

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-**

---

**DATE:** May 21, 2015  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Melinda Watts, Engineering Specialist, Division of Engineering *MWA*  
**RE:** Docket No. 140158-WS\_. Application for increase in water/wastewater rates in Highlands County by HC Waterworks, Inc. *~*

---

Please file the attached in the "Documents" tab of the above mentioned docket file.

Thank you.

## Melinda Watts

---

**From:** Lawson, Jeffrey <Jeffrey.Lawson@dep.state.fl.us>  
**Sent:** Thursday, May 21, 2015 8:44 AM  
**To:** Melinda Watts  
**Subject:** FW: PSC Docket No. 140158-WS

See below for a detailed explanation from the inspector of the follow-up actions for the 7/25/13 complaint.

Jeffrey G Lawson  
Source and Drinking Water Program  
FL Dept of Environmental Protection  
2600 Blair Stone Rd, MS 3520  
Tallahassee, FL 32399-2400  
(850)245-8599  
[jeffrey.lawson@dep.state.fl.us](mailto:jeffrey.lawson@dep.state.fl.us)

**From:** Snyder, Ryan  
**Sent:** Thursday, May 21, 2015 8:41 AM  
**To:** Lawson, Jeffrey  
**Subject:** RE: PSC Docket No. 140158-WS

Jeff,

On 7/25/2013 at 12:52 pm: I contacted Ron Derossett with HC Water Works and notified him of the complaint. He said he was sending a tech out to the individuals house

On 7/29/2013 at 11:20 am: Ms Reed contact the Department again. A tech came out to the address and flushed the lines. However, after a few days it has returned.

On 7/30/2013 at 3:44 pm : Ms Reed stated that she was not getting a reading for chlorine with a chlorine pool kit and the water stinks.

The Department staff went to Mr. Reeds home to verify if she has a chlorine residual with a DPD test kit and to smell the water as well. When Department staff arrived, we did indeed get a chlorine residual from the kitchen sink and there was no smell at the time. In discussion with HC waterworks, they believe that they were not using enough water to keep it fresh. Since the time we visited the home and have had contact with HC waterworks, we have not received an additional concerns or complaints from MS. Reed

**From:** Lawson, Jeffrey  
**Sent:** Wednesday, May 20, 2015 2:41 PM  
**To:** Snyder, Ryan; Oni, James  
**Subject:** FW: PSC Docket No. 140158-WS

Do you have any details on how the 7/25/13 complaint (see email chain below) was resolved?

Thanks,

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

2600 Blair Stone Rd, MS 3520  
Tallahassee, FL 32399-2400  
(850)245-8599  
[jeffrey.lawson@dep.state.fl.us](mailto:jeffrey.lawson@dep.state.fl.us)

**From:** Melinda Watts [<mailto:Mwatts@PSC.STATE.FL.US>]  
**Sent:** Wednesday, May 20, 2015 2:30 PM  
**To:** Lawson, Jeffrey  
**Subject:** