

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** February 2, 2015  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Melinda Watts, Engineering Specialist, Division of Engineering *mw*  
**RE:** DN 140158 - EI Application for increase in water/wastewater rates in Highlands County by HC Waterworks, Inc.

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Please file the attached response from DEP regarding Secondary Standard Complaints in the above mentioned docket file.

Thank you.

RECEIVED-FPSC  
15 FEB -3/ 2 PM  
15 FEB -3/ AM 3:08  
COMMISSION  
CLERK

## Melinda Watts

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**From:** Lawson, Jeffrey <Jeffrey.Lawson@dep.state.fl.us>  
**Sent:** Monday, February 02, 2015 9:16 AM  
**To:** Melinda Watts  
**Subject:** PSC Docket No. 140158-WS

We are in receipt of your request for complaint records for HC Waterworks (PWS #6280064 and 6280162). We have records of 3 complaints for the period in question. The data from our complaint logs is given below. Should you require more information, please let me know.

### Lake Josephine Heights Water Treatment Plant – PWS #6280162

09/30/2011

Ryan Schwarb:

Voice mail from Franklin Anderson (no address or Phone Number) complaint of sand in water at Lake Josephine RV resort. Contacted park management no other complaints regarding sand. Was informed of periodic low water pressure. Upon site visit pressure and CL were at appropriate levels, left contact information with management for future low pressure.

07/25/2013

Snyder\_R:

Smelly water and sand coming out of pipes

Barbara Reed

863-655-4528

### Leisure Lakes – 6280064

07/09/2013

Romeis\_g:

2 complaints from residents on Marrero Ave. Strong H<sub>2</sub>S odor. Called Ron at US water. The cl<sub>2</sub> pump was down so residuals dropped. They are flushing and increasing the chlorine level. He will call complainants. Also notified HCHD.

Jeffrey G Lawson  
Source and Drinking Water Program  
FL Dept of Environmental Protection  
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