Account #: 0065800000 Customer Name: ELIZABETH DALY Phone #:  
Address: 41204 XENON WAY CSR: Linda Jones Operator: Robert Buono  
Entry Date: 3/29/2011 12:31:35PM SO Type: M-SIO Request Type: General Investigation  
Instructions: MR CALLED TO ADVISE LOW WATER PRESSURE. (CALLED TO ROBERT 1:31P). LINDA  
Due Date: 3/29/2011 6:00:00PM Resolution Date: 3/29/2011 12:00:00AM FA Status: Completed  
Resolution: The low pressure was due to customer house valve was partly closed

Sub Division: 217 MR Route: F6B FA ID: 0275800129  
Account #: 0275800000 Customer Name: JOHNSON, ROSALIND Phone #: (813) 780-6893  
Address: 41277 XENON WAY CSR: Cammy Iwinski Operator:  
Entry Date: 8/30/2011 12:44:28PM SO Type: M-REREAD  
Instructions: PLEASE GET A RE READ AND CHECK FOR LEAK.HIGH BILL COMPLAINT. CAMMY  
Due Date: 8/31/2011 6:00:00PM Resolution Date: 8/31/2011 9:15:00AM FA Status: Completed  
Resolution: Re Read Meter 86960 gal and checked for leaks, "None Detected". Brian S. Owens

Sub Division: 217 MR Route: F6B FA ID: 0882900163  
Account #: 6105781214 Customer Name: RODRIGUE, LINDA Phone #: (813) 602-3988  
Address: 6053 UTOPIA DR CSR: Lorie Mayeski Operator: Lee Neal  
Entry Date: 2/21/2011 7:31:48AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: CUSTOMER CALLED STATED 'SEWER LIKE ODOR' IN NEIGHBORHOOD. PLEASE INVESTIGATE.  
CUSTOMER'S PHONE NUMBER 813-783-6473 \*CALLED OUT TO ROB BUONO LEFT V-MAIL SPOKE  
WITH LEE NEAL @ 8:36 A.M.\*  
Due Date: 2/21/2011 6:00:00PM Resolution Date: 2/21/2011 12:00:00AM FA Status: Completed  
Resolution: spoke with customers guest that were staying with them & told them the odor probable cause by the  
blower belts & that we were going to do maintenance on one of the tanks

Sub Division: 217 MR Route: F6B FA ID: 0920900687  
Account #: 0920900000 Customer Name: MANNING, ELIZABETH Phone #: (813) 783-3592  
Address: 5948 UTOPIA DR CSR: Brandi Deere Operator: Robert Buono  
Entry Date: 4/29/2011 2:41:33PM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUST REPORTED WATER IN THE METER FOR A WEEK. CUST IS AWAY ON VACATION & HER  
NEIGHBOR CLAUDE WATCH OVER THE HOME #813-395-8110. PLEASE CHECK. THANKS BND  
Due Date: 5/2/2011 6:00:00PM Resolution Date: 5/2/2011 12:00:00AM FA Status: Completed  
Resolution: reseated curb stop that was dripping

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Sub Division: 217 MR Route: F6B FA ID: 1389800051  
Account #: 1389800000 Customer Name: TUMMINO, ROCCO Phone #: (813) 788-1913  
Address: 5915 UTOPIA DR CSR: Maxine Norris Operator: Robert Buono  
Entry Date: 11/16/2011 8:43:40AM SO Type: M-SIO Request Type: General Investigation  
Instructions: customer called in and stated that his meter box is over flowing with water... please investigate... thank you  
Due Date: 11/16/2011 6:30:00PM Resolution Date: 11/16/2011 12:00:00AM FA Status: Completed  
Resolution: The leak was on the customer side where the slip to female thread that we installed yesterday after we installed a new curb stop

Sub Division: 217 MR Route: F6B FA ID: 1709800679  
Account #: 1709800000 Customer Name: ALLISON, JOAN Phone #: (813) 782-5919  
Address: 6233 JESSUP DR CSR: Deborah Volz Operator: Robert Buono  
Entry Date: 2/25/2011 9:38:32AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Cust called to let us know sewage disposal on Paquette St. has a powerful odor. Deb  
Due Date: 2/25/2011 8:00:00PM Resolution Date: 2/25/2011 12:00:00AM FA Status: Completed  
Resolution: while doing maintenance was being done sludge got old that caused a slight odor hosing down sludge to Resolve issue

Sub Division: 217 MR Route: F6B FA ID: 2028800495  
Account #: 2028800000 Customer Name: JERRETT, DUNCAN Phone #: (813) 780-7144  
Address: 6039 PRESIDENTIAL CIR CSR: Linette Orengo Operator: Robert Buono  
Entry Date: 3/30/2011 9:50:19AM SO Type: M-SIO Request Type: General Investigation  
Instructions: water leak & the meter, customer stated new shut off valve installed yesterday & now it's leaking. Paged Lee N.../LIO FL  
Due Date: 3/30/2011 6:00:00PM Resolution Date: 3/30/2011 12:00:00AM FA Status: Completed  
Resolution: The leak was @ the slip to thread were the meter spud goes into. The leak was repaired.

Sub Division: 217 MR Route: F6B FA ID: 2245800748  
Account #: 2245800000 Customer Name: BAILEY, NANCY Phone #: (813) 782-9473  
Address: 41221 WHITMER DR CSR: Jacqueline Chandler Operator: Robert Buono  
Entry Date: 1/24/2011 8:34:16AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer called to report that our water bleached her clothing. Please visit home, test at spigot and report findings to customer. DISP call to rb/lm  
Due Date: 1/24/2011 12:00:00AM Resolution Date: 1/24/2011 12:00:00AM FA Status: Completed  
Resolution: spoke with customer & told her what the chlorine runs pu @ the well which was Sat =1.9 ,Mon = 2.3 & her house was a 2.0. I told her that I would try to keep the well around A 2.0

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Sub Division: 217 MR Route: F6B FA ID: 2296800971  
Account #: 2296800000 Customer Name: RILEY, JOHN Phone #: (813) 783-6290  
Address: 6062 SPRING LAKE CIR CSR: Vicki Wilson Operator: Robert Buono  
Entry Date: 8/22/2011 10:46:42AM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions: Water coming up at clean out and coming up in tub, said this happens once or twice a year w/tree roots in our line//Vicki contacted rob Buono  
Due Date: 8/22/2011 8:00:00PM Resolution Date: 8/22/2011 12:00:00AM FA Status: Completed  
Resolution: Had contractor out to auger lateral line

Sub Division: 217 MR Route: F6B FA ID: 2296800219  
Account #: 2296800000 Customer Name: RILEY, JOHN Phone #: (813) 783-6290  
Address: 6062 SPRING LAKE CIR CSR: Linda Jones Operator: Robert Buono  
Entry Date: 1/10/2011 8:09:04AM SO Type: M-SIO Request Type: General Investigation  
Instructions: MR CALLED TO ADVISED BLOCKED SEWER POSSIBLE TREE ROOTS IN LINE. (CALLED TO ROBERT 9:16A). LINDA  
Due Date: 1/10/2011 6:00:00PM Resolution Date: 1/10/2011 12:00:00AM FA Status: Completed  
Resolution: rented auger to free up lateral line and cleared the line

Sub Division: 217 MR Route: F6B FA ID: 2733900067  
Account #: 2733900000 Customer Name: DAWSON, JEAN Phone #: (813) 780-1457  
Address: 6316 UTOPIA DR CSR: Linda Jones Operator: Robert Buono  
Entry Date: 3/18/2011 10:37:03AM SO Type: M-SIO Request Type: General Investigation  
Instructions: MS CALLED POSSIBLE SEWER BACKUP--CANT GET ANYTHING TO FLUSH MS DAWSON 8137801457 OR CELL 8132202240. LINDA (CALLED TO ROBERT 11:41A)  
Due Date: 3/18/2011 6:00:00PM Resolution Date: 3/18/2011 12:00:00AM FA Status: Completed  
Resolution: blockage was on her side

Sub Division: 217 MR Route: F6B FA ID: 3247800886  
Account #: 4476281266 Customer Name: PARRIS, JENNIFER Phone #: (815) 953-5587  
Address: 6019 TWILIGHT DR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 1/20/2011 9:48:07AM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUSTOMER CALLED STATED HE HAS SEWER BACKUP. HAD PLUMBER ON SITE CLOG IS AT UI STREET CONNECTION. PLEASE RESPOND. LORIE M. 1-20-2011\*CALLED OUT TO LEE NEAL @ 10:50 A.M.\*  
Due Date: 1/20/2011 6:00:00PM Resolution Date: 1/24/2011 12:00:00AM FA Status: Completed  
Resolution: cameraed lateral line, dug up, repaired line



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Sub Division: 217 MR Route: F6B FA ID: 3489800437  
Account #: 3489800000 Customer Name: GAPCZYNSKI, MICHAEL Phone #: (989) 351-9517  
Address: 5916 JESSUP DR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 1/26/2011 8:16:37AM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUSTOMER CALLED REPORTED LEAK AT METER. PLEASE RESPOND. THANKS, LORIE M.  
1-26-2011  
Due Date: 1/26/2011 6:00:00PM Resolution Date: 1/28/2011 12:00:00AM FA Status: Completed  
Resolution: changed out curb stop that was leaking .Brain helped

Sub Division: 217 MR Route: F6B FA ID: 3710900053  
Account #: 0982560247 Customer Name: BOIDO, VINCE Phone #:  
Address: 5940 JESSUP DR CSR: Karen Thimmes Operator: Robert Buono  
Entry Date: 9/21/2011 10:18:25AM SO Type: HIBILL  
Instructions: Customer complaining of high bill, reread meter and check for leaks. Thanks, Karyn  
Due Date: 9/22/2011 8:00:00PM Resolution Date: 9/22/2011 12:00:00AM FA Status: Completed  
Resolution: Customer has a leak under house. Meter reader found leak & turned off water off at the house & tagged door.

Sub Division: 217 MR Route: F6B FA ID: 4120900547  
Account #: 4120900000 Customer Name: SHERK, ROSS Phone #: (813) 779-2960  
Address: 5947 UTOPIA DR CSR: Cristina Harden Operator: Robert Buono  
Entry Date: 4/27/2011 12:03:15PM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUST REPORTS LEAK AT METER. PAGED TO LEE N. THANKS/TINA  
Due Date: 4/27/2011 6:00:00PM Resolution Date: 4/27/2011 12:00:00AM FA Status: Completed  
Resolution: leak was the curb stop taped valve to stop the leak

Sub Division: 217 MR Route: F6B FA ID: 4570900097  
Account #: 4570900000 Customer Name: KENNEDY, CHARLES Phone #: (813) 395-8182  
Address: 5914 BENZ PL CSR: Jennifer Elliot Operator:  
Entry Date: 7/7/2011 8:46:02AM SO Type: HIBILL  
Instructions: Please re-read the meter and check it for leaks. Customer is complaining about a high bill. Customer stated  
that he turned the water off from the shut off valve to the home and he is away in Canada. Jennifer  
Due Date: 7/8/2011 8:00:00PM Resolution Date: 7/8/2011 12:00:00AM FA Status: Completed  
Resolution: Please advise cust they are not allowed to operate valve at meter, that valve is for our use only. If they want  
the water off they have to call us, or install a valve after the meter. There are no leaks and no usage since  
June 9 read. RC

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Sub Division: 217 MR Route: F6B FA ID: 6056800868  
Account #: 5197462524 Customer Name: FARROW, ERNIE Phone #: (226) 909-0794  
Address: 41023 BREAM CIR CSR: Isabel Ceballos Operator: Robert Buono  
Entry Date: 1/19/2011 10:59:49AM SO Type: HIBILL  
Instructions: Customer complaining of high cons. Re-read meter & check for leaks. Tag door w/findings. /ic Customer says no way this readings are correct. Call customer at 909-229-3936  
Due Date: 1/20/2011 6:00:00PM Resolution Date: 1/19/2011 12:00:00AM FA Status: Completed  
Resolution: the leak indicator moves very slowly every now & then. Called customer and left a message on their phone on finding & tagged door. If any other questions please call the offices.

Sub Division: 217 MR Route: F6B FA ID: 6150900077  
Account #: 6150900000 Customer Name: CALDWELL, VIOLET J Phone #: (813) 862-3086  
Address: 5802 NAPLES DR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 9/20/2011 11:17:37AM SO Type: HIBILL  
Instructions: CUSTOMER CALLED UPSET STATES TECH IS READING METER WRONG ON A FREQUENT BASIS. PLEASE RE-READ METER AND LEAVE THOROUGH COMMENTS. THANKS, LORIE  
Due Date: 9/20/2011 7:00:00PM Resolution Date: 9/20/2011 12:00:00AM FA Status: Completed  
Resolution: Read meter on 9/20 & reading was 960810 & on leaks noted there is another box a few inches away but the meter is in their own box. Double checked meter on 9/21 & the read was the same read.

Sub Division: 217 MR Route: F6B FA ID: 6150900655  
Account #: 6150900000 Customer Name: CALDWELL, VIOLET J Phone #: (813) 862-3086  
Address: 5802 NAPLES DR CSR: Tara Drury Operator: Robert Buono  
Entry Date: 8/2/2011 8:34:46AM SO Type: HIBILL  
Instructions: Re-read meter and check for leak. Customer complaining of high bill. States that no one is there to use the water. /tmd  
Due Date: 8/3/2011 6:00:00PM Resolution Date: 8/3/2011 12:00:00AM FA Status: Completed  
Resolution: Found the leak indicator on the meter was moving very slowly. So turned off water @ the meter & tagged door.

Sub Division: 217 MR Route: F6B FA ID: 6856800458  
Account #: 6856800000 Customer Name: AUFFREY, NORMAN J Phone #: (813) 782-6547  
Address: 6207 TWILIGHT DR CSR: Sheri Demonbreun Operator: Robert Buono  
Entry Date: 2/25/2011 9:11:44AM SO Type: HIBILL  
Instructions: re-read meter check for leak. Customer called complaining of high bill-Sheri  
Due Date: 2/25/2011 8:00:00PM Resolution Date: 2/28/2011 12:00:00AM FA Status: Completed  
Resolution: I didn't see any apparent leaks on the meter leak indicator

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Sub Division: 217 MR Route: F6B FA ID: 6946800700  
 Account #: 6946800000 Customer Name: BURGAN, DAVID Phone #: (813) 355-4951  
 Address: 41026 BREAM CIR CSR: Lori Jones Operator: Robert Buono  
 Entry Date: 10/19/2011 11:32:27AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
 Instructions: Customer stating he is getting air bubbles coming up thru toilets. He says everything is flushing properly, but still getting the air bubbles. Please call David @813-355-4951. Thank you. LLJ  
 Due Date: 10/19/2011 6:00:00PM Resolution Date: 10/19/2011 12:00:00AM FA Status: Completed  
 Resolution: Checked up & down stream manhole & they were clear & cameraed lateral line from customer house to main also was clear.

Sub Division: 217 MR Route: F6B FA ID: 7812900450  
 Account #: 7812900000 Customer Name: SMITH, ROXIE Phone #: (607) 776-3876  
 Address: 5713 VIAU WAY CSR: Karen Thimmes Operator:  
 Entry Date: 4/13/2011 8:35:51AM SO Type: HIBILL  
 Instructions: Customer called complaining of high bill, reread meter & check for leaks. Tag door with results. Thanks, Karyn  
 Due Date: 4/14/2011 8:00:00PM Resolution Date: 4/14/2011 12:00:00AM FA Status: Completed  
 Resolution: no leaks on the leak indicator

Sub Division: 217 MR Route: F6B FA ID: 7812900544  
 Account #: 7812900000 Customer Name: SMITH, ROXIE Phone #: (607) 776-3876  
 Address: 5713 VIAU WAY CSR: Karen Thimmes Operator: Robert Buono  
 Entry Date: 12/20/2011 11:16:25AM SO Type: HIBILL  
 Instructions: Customer complaining of high bill, customer shut meter off himself. Advised to not do that in the future and to call to have turned back on. Please reread meter and check for leaks. House vacant. Thanks, Karyn  
 Due Date: 12/21/2011 8:00:00PM Resolution Date: 12/21/2011 12:00:00AM FA Status: Completed  
 Resolution: did not see any leaks on the meter leak indicator & valve @ meter was turned off

Sub Division: 217 MR Route: F6B FA ID: 9209800330  
 Account #: 9209800000 Customer Name: CAMPBELL, DOROTHY J Phone #: (813) 862-3825  
 Address: 6203 JESSUP DR CSR: Isabel Ceballos Operator: Robert Buono  
 Entry Date: 1/21/2011 7:40:32AM SO Type: HIBILL  
 Instructions: Re-read meter. Complaining of high usage. Tag door w/findings. /IC  
 Due Date: 1/24/2011 6:00:00PM Resolution Date: 1/24/2011 12:00:00AM FA Status: Completed  
 Resolution: found no leaks on the meter leak indicator

# 2012 COMPLAINTS AND RESOLUTIONS

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Sub Division: 217 MR Route: F6B FA ID: 0320900393  
Account #: 0233121733 Customer Name: Shrontz, Ellen Phone #: (330) 424-5460  
Address: 5943 JESSUP DR CSR: Linda Schnauffer Operator:  
Entry Date: 3/19/2012 7:49:28AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Customer filing complaint regarding the unbearable order coming from the WW plant. He states it's been going on for about a week now and that the past 3-4 days have been the worst. lds-fl  
Due Date: 3/19/2012 6:00:00PM Resolution Date: 3/19/2012 12:00:00AM FA Status: Completed  
Resolution: bioxide running @ master L/S ran low. Contractor was out to fill up the bioxide & to check out the pump & changed out a spring on the pump

Sub Division: 217 MR Route: F6B FA ID: 0549800193  
Account #: 4495885512 Customer Name: STUCKLESS, HARDY Phone #: (902) 877-1587  
Address: 6238 JESSUP DR CSR: Lori Jones Operator:  
Entry Date: 11/1/2012 1:43:24PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: Customer reporting leak at the meter. Please make contact with the customer to let her know if she needs a plumber, or if it is a leak on UI side. Thanks. LLJ  
Due Date: 11/1/2012 6:00:00PM Resolution Date: 11/1/2012 12:00:00AM FA Status: Completed  
Resolution: the leak was on the customer side but it was our meter spud that was leaking

Sub Division: 217 MR Route: F6B FA ID: 0558800827  
Account #: 0558800000 Customer Name: TRAINA, MARCY Phone #: (813) 782-9456  
Address: 6243 FOREST LAKE DR CSR: Tara Drury Operator:  
Entry Date: 8/27/2012 8:27:34AM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions: Please investigate. Customer states that meter cover has blown off. /tmd  
Due Date: 8/28/2012 6:00:00PM Resolution Date: 8/28/2012 12:00:00AM FA Status: Completed  
Resolution: replaced meter box lid.

Sub Division: 217 MR Route: F6B FA ID: 0558800233  
Account #: 0558800000 Customer Name: TRAINA, MARCY Phone #: (813) 782-9456  
Address: 6243 FOREST LAKE DR CSR: Loretta Abbott Operator:  
Entry Date: 10/1/2012 9:44:15AM SO Type: M-SIO Request Type: No Water  
Instructions: MARCY SAYS ALL OF SUDDEN NO WTR. I DO NOT SEE ANY NOTICES FOR HER AREA - SAID SHE JUST SAW ONE OF OUR TRUCK ACROSS THE STREET. PLZ. CK. & TAG HER DOOR A.S.A.P. SENDING EMAIL TO THE FIELD.ROBT. BUONO, SEAN REINCKE, TONY GRAZIANO. LORETTA  
Due Date: 10/1/2012 6:00:00PM Resolution Date: 10/1/2012 12:00:00AM FA Status: Completed  
Resolution: Spoke with customer & told them one of the high service pumps did not kick on while we were flushing & we were going to have an electrician check it out

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Sub Division: 217 MR Route: F6B FA ID: 0558800892  
Account #: 0558800000 Customer Name: TRAINA, MARCY Phone #: (813) 782-9456  
Address: 6243 FOREST LAKE DR CSR: Sylvia Watler Operator:  
Entry Date: 4/2/2012 11:48:59AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer is calling to report that cover on meter is broken, Sylvia  
Due Date: 4/3/2012 6:00:00PM Resolution Date: 4/4/2012 12:00:00AM FA Status: Completed  
Resolution: replaced meter box lid

Sub Division: 217 MR Route: F6B FA ID: 0620900508  
Account #: 4188703025 Customer Name: CHASSIE, GERALD Phone #: (508) 528-0783  
Address: 5951 UTOPIA DR CSR: Brandi Deere Operator: Robert Buono  
Entry Date: 1/6/2012 1:39:52PM SO Type: M-SIO Request Type: Discolored Water  
Instructions: cust called says water has rust in it & water is orange. Please check. Called Lee Neal  
Due Date: 1/6/2012 6:00:00PM Resolution Date: 1/6/2012 12:00:00AM FA Status: Completed  
Resolution: spoke with customer and told I was doing a water repair at 5948 Utopia Dr & that might have disturbed the water in the line. He showed me some clothes from his washing machine & I gave him some Red Be Done for the clothes

Sub Division: 217 MR Route: F6B FA ID: 0672900041  
Account #: 0672900000 Customer Name: ROSSELL, SHARON Phone #: (813) 355-3478  
Address: 6128 JESSUP DR CSR: Karen Thimmes Operator: Robert Buono  
Entry Date: 2/6/2012 11:19:03AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer has leak on UI side where valve is. Please check. Emailed Rob. Thanks, Karyn  
Due Date: 2/6/2012 8:00:00PM Resolution Date: 2/8/2012 12:00:00AM FA Status: Completed  
Resolution: changed out leaking curb stop

Sub Division: 217 MR Route: F6B FA ID: 0949800809  
Account #: 0949800000 Customer Name: HERBERT, GORDON Phone #: (905) 237-4392  
Address: 6214 JESSUP DR CSR: Deborah Volz Operator:  
Entry Date: 10/12/2012 12:02:19PM SO Type: HIBILL  
Instructions: re-read meter, check for leaks, hi bill complaint. House is not unoccupied. We show water usage, please check the valve, service has been locked off. Badge # 18721949. Deb  
Due Date: 10/15/2012 8:00:00PM Resolution Date: 10/15/2012 12:00:00AM FA Status: Completed  
Resolution: read history shows that in July read was 165180, August read was 165220, September read was 165240. Watched the meter and it was moving very slightly. Valve was locked all the way.

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Sub Division: 217 MR Route: F6B FA ID: 0979800871  
Account #: 0979800000 Customer Name: DEBOLT, HERBERT Phone #: (813) 788-0302  
Address: 5914 JESSUP DR CSR: Matthew Chandler Operator:  
Entry Date: 5/10/2012 11:45:00AM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions: CUST CALLED IN DUE TO BUSTED LID ON METER BOX. PLEASE CHECK OUT AND REPLACE,  
Due Date: 5/11/2012 6:00:00PM Resolution Date: 5/11/2012 12:00:00AM FA Status: Completed  
Resolution: replaced meter box lid

Sub Division: 217 MR Route: F6B FA ID: 1227800404  
Account #: 1227800000 Customer Name: PATRICK, BERYL Phone #: (813) 783-3803  
Address: 6219 SPRING LAKE CIR CSR: Vanessa Robinson Operator:  
Entry Date: 10/8/2012 1:14:50PM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Please check customer report low water pressure... customer is at home thanks VFR  
Due Date: 10/8/2012 6:00:00PM Resolution Date: 10/8/2012 12:00:00AM FA Status: Completed  
Resolution: checked out water system no leak & water well pressure was good. Checked out water pressure @ customer water facet & it was good

Sub Division: 217 MR Route: F6B FA ID: 1872900563  
Account #: 1872900000 Customer Name: CROMAR, DARRYL Phone #: (813) 298-9259  
Address: 6122 JESSUP DR CSR: Constance Dunn Operator:  
Entry Date: 12/14/2012 12:22:34PM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions: Customer calling to report water bubbling up from meter box. E-mailed to ops@ 1:21pm. Thanks Connie  
Due Date: 12/14/2012 6:00:00PM Resolution Date: 12/14/2012 12:00:00AM FA Status: Completed  
Resolution: replaced plastic meter spud the was leaking on our side of the meter

Sub Division: 217 MR Route: F6B FA ID: 2192900894  
Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895  
Address: 6061 UTOPIA DR CSR: Maxine Norris Operator: Lee Neal  
Entry Date: 4/10/2012 7:23:29AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: customer called in about sewer smell and was very upset and would like someone to look into it. Investigate  
Due Date: 4/10/2012 6:30:00PM Resolution Date: 4/10/2012 12:00:00AM FA Status: Completed  
Resolution: No noticeable odors at this time. Found faulty chem feed pump at Master LS and notified contractor. Found faulty chem feed pump @ Master LS. Contractor on way LN

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Sub Division: 217 MR Route: F6B FA ID: 2192900522  
Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895  
Address: 6061 UTOPIA DR CSR: Linette Orengo Operator: Robert Buono  
Entry Date: 1/12/2012 7:52:47AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Bad sewer smell. Customer stated she is about 100 ft. from the plant has doors/windows closed & it smells bad. I called Rob no answer I called Daniel A. no answer I left him a mess..../LIO FL  
Due Date: 1/12/2012 6:00:00PM Resolution Date: 1/12/2012 12:00:00AM FA Status: Completed  
Resolution: working on pumping down chlorine contact chamber might have stirred up some odor

Sub Division: 217 MR Route: F6B FA ID: 2192900071  
Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895  
Address: 6061 UTOPIA DR CSR: Maxine Norris Operator:  
Entry Date: 3/27/2012 7:36:37AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: customer called in and stated that the sewer smell was very bad in the area and this has been going on for the last three weeks and would like something done about it  
Due Date: 3/27/2012 6:30:00PM Resolution Date: 3/27/2012 12:00:00AM FA Status: Completed  
Resolution: I am trying to fix the odor problem

Sub Division: 217 MR Route: F6B FA ID: 2245800349  
Account #: 2245800000 Customer Name: BAILEY, NANCY Phone #: (813) 782-9473  
Address: 41221 WHITMER DR CSR: Glenda Thompson Operator:  
Entry Date: 5/8/2012 2:54:46PM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUST PHND TO REPORT THAT WHEN SHE WASHED A LOAD OF CLOTHES, THEY CAME OUT DISCOLORED DUE TO THE LEVEL OF CHLORINE IN OUR WATER...PLEASE CHECK. THANKS, GT  
Due Date: 5/9/2012 6:00:00PM Resolution Date: 5/9/2012 12:00:00AM FA Status: Completed  
Resolution: Arrive & found the chlorine residual was 1.7 @ customer hose bib & water was clear. Customer is still upset about sheets.

Sub Division: 217 MR Route: F6B FA ID: 2296800504  
Account #: 2296800000 Customer Name: RILEY, JOHN Phone #: (813) 783-6290  
Address: 6062 SPRING LAKE CIR CSR: Amanda Stonebreaker Operator:  
Entry Date: 5/22/2012 7:12:38AM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions: CUSTOMER STATES SEWER BACKED UP, HE STATES THAT TREE ROOTS ARE THE CAUSE. EMAILED TO ROBERT. AMANDA/FL  
Due Date: 5/22/2012 6:00:00PM Resolution Date: 5/22/2012 12:00:00AM FA Status: Completed  
Resolution: Augured lateral line that has roots in it



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Sub Division: 217 MR Route: F6B FA ID: 2453900629  
Account #: 8117973001 Customer Name: MACNEIL, FRANK Phone #: (813) 783-6777  
Address: 6128 UTOPIA DR CSR: Kimberly Bennett Operator:  
Entry Date: 7/24/2012 10:11:49AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: CUSTOMER HAS LEAK AT METER PLEASE CHECK AND ADVISE. DID LEAK REGISTER ON CUST SIDE?  
Due Date: 7/24/2012 6:00:00PM Resolution Date: 7/24/2012 12:00:00AM FA Status: Completed  
Resolution: the leak was on our side of the meter it did not go through the meter

Sub Division: 217 MR Route: F6B FA ID: 2540900050  
Account #: 2540900000 Customer Name: COOPER, DONNA B Phone #: (813) 862-9624  
Address: 5917 TWILIGHT DR CSR: Lorie Mayeski Operator: Robert Buono  
Entry Date: 1/11/2012 8:21:32AM SO Type: M-SIO Request Type: General Investigation  
Instructions: LEAK AT METER PLEASE REPAIR. THANKS, LORIE\*CUST. CALLED AGAIN TODAY I CALLED LEE NEAL AND HE WILL SEND OUT UI TECH TODAY @12:19 P.M.\*  
Due Date: 1/11/2012 6:00:00PM Resolution Date: 1/30/2012 12:00:00AM FA Status: Completed  
Resolution: repaired the leak by replacing the valve

Sub Division: 217 MR Route: F6B FA ID: 2740900636  
Account #: 2740900000 Customer Name: DASOVICH, JUDY A Phone #: (813) 355-4336  
Address: 5911 TWILIGHT DR CSR: Constance Dunn Operator: Robert Buono  
Entry Date: 1/16/2012 8:29:53AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: customer calling to report bad sewer odor coming from the east side of the plant. Called Lee@ 9:29am.  
Due Date: 1/16/2012 6:00:00PM Resolution Date: 1/16/2012 12:00:00AM FA Status: Completed  
Resolution: investigated the smell and it was caused by the blower tripping out

Sub Division: 217 MR Route: F6B FA ID: 2800900884  
Account #: 2800900000 Customer Name: KOEDER, RAYMOND Phone #: (515) 382-6328  
Address: 5933 JESSUP DR CSR: Vicki Wilson Operator:  
Entry Date: 3/19/2012 7:42:34AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: very strong sewage smell from plant 2 blocks away  
Due Date: 3/19/2012 8:00:00PM Resolution Date: 3/19/2012 12:00:00AM FA Status: Completed  
Resolution: Bioxide running @ master L/S ran low. Contractor was out to fill up the bioxide & to check the pump & changed out a spring on the pump

Sub Division: 217 MR Route: F6B FA ID: 2935800458  
Account #: 6368972729 Customer Name: PITTMAN, RUSSELL Phone #: (813) 395-8294  
Address: 6424 PRESIDENTIAL CIR CSR: Lorie Mayeski Operator: Lee Neal

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Entry Date: 4/16/2012 12:55:09PM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUSTOMER SENT E-MAIL HAS HAD ANOTHER LEAK ON PROPERTY FEELS IT MAY BE RELATED TO RECENT WORK UI DID ON LINES IN THIS PARK AREA.\*PLEASE COMMENT ON WHAT WORK WAS DONE IN AREA &IF IT COULD HAVE ADVERSE EFFECT ON CUST' WATER LINES LORIE\*E-MAILED MIKE WILSON  
Due Date: 4/17/2012 6:00:00PM Resolution Date: 4/17/2012 12:00:00AM FA Status: Completed  
Resolution: Spoke to customer and there is no leak at this time. I informed him that if he has a bill to dispute to call the office. I also informed him that if there was a leak after the meter that if he produces a bill we may be able to give some sewer credit.

Sub Division: 217 MR Route: F6B FA ID: 3019800247  
Account #: 3019800000 Customer Name: SEGO, ROBERT Phone #: (813) 780-8797  
Address: 6251 JESSUP DR CSR: Maxine Norris Operator:

Entry Date: 7/13/2012 7:17:09AM SO Type: M-SIO Request Type: Clogged Sewer  
Instructions: customer called in and stated that she has sewer back up in her shower, bathtub, and kitchen. Investigate  
Due Date: 7/13/2012 6:30:00PM Resolution Date: 7/13/2012 12:00:00AM FA Status: Completed  
Resolution: went over & found our lateral line was clear going to our main. Spoke with customer & said to call a plumber.

Sub Division: 217 MR Route: F6B FA ID: 3071900466  
Account #: 5053311481 Customer Name: DARROW, PHILLIP Phone #: (813) 597-6791  
Address: 5960 BENZ PL CSR: Tara Drury Operator:

Entry Date: 3/26/2012 8:31:59AM SO Type: HIBILL  
Instructions: Re-read meter and check for leak. Customer complaining of high bill. Please speak with customer or tag door if no one home. /tmd  
Due Date: 3/27/2012 6:00:00PM Resolution Date: 3/27/2012 12:00:00AM FA Status: Completed  
Resolution: read & checked for leaks & the leak indicator was moving very slowly every now & then & tagged door w/findings

Sub Division: 217 MR Route: F6B FA ID: 3201900419  
Account #: 3201900000 Customer Name: ELHAGE, AFTON Phone #: (813) 788-4975  
Address: 5924 BENZ PL CSR: Tricia Anderson Operator:

Entry Date: 12/19/2012 8:54:12AM SO Type: M-SIO Request Type: No Water  
Instructions: cust states no water please check....dispatched...tda  
Due Date: 12/19/2012 6:00:00PM Resolution Date: 12/19/2012 12:00:00AM FA Status: Completed  
Resolution: the VFD were tripped out

Sub Division: 217 MR Route: F6B FA ID: 3229800280  
Account #: 3229800000 Customer Name: TETREAUULT SR, GEORGE P Phone #: (813) 862-3334  
Address: 6413 JESSUP DR CSR: Maxine Norris Operator: Lee Neal

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Entry Date: 4/9/2012 12:25:50PM      SO Type: M-SIO      Request Type: Odor in Sewer  
 Instructions: customer called in and stated that sewer smell in neighborhood is horrible and that someone needs to look into it  
 Due Date: 4/10/2012 6:30:00PM      Resolution Date: 4/10/2012 12:00:00AM      FA Status: Completed  
 Resolution: Found faulty Chem feed pump @ Master LS. Contractor on the way to repair. LN

Sub Division: 217      MR Route: F6B      FA ID: 3231900143  
 Account #: 3684156681      Customer Name: ROBINSON, DIANE      Phone #: (586) 855-3895  
 Address: 5936 BENZ PL      CSR: Samantha Tackett      Operator: Robert Buono  
 Entry Date: 3/20/2012 12:32:49PM      SO Type: M-SIO      Request Type: Odor in Sewer  
 Instructions: PLEASE INVESTIGATE STRONG SEWAGE SMELL IN PARK AND NEAR THIS HOME. THANK YOU, SAM NV  
 Due Date: 3/21/2012 6:00:00PM      Resolution Date: 3/21/2012 12:00:00AM      FA Status: Completed  
 Resolution: the smell was coming from the WWTP witch was caused by the bioxide being low @ the master L/S

Sub Division: 217      MR Route: F6B      FA ID: 3332900809  
 Account #: 3332900000      Customer Name: VANIER, MICKEY V      Phone #: (813) 788-0305  
 Address: 5647 VIAU WAY      CSR: Tricia Anderson      Operator:  
 Entry Date: 12/7/2012 9:40:03AM      SO Type: M-SIO      Request Type: High or Low Pressure in the Water  
 Instructions: Cust states pressure has blown pressure valve wants us to check how much pressure is in lines. Dispatched  
 Due Date: 12/7/2012 6:00:00PM      Resolution Date: 12/7/2012 12:00:00AM      FA Status: Completed  
 Resolution: spoke with customer & told him that we carry from 40 to 68 psi in the system. Said to the customer the pressure valve might be bad.

Sub Division: 217      MR Route: F6B      FA ID: 3410900890  
 Account #: 3410900000      Customer Name: MOORE, DAVID P      Phone #: (517) 647-7265  
 Address: 5937 JESSUP DR      CSR: Deborah Volz      Operator:  
 Entry Date: 3/20/2012 9:27:53AM      SO Type: M-SIO      Request Type: Odor in Sewer  
 Instructions: Customer said strong odor from plant for a few days now. Sent email Rob & Lee. tks. Deb  
 Due Date: 3/20/2012 8:00:00PM      Resolution Date: 3/20/2012 12:00:00AM      FA Status: Completed  
 Resolution: Bioxide running @ master L/S ran low .Contractor was out to fill up the bioxide & to check out the pump & changed out a spring on the pump.

Sub Division: 217      MR Route: F6B      FA ID: 3465800609  
 Account #: 8914479945      Customer Name: DOVE, ANNE MARIE      Phone #: (813) 395-5784  
 Address: 6310 SPRING LAKE CIR      CSR: Maxine Norris      Operator: Lee Neal  
 Entry Date: 4/26/2012 4:07:47PM      SO Type: M-SIO      Request Type: General Investigation  
 Instructions: Customer called in and stated that there is a leak at the brass shut off valve and they were able to turn it off. Please investigate. Contact customer at John 813-322-4814.  
 Due Date: 4/26/2012 6:30:00PM      Resolution Date: 4/26/2012 12:00:00AM      FA Status: Completed

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Resolution: Meter and valve was checked and OK LN

Sub Division: 217 MR Route: F6B FA ID: 3520900175  
Account #: 9369774981 Customer Name: LASAGA, GLORIA Phone #: (813) 395-5181  
Address: 5949 UTOPIA DR CSR: Vanessa Robinson Operator:  
Entry Date: 1/11/2012 9:26:20AM SO Type: M-SIO Request Type: General Investigation  
Instructions: please investigate, cust wants mtr changed because it is difficult to read, it stays foggy and it is twisted not in upright position as it should be, pls tag door with results for cust if he is not at home  
Due Date: 1/12/2012 6:00:00PM Resolution Date: 1/12/2012 12:00:00AM FA Status: Completed  
Resolution: meter does not need to be changed

Sub Division: 217 MR Route: F6B FA ID: 3520900326  
Account #: 9369774981 Customer Name: LASAGA, GLORIA Phone #: (813) 395-5181  
Address: 5949 UTOPIA DR CSR: Lisa Silva Operator: Lee Neal  
Entry Date: 4/16/2012 11:47:12AM SO Type: HIBILL  
Instructions: Please verify read & check for any signs of a leak -please contact customer at (813) 395-5181 so he can be present. Thanks  
Due Date: 4/17/2012 8:00:00PM Resolution Date: 4/17/2012 12:00:00AM FA Status: Completed  
Resolution: There was a small leak on our side on the meter tail. I would credit him 500 gallons. It appears it to have been leaking a while. LN

Sub Division: 217 MR Route: F6B FA ID: 3520900339  
Account #: 9369774981 Customer Name: LASAGA, GLORIA Phone #: (813) 395-5181  
Address: 5949 UTOPIA DR CSR: Crystal Woolard Operator: Lee Neal  
Entry Date: 4/19/2012 9:49:28AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer called in and stated that person that came out for the leak on our side did not have the right connector on his truck to make the fix and was supposed to have been back out yesterday to fix it.  
Due Date: 4/19/2012 5:00:00PM Resolution Date: 4/20/2012 12:00:00AM FA Status: Completed  
Resolution: Leak has been repaired LN

Sub Division: 217 MR Route: F6B FA ID: 3520900225  
Account #: 9369774981 Customer Name: LASAGA, GLORIA Phone #: (813) 395-5181  
Address: 5949 UTOPIA DR CSR: Ronald Chard Operator: Robert Buono  
Entry Date: 2/9/2012 11:52:31AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Turn meter and valve upright. Customer has called twice and work has not been done. Customer cannot read meter and his plumber says valve difficult to operate.  
Due Date: 2/10/2012 9:00:00AM Resolution Date: 2/17/2012 12:00:00AM FA Status: Completed  
Resolution: turned the valve and meter upright

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Sub Division: 217 MR Route: F6B FA ID: 3776800356  
Account #: 1790064117 Customer Name: Iannazzo, Doreen Phone #:  
Address: 6013 SPRING LAKE CIR CSR: Ronald Chard Operator: Lee Neal  
Entry Date: 12/20/2012 4:33:21PM SO Type: M-SIO Request Type: Water Miscellaneous Complaint  
Instructions: Customer requests that a representative come out and explain why the water plant keeps losing pressure and why we can't get it fixed. It's been going on since Tuesday and they want an explanation.  
Due Date: 12/21/2012 3:00:00PM Resolution Date: 12/21/2012 12:00:00AM FA Status: Completed  
Resolution: Mike Wilson attempted to contact customer then left voice mail to call back at their earliest convenience. LN

Sub Division: 217 MR Route: F6B FA ID: 4086800373  
Account #: 4086800000 Customer Name: MARTIN, JOHN A Phone #: (813) 782-9350  
Address: 6019 SPRING LAKE CIR CSR: Linette Orengo Operator:  
Entry Date: 3/22/2012 9:43:04AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Bad sewer smell in the neighborhood, I emailed Robert/Lee..../LIO FL  
Due Date: 3/22/2012 6:00:00PM Resolution Date: 2/22/2012 12:00:00AM FA Status: Completed  
Resolution: This was probably due to having the air off in the digester so I could supernate in the am

Sub Division: 217 MR Route: F6B FA ID: 4682900102  
Account #: 4682900000 Customer Name: MCDONALD, JOSEPH Phone #: (607) 727-2016  
Address: 6047 UTOPIA DR CSR: Jennifer Sides Operator:  
Entry Date: 12/19/2012 8:54:07AM SO Type: M-SIO Request Type: No Water  
Instructions: CUST HAS NO WATER. PLEASE CHECK THANKS JRS  
Due Date: 12/19/2012 6:00:00PM Resolution Date: 12/19/2012 12:00:00AM FA Status: Completed  
Resolution: the VFD was tripped out

Sub Division: 217 MR Route: F6B FA ID: 5088800463  
Account #: 5088800000 Customer Name: TEAMAN, JOEL Phone #: (813) 780-9840  
Address: 6305 PRESIDENTIAL CIR CSR: Ronald Chard Operator: Lee Neal  
Entry Date: 12/20/2012 6:27:35PM SO Type: HIBILL  
Instructions: Customer complaining of high bill. Read meter and check for leaks tag door with findings.  
Due Date: 12/21/2012 3:00:00PM Resolution Date: 12/21/2012 12:00:00AM FA Status: Completed  
Resolution: Checked meter for leaks, no leaks at the present time. Tagged door with findings.  
Read 357940 LN

Sub Division: 217 MR Route: F6B FA ID: 5182900355  
Account #: 5182900000 Customer Name: YESTA, STEVE Phone #: (813) 780-6607

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Address: 6060 JESSUP DR CSR: Linette Orengo Operator:  
Entry Date: 12/14/2012 9:48:26AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Steve has had low pressure since Wed. I emailed Robert & Lee.../Linette-FL  
Due Date: 12/14/2012 6:00:00PM Resolution Date: 12/14/2012 12:00:00AM FA Status: Completed  
Resolution: customer house filter was clogged causing low water pressure inside of his home

Sub Division: 217 MR Route: F6B FA ID: 5253900554  
Account #: 5253900000 Customer Name: ZAMBITO, JUDITH Phone #: (813) 779-9800

Address: 6134 UTOPIA DR CSR: Kimberly Bennett Operator:  
Entry Date: 10/22/2012 10:56:49AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: PER ROB LEAK ON OUR SIDE OF THE METER. KIM-FL  
Due Date: 10/22/2012 6:00:00PM Resolution Date: 10/22/2012 12:00:00AM FA Status: Completed  
Resolution: repaired leak that was on our side of the meter.

Sub Division: 217 MR Route: F6B FA ID: 5328800926  
Account #: 9359626507 Customer Name: KEMP, ROBERT Phone #: (813) 355-4756

Address: 6042 PRESIDENTIAL CIR CSR: Deborah Volz Operator:  
Entry Date: 12/17/2012 9:40:09AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Odor coming from treatment this weekend was really bad. Deb  
Due Date: 12/17/2012 8:00:00PM Resolution Date: 12/17/2012 12:00:00AM FA Status: Completed  
Resolution: put a new odor block up at the head works

Sub Division: 217 MR Route: F6B FA ID: 5409800297  
Account #: 5409800000 Customer Name: MCDONALD, JAMES F Phone #: (813) 779-0747

Address: 6215 JESSUP DR CSR: Karen Thimmes Operator:  
Entry Date: 3/23/2012 11:22:30AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer called to report that on Tue and Wed am she smelled sewage. Thanks, Karyn  
Due Date: 3/26/2012 8:00:00PM Resolution Date: 3/26/2012 12:00:00AM FA Status: Completed  
Resolution: this odor problem was caused by the bioxide @ master L/S ran low. Contractor was out to fill up the bioxide & to check out the pump & changed out a spring on pump

Sub Division: 217 MR Route: F6B FA ID: 5492900762  
Account #: 2990507646 Customer Name: ALEXANDER, NORMAN Phone #: (813) 712-0513

Address: 6123 UTOPIA DR CSR: Madelin Collado Operator:  
Entry Date: 3/26/2012 7:47:48AM SO Type: M-SIO Request Type: General Investigation  
Instructions: CUST CALLED IN STATED VERY BAD SEWER ODOR IN COMMUNITY. PLS INVESTIGATE MC/NC

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Due Date: 3/26/2012 6:00:00PM Resolution Date: 3/26/2012 12:00:00AM FA Status: Completed

Resolution: found a blower tripped out @ the starter

Sub Division: 217 MR Route: F6B FA ID: 5492900164

Account #: 2990507646 Customer Name: ALEXANDER, NORMAN Phone #: (813) 712-0513

Address: 6123 UTOPIA DR CSR: Tara Drury Operator:

Entry Date: 12/20/2012 12:18:21PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

Instructions: Please investigate. Customer states that strong sewer smells are making them sick. /tmd

Due Date: 12/20/2012 6:00:00PM Resolution Date: 12/20/2012 12:00:00AM FA Status: Completed

Resolution: the smell that they was smelling was caused by us cleaning the surge tank out of the grease & rags in the tank.

Sub Division: 217 MR Route: F6B FA ID: 5571900781

Account #: 5571900000 Customer Name: GIESE, LAVONNE D Phone #: (813) 782-2175

Address: 5866 NAPLES DR CSR: Amanda Stonebreaker Operator:

Entry Date: 2/27/2012 10:39:00AM SO Type: HIBILL

Instructions: CUSTOMER STATES THE METER READ IS NOT CORRECT OR THE METER IS READING WRONG. PLEASE CHECK READ AND SET UP APPOINTMENT WITH CUSTOMER FOR METER TEST.

Due Date: 2/28/2012 6:00:00PM Resolution Date: 2/29/2012 12:00:00AM FA Status: Completed

Resolution: read & tested meter it was 100%, 97%, 100%

Sub Division: 217 MR Route: F6B FA ID: 6011900808

Account #: 6011900000 Customer Name: COOK, JOHN Phone #: (813) 788-5146

Address: 5828 NAPLES DR CSR: Tricia Anderson Operator:

Entry Date: 1/16/2012 2:57:17PM SO Type: M-SIO Request Type: General Investigation

Instructions: Mrs. Cook reports that the WWTP down the street smells really really bad and she wants it corrected.

Due Date: 1/17/2012 6:00:00PM Resolution Date: 1/16/2012 12:00:00AM FA Status: Completed

Resolution: WE HAD a blower that went down in the morning which might have caused the odor

Sub Division: 217 MR Route: F6B FA ID: 6250900901

Account #: 6250900000 Customer Name: LAMBERT, PAULINE M Phone #: (813) 788-9484

Address: 5804 NAPLES DR CSR: Tara Drury Operator: Lee Neal

Entry Date: 4/23/2012 7:21:13AM SO Type: HIBILL

Instructions: Re-read meter and check for leak. Customer complaining of a high bill. /tmd

Due Date: 4/24/2012 6:00:00PM Resolution Date: 4/24/2012 12:00:00AM FA Status: Completed

Resolution: No leak at this time. Meter was read incorrectly. Proper read in the system. LN

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Sub Division: 217 MR Route: F6B FA ID: 6450900139  
Account #: 6450900000 Customer Name: MISKELLY, JAMES B Phone #: (813) 788-1600  
Address: 5904 BENZ PL CSR: Crystal Woolard Operator:  
Entry Date: 10/19/2012 2:36:44PM SO Type: HIBILL  
Instructions: Customer upset about high bill. Please take read and check for leak. Please speak to customer or tag door with results. Thanks, CRW  
Due Date: 10/22/2012 6:30:00PM Resolution Date: 10/22/2012 12:00:00AM FA Status: Completed  
Resolution: read & found on leak that was indicated by the leak indicator on the meter & spoke with the customer son.

Sub Division: 217 MR Route: F6B FA ID: 6560900544  
Account #: 6560900000 Customer Name: DAILEY, PHILIP Phone #: (813) 779-9605  
Address: 5909 BENZ PL CSR: Dona Richardson Operator:  
Entry Date: 10/30/2012 10:51:26AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: Customer called to state water leak in box. Please call before arrival 813-779-9605. Thanks Dona  
Due Date: 10/30/2012 6:00:00PM Resolution Date: 10/31/2012 12:00:00AM FA Status: Completed  
Resolution: replaced leaking curb stop.

Sub Division: 217 MR Route: F6B FA ID: 6850900616  
Account #: 6850900000 Customer Name: DOXEY, RAYMOND Phone #: (231) 873-0917  
Address: 5805 NAPLES DR CSR: Lisa Bachmann Operator: Robert Buono  
Entry Date: 1/23/2012 9:23:21AM SO Type: HIBILL  
Instructions: Please take re-read. Our read 798550 / Customer read 789041. Customer upset because had a bad read in Nov. Does the lens need to be replaced? Thanks /lab  
Due Date: 1/24/2012 8:00:00PM Resolution Date: 1/24/2012 12:00:00AM FA Status: Completed  
Resolution: meter lens was fine, was able to read

Sub Division: 217 MR Route: F6B FA ID: 6946800854  
Account #: 6946800000 Customer Name: BURGAN, DAVID Phone #: (813) 355-4951  
Address: 41026 BREAM CIR CSR: Tricia Anderson Operator:  
Entry Date: 10/1/2012 9:37:56AM SO Type: M-SIO Request Type: No Water  
Instructions: cust reports no water please check dispatched...TDA  
Due Date: 10/1/2012 6:00:00PM Resolution Date: 10/1/2012 12:00:00AM FA Status: Completed  
Resolution: Spoke with customer & told them one of the high services pump did not kick on while we were flushing & we were going to have an electrician check it out.



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Sub Division: 217 MR Route: F6B FA ID: 8100900613  
 Account #: 8100900000 Customer Name: LERNER, PAUL Phone #: (813) 783-1089  
 Address: 5927 JESSUP DR CSR: Tara Drury Operator:  
 Entry Date: 3/19/2012 7:41:32AM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Please investigate odor from water station. Customer states that smell is unbearable and started over the weekend. E-mailed to Mike Wilson and Lee Neal/tmd  
 Due Date: 3/19/2012 6:00:00PM Resolution Date: 3/19/2012 12:00:00AM FA Status: Completed  
 Resolution: Bioxide running @ master L/S ran low. Contractor was out to fill up the bioxide & to check out the pump & changed out a spring on the pump

Sub Division: 217 MR Route: F6B FA ID: 8342900834  
 Account #: 8342900000 Customer Name: BELL, HOWARD Phone #: (813) 715-1800  
 Address: 5636 VIAU WAY CSR: Sylvia Watler Operator:  
 Entry Date: 11/12/2012 2:03:46PM SO Type: M-SIO Request Type: General Investigation  
 Instructions: Customer calling about a shut off valve on property. Said has no cover and she tripped and fell. Would like us to go out and see if it can be removed or covered since it is a hazard. Sylvia  
 Due Date: 11/13/2012 6:00:00PM Resolution Date: 11/13/2012 12:00:00AM FA Status: Completed  
 Resolution: replaced meter box lid.

Sub Division: 217 MR Route: F6B FA ID: 8350900182  
 Account #: 5122046408 Customer Name: HEREK, THOMAS Phone #: (989) 893-4920  
 Address: 5803 NAPLES DR CSR: Kimberly Bennett Operator:  
 Entry Date: 12/26/2012 9:43:32AM SO Type: CHK STAT  
 Instructions: CUSTOMER CALLED THAT SHUT OFF VALVE AT THE METER IS NOT ACCESSIBLE PLEASE CHECK IF WE ARE ABLE TO TURN OFF IN CASE OF AN EMERGENCY? ADVISE CUSTOMER IF ALL IS OKAY FOR US TO TURN OFF IF NEEDED. KIM  
 Due Date: 12/27/2012 6:00:00PM Resolution Date: 12/17/2012 12:00:00AM FA Status: Completed  
 Resolution: valve was upside down was able to turn it facing upward

Sub Division: 217 MR Route: F6B FA ID: 8448800584  
 Account #: 7701387884 Customer Name: KAZMER, BRYAN Phone #: (616) 485-8146  
 Address: 6144 FOREST LAKE DR CSR: Amanda Stonebreaker Operator:  
 Entry Date: 3/26/2012 3:48:02PM SO Type: M-READ  
 Instructions: TAKE START READ AND LEAVE ON. AMANDA/FL  
 Due Date: 3/27/2012 6:00:00PM Resolution Date: 3/27/2012 12:00:00AM FA Status: Completed  
 Resolution: read & left on

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Sub Division: 217 MR Route: F6B FA ID: 8462900634  
Account #: 8462900000 Customer Name: BRACEGIRDLE, EVELYN Phone #: (705) 657-2869  
Address: 6054 PRESIDENTIAL CIR CSR: Glenda Thompson Operator:  
Entry Date: 10/19/2012 10:06:00AM SO Type: M-REREAD  
Instructions: PLEASE REREAD METER. CUST STATES THAT THE METER HAS BEEN OFF SINCE JUNE AND THERE SHOULD BE NO USAGE, BUT HER SEPT. BILL SHOWS USAGE. PLEASE CHECK. THANKS, GT  
Due Date: 10/22/2012 6:00:00PM Resolution Date: 10/22/2012 12:00:00AM FA Status: Completed  
Resolution: saw on leak that indicated by our leak indicator

Sub Division: 217 MR Route: F6B FA ID: 8518800490  
Account #: 8518800000 Customer Name: SOULE, DEAN Phone #: (813) 783-3482  
Address: 6035 PRESIDENTIAL CIR CSR: Tara Drury Operator:  
Entry Date: 3/27/2012 8:09:04AM SO Type: M-SIO Request Type: General Investigation  
Instructions: Repairs were made yesterday to the line at the customer's driveway. Customer still has no water. Please investigate. /tmd  
Due Date: 3/27/2012 6:00:00PM Resolution Date: 3/27/2012 12:00:00AM FA Status: Completed  
Resolution: contractor finished the repair today

Sub Division: 217 MR Route: F6B FA ID: 8518800787  
Account #: 8518800000 Customer Name: SOULE, DEAN Phone #: (813) 783-3482  
Address: 6035 PRESIDENTIAL CIR CSR: Vanessa Robinson Operator:  
Entry Date: 3/26/2012 8:09:10AM SO Type: M-SIO Request Type: General Investigation  
Instructions: please check, cust report leak at meter box, pls tag door to advise customer of results thanks  
Due Date: 3/26/2012 6:00:00PM Resolution Date: 3/26/2012 12:00:00AM FA Status: Completed  
Resolution: leak was under the drive way contractor came out to repair it

Sub Division: 217 MR Route: F6B FA ID: 8518800320  
Account #: 8518800000 Customer Name: SOULE, DEAN Phone #: (813) 783-3482  
Address: 6035 PRESIDENTIAL CIR CSR: Kimberly Bennett Operator: Lee Neal  
Entry Date: 4/30/2012 2:32:56PM SO Type: M-SIO Request Type: General Investigation  
Instructions: Customer called when driveway was redone no one came out to sand down the drive or painted it back to the previous condition. Please contact customer with repair of drive completion. Kim-FI  
Due Date: 4/30/2012 6:00:00PM Resolution Date: 5/3/2012 12:00:00AM FA Status: Completed  
Resolution: Spoke to customer and explained that we were waiting for driveway to cure and we would be back in a few weeks. He was good with that and I informed him we will finalize the repair early next week. LN

Sub Division: 217 MR Route: F6B FA ID: 8527800595

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Account #: 3519209219 Customer Name: MYERS, CHRISTINE Phone #: (989) 644-5349  
Address: 6232 SPRING LAKE CIR CSR: Carolyn McVicker Operator:  
Entry Date: 8/23/2012 12:52:46PM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: Daughter reporting her mother's yard has water around the box and all along the sidewalk. She believes there must be a leak. Her mother is up north. If you would, contact her daughter, Margie Geasler on 813-355-4777.  
Due Date: 8/23/2012 6:00:00PM Resolution Date: 8/23/2012 12:00:00AM FA Status: Completed  
Resolution: same park, diff. address. Emailed Robert and Lee. Carolyn/FL Spoke with daughter Margie Geasler & told her that I took a chlorine res, I didn't see any color, probably was all the rain that we were having plus meter box is in a low spot.

Sub Division: 217 MR Route: FA ID: 8610910161

Account #: 8610910000 Customer Name: 217 Labrador Phone #:  
Address: 217 Labrador CSR: Andrew Roca Operator:  
Entry Date: 9/21/2012 2:39:37PM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions: Mary (813) 780-6098 called about broken lid of meter box that is potentially dangerous at 6157 Presidential right before the stop sign on Richie St. Blue house on corner. /Andrew FL  
Due Date: 9/21/2012 6:00:00PM Resolution Date: 9/24/2012 12:00:00AM FA Status: Completed  
Resolution: replaced meter box lid on 9/24/12 @ 0845

Sub Division: 217 MR Route: FA ID: 8610910128

Account #: 8610910000 Customer Name: 217 Labrador Phone #:  
Address: 217 Labrador CSR: Sylvia Watler Operator:  
Entry Date: 10/22/2012 10:08:00AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: CUSTOMER REPORTING VERY STRONG SEWER SMELL AT RV PARK ON LOT 211 CANADIAN, SYLVIA  
Due Date: 10/22/2012 6:00:00PM Resolution Date: 10/22/2012 12:00:00AM FA Status: Completed  
Resolution: spoke with customer in the RV park @ lot 211 told her the problem is the RV park issue since it is in the RV park.

Sub Division: 217 MR Route: F6B FA ID: 8926800321

Account #: 8926800000 Customer Name: MILLER, DENNIS H Phone #: (813) 778-6301  
Address: 6383 SPRING LAKE CIR CSR: Lorie Mayeski Operator:  
Entry Date: 9/11/2012 8:26:38AM SO Type: HIBILL  
Instructions: CUST. SENT E-MAIL UPSET THAT USAGE HAS OCCURED. PREVIOUS FA/HIGH-BILL UI TECH STATED TURNED OFF METER BUT NOT LOCKED. PLEASE RE-READ METER SEE IF LEAK INDICATOR IS MOVING.\*BE SURE THAT TURN OFF VALVE SHUTS OFF FULLY&LOCK METER\* TAG DOOR W/FINDINGS.LM  
Due Date: 9/11/2012 6:00:00PM Resolution Date: 9/12/2012 12:00:00AM FA Status: Completed  
Resolution: read meter there was no apparent leak indicated by the meter leak indicator. Tagged door findings.

Sub Division: 217 MR Route: F6B FA ID: 9063900692

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Account #: 9063900000 Customer Name: PHELPS, TRACY Phone #: (813) 778-6164  
Address: 6056 UTOPIA DR CSR: Sylvia Watler Operator:  
Entry Date: 3/19/2012 9:08:06AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: customer calling to say bad sewer smell for the last 5 days, emailed Rob Buono, Sylvia  
Due Date: 3/19/2012 8:00:00PM Resolution Date: 3/19/2012 12:00:00AM FA Status: Completed  
Resolution: bioxide running @ master L/S ran low. Contractor was out to fill up the bioxide & to check out the pump & changed out a spring on the pump.

Sub Division: 217 MR Route: F6B FA ID: 9063900183  
Account #: 9063900000 Customer Name: PHELPS, TRACY Phone #: (813) 778-6164  
Address: 6056 UTOPIA DR CSR: Deborah Volz Operator:  
Entry Date: 3/27/2012 7:50:59AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: cust complaining of strong odor coming from plant. Deb  
Due Date: 3/27/2012 8:00:00PM Resolution Date: 3/27/2012 12:00:00AM FA Status: Completed  
Resolution: Had a blower trip out

Sub Division: 217 MR Route: F6B FA ID: 9209800897  
Account #: 9209800000 Customer Name: CAMPBELL, DOROTHY J Phone #: (813) 862-3825  
Address: 6203 JESSUP DR CSR: Linda Schnauffer Operator:  
Entry Date: 3/26/2012 7:23:55AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: CUST CALLED IN AGAIN STATED IN THE COMMUNITY THERE IS A VERY BAD SEWER SMELL.  
Due Date: 3/26/2012 6:00:00PM Resolution Date: 3/26/2012 12:00:00AM FA Status: Completed  
Resolution: found blower tripped out @ starter

Sub Division: 217 MR Route: F6B FA ID: 9402900288  
Account #: 9402900000 Customer Name: SWANK, GERALD Phone #: (813) 862-3250  
Address: 5728 VIAU WAY CSR: Constance Dunn Operator:  
Entry Date: 8/31/2012 9:40:12AM SO Type: M-SIO Request Type: High or Low Pressure in the Water  
Instructions: Customer states she has very low water pressure. E-mailed to ops@ 10:39am. Thanks Connie  
Due Date: 8/31/2012 6:00:00PM Resolution Date: 8/31/2012 12:00:00AM FA Status: Completed  
Resolution: spoke with customer & asked him if he had a filter system & he did .I said to customer the filter was the Probable cause of the low water pressure since he was the only person that I heard with a low water pressure problem.

Sub Division: 217 MR Route: F6B FA ID: 9410900883  
Account #: 9410900000 Customer Name: MULLEN, THOMAS Phone #: (813) 715-4465  
Address: 5938 JESSUP DR CSR: Crystal Woolard Operator:

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Entry Date: 3/19/2012 9:58:17AM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Sewer smells. Could not stand to sit outside. Has had 3 days of "stench". Thanks,  
Due Date: 3/19/2012 12:00:00PM Resolution Date: 3/19/2012 12:00:00AM FA Status: Completed  
Resolution: bioxide running @ master L/S ran low. Contractor was out to fill up bioxide & to check out the pump & changed out a spring on the pump

Sub Division: 217 MR Route: F6B FA ID: 9522900643  
Account #: 1456145893 Customer Name: HUTCHENS, BEVERLY Phone #: (813) 782-6165  
Address: 5705 VIAU WAY CSR: Ronald Chard Operator:  
Entry Date: 11/23/2012 4:44:58PM SO Type: HIBILL  
Instructions: Customer complaining of high bill and thinks there may be a leak. Please read meter and check for leaks High bill may be a bad read last read was 182940 on 11/12/12.  
Due Date: 11/26/2012 6:00:00PM Resolution Date: 11/26/2012 12:00:00AM FA Status: Completed  
Resolution: read & checked for leaks. No leaks as found by the leak indicator on the meter.

Sub Division: 217 MR Route: F6B FA ID: 9752900654  
Account #: 9752900000 Customer Name: GAUDET, PAUL Phone #: (813) 780-8903  
Address: 6135 PRESIDENTIAL CIR CSR: Sheri Demonbreun Operator: Robert Buono  
Entry Date: 1/24/2012 10:14:22AM SO Type: HIBILL  
Instructions: re-read meter and check for leaks, complained of high bill-thanks Sheri  
Due Date: 1/25/2012 8:00:00PM Resolution Date: 1/25/2012 12:00:00AM FA Status: Completed  
Resolution: there are no leaks on the meter leak indicator

Sub Division: 217 MR Route: F6B FA ID: 9931900417  
Account #: 2507342248 Customer Name: ELLIOTT, KIRBY G Phone #: (813) 395-8874  
Address: 5839 NAPLES DR CSR: Andrew Roca Operator:  
Entry Date: 5/22/2012 11:39:41AM SO Type: HIBILL  
Instructions: Re-read meter and check for leak. Customer called complaining of high bill. /Andrew FL  
Due Date: 5/23/2012 6:00:00PM Resolution Date: 5/23/2012 12:00:00AM FA Status: Completed  
Resolution: saw no leak on the meter leak indicator

# 2013 COMPLAINTS AND RESOLUTIONS

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Sub Division: 217 MR Route: F6B FA ID: 0323900561  
Account #: 0323900000 Customer Name: VISCOSI, JOHN Phone #: (813) 788-7100  
Address: 6419 UTOPIA DR CSR: Constance Dunn Operator:  
Entry Date: 8/20/2013 1:47:39PM SO Type: HIBILL  
Instructions: Please reread meter and check for leaks. Customer states meter was read wrong. Thanks Connie  
Due Date: 8/21/2013 6:00:00PM Resolution Date: 8/21/2013 12:00:00AM FA Status: Completed  
Resolution: reread meter checked for leaks there were no leaks

Sub Division: 217 MR Route: F6B FA ID: 0635800830  
Account #: 0635800000 Customer Name: FOREST LAKE ESTATES Phone #: (813) 783-7979  
Address: 6429 FOREST LAKE DR CSR: Amanda Stonebreaker Operator:  
Entry Date: 9/25/2013 10:05:01AM SO Type: M-SIO Request Type: Mineral Amount in Water  
Instructions: cust states no odor but hard water stain in dishes (may be issue with dishwasher????) and laundry.  
Due Date: 9/25/2013 6:00:00PM Resolution Date: 9/25/2013 12:00:00AM FA Status: Completed  
Resolution: Spoke with Diane for forest lakes RV Park. Said I found nothing out of the normal @ the WTP asked her if an anyone around her, she said no, but she was gone for 18 days. It seems to be only at her dishwasher.

Sub Division: 217 MR Route: F6B FA ID: 0672900492  
Account #: 0672900000 Customer Name: ROSSELL, SHARON Phone #: (813) 355-3478  
Address: 6128 JESSUP DR CSR: Deborah Volz Operator:  
Entry Date: 4/9/2013 2:00:03PM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Cust said odor from plant is really bad today contact if need 813 355 3478. Deb  
Due Date: 4/9/2013 8:00:00PM Resolution Date: 4/8/2013 12:00:00AM FA Status: Completed  
Resolution: Odor came from contractor cleaning out tank. Called cust and left message.

Sub Division: 217 MR Route: F6B FA ID: 0708800140  
Account #: 0708800000 Customer Name: FISHER, DONALD C Phone #: (813) 395-6591  
Address: 6030 PRESIDENTIAL CIR CSR: Deloris Rowland Operator:  
Entry Date: 1/31/2013 7:36:48AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Cust called and said sewage smell was so bad she had to close windows last night. Please check for Her. Thank you DPR  
Due Date: 1/31/2013 6:00:00PM Resolution Date: 1/31/2013 12:00:00AM FA Status: Completed  
Resolution: Customer said it was treatment plant. Residence is 3 blocks away from the entrance from the plant.SR

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Sub Division: 217 MR Route: F6B FA ID: 0708800800  
Account #: 0708800000 Customer Name: FISHER, DONALD C Phone #: (813) 395-6591  
Address: 6030 PRESIDENTIAL CIR CSR: Jennifer Sides Operator:  
Entry Date: 2/4/2013 7:53:21AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint  
Instructions: Cust states that smell from treatment plant is extremely bad this morning and wants someone to check it ASAP.  
Thanks. JRS  
Due Date: 2/4/2013 6:00:00PM Resolution Date: 2/4/2013 12:00:00AM FA Status: Completed  
Resolution: the odor was caused by a belt breaking off a blower.

Sub Division: 217 MR Route: F6B FA ID: 1049800699  
Account #: 1049800000 Customer Name: CLAYBERGER, LYN Phone #: (813) 782-3881  
Address: 6300 JESSUP DR CSR: Dona Richardson Operator: Sean Reincke  
Entry Date: 6/17/2013 10:05:12AM SO Type: M-SIO Request Type: Repair/Replace Meter Box  
Instructions: Customer called to report broken cover on water meter.813-782-3881. Please replace. Thanks Dona  
Due Date: 6/17/2013 6:00:00PM Resolution Date: 6/17/2013 12:00:00AM FA Status: Completed  
Resolution: replaced lid

Sub Division: 217 MR Route: F6B FA ID: 1466800152  
Account #: 9170644812 Customer Name: HAYNES, SUSAN Phone #: (989) 350-4371  
Address: 6131 TWILIGHT DR CSR: Bonnie Storm Operator: Sean Reincke  
Entry Date: 6/11/2013 8:57:29AM SO Type: M-SIO Request Type: Water Service Line Break  
Instructions: Cust said there is a leak in the meter box. Cust can be reached at 989-450-2047. Thank you! Bonnie FL  
Due Date: 6/11/2013 6:00:00PM Resolution Date: 6/11/2013 12:00:00AM FA Status: Completed  
Resolution: leak was on our side and has been repaired

Sub Division: 217 MR Route: F6B FA ID: 2192900546  
Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895  
Address: 6061 UTOPIA DR CSR: Bonnie Storm Operator:  
Entry Date: 4/18/2013 7:38:16AM SO Type: M-SIO Request Type: Sewer Miscellaneous  
Particularly bad over the last five days. Also stated an intermittent loud buzzing sound. Contact cust.  
813-780-9895. Bonnie FL  
Due Date: 4/18/2013 7:00:00PM Resolution Date: 4/18/2013 12:00:00AM FA Status: Completed  
Resolution: Found pump not working properly. Contractor will come on to repair pump.

Sub Division: 217 MR Route: F6B FA ID: 2540900252  
Account #: 2540900000 Customer Name: COOPER, DONNA B Phone #: (813) 862-9624  
Address: 5917 TWILIGHT DR CSR: Karen Thimmes Operator:  
Entry Date: 2/15/2013 1:09:32PM SO Type: HIBILL  
Instructions: Customer complaining of high bill, please reread meter and check for leaks.



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Due Date: 2/18/2013 8:00:00PM Resolution Date: 2/18/2013 12:00:00AM FA Status: Completed  
Resolution: Reread meter & checked for leaks. No leaks indicated on the meter leak indicator. Spoke with customer.

Sub Division: 217 MR Route: F6B FA ID: 3776800832

Account #: 1790064117 Customer Name: Iannazzo, Doreen Phone #:

Address: 6013 SPRING LAKE CIR CSR: Deloris Rowland Operator:

Entry Date: 3/19/2013 9:36:49AM SO Type: M-SIO Request Type: Discolored Water

Instructions: CUST CALLED TO SEE WHAT WAS CAUSING HIS WATER TO BE BROWN

Due Date: 3/19/2013 6:00:00PM Resolution Date: 3/19/2013 12:00:00AM FA Status: Completed

Resolution: customer has a dirty water due to house filter that caused his the brown water.SR

Sub Division: 217 MR Route: F6B FA ID: 4043900542

Account #: 4043900000 Customer Name: RADEMACHER, PATRICK Phone #: (813) 783-8441

Address: 6250 UTOPIA DR CSR: Deborah Volz Operator:

Entry Date: 11/22/2013 9:43:36AM SO Type: HIBILL

Instructions: re-read meter, check for leaks, hi bill complaint. Tag door if not home, cell if need 763 286 0569. Deb

Due Date: 11/25/2013 8:00:00PM Resolution Date: 11/25/2013 12:00:00AM FA Status: Completed

Resolution: read & checked for leaks found on leaks & tagged door

Sub Division: 217 MR Route: F6B FA ID: 4682900807

Account #: 4682900000 Customer Name: MCDONALD, JOSEPH Phone #: (607) 727-2016

Address: 6047 UTOPIA DR CSR: Loretta Abbott Operator:

Entry Date: 1/23/2013 7:39:15AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint

Instructions: THE MCDONALDS SAY VERY BAD ODOR FROM THE TREATMENT PLANT BEHIND THEIR HOUSE. PLEASE CK. ON THIS THEY SAY IT IS MUCH WORSE IN THE EVENINGS/NIGHTS. LORETTA

Due Date: 1/23/2013 6:00:00PM Resolution Date: 1/23/2013 12:00:00AM FA Status: Completed

Resolution: the odor was probably caused by the filling of the sludge can

Sub Division: 217 MR Route: F6B FA ID: 4892900177

Account #: 6513964230 Customer Name: MCHUGH, EDWARD Phone #: (813) 788-3839

Address: 6133 UTOPIA DR CSR: Amanda Stonebreaker Operator:

Entry Date: 3/28/2013 9:07:39AM SO Type: M-SIO Request Type: Sewer Service Line Break

Instructions: PLEASE CHECK FOR SEWER LINE BREAK? CUST SAID CAN SMELL SEWER VERY STRONG OUTSIDE HIS HOME. AMANDA

Due Date: 3/28/2013 6:00:00PM Resolution Date: 3/28/2013 12:00:00AM FA Status: Completed

Resolution: Odor was not a sewer smell. Smelled like cow dung and the wind was out of the NE. Spoke with the customer.

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Sub Division: 217 MR Route: F6B FA ID: 5409800617  
Account #: 5409800000 Customer Name: MCDONALD, JAMES F Phone #: (813) 779-0747  
Address: 6215 JESSUP DR CSR: Karen Thimmes Operator:  
Entry Date: 1/28/2013 12:52:27PM SO Type: M-SIO Request Type: Odor in Sewer  
Instructions: Customer complaining of odor outside, please check and tag door with results. Thanks, Karyn  
Due Date: 1/29/2013 8:00:00PM Resolution Date: 1/30/2013 12:00:00AM FA Status: Completed  
Resolution: Had no odor at time of arrival @ 09:07

Sub Division: 217 MR Route: F6B FA ID: 5742900590  
Account #: 5742900000 Customer Name: FELIX, MARGARET Phone #: (813) 780-1036  
Address: 6046 UTOPIA DR CSR: Kimberly Bennett Operator: Lee Neal  
Entry Date: 7/1/2013 2:56:46PM SO Type: M-SIO Request Type: Water Quality  
Instructions: CUSTOMER CALLED DUE TO SAND IN LINE - EMAILED LEE # 3:54PM. HE WILL CHECK/CALL CUSTOMER. KIM-FL  
Due Date: 7/2/2013 6:00:00PM Resolution Date: 7/2/2013 12:00:00AM FA Status: Completed  
Resolution: Arrived at residence @ 1 pm, no one home. Tagged door for customer to make appointment if necessary to speak to UI. LN Arrived at residence @ 1 pm, no one home

Sub Division: 217 MR Route: F6B FA ID: 5913900571  
Account #: 5913900000 Customer Name: BANACK, STAN Phone #: (813) 778-6992  
Address: 6337 UTOPIA DR CSR: Deborah Volz Operator:  
Entry Date: 5/17/2013 8:23:58AM SO Type: M-SIO Request Type: Discolored Water  
Instructions: contact if need 203 631 6464-- brown water- deb  
Due Date: 5/17/2013 8:00:00PM Resolution Date: 5/20/2013 12:00:00AM FA Status: Completed  
Resolution: Spoke with customer about the brown water @ the time of meeting with cust. I told them it was probably caused by the road crew opening the fire hydrant all the way open. Gave them Red Be Gone for the stains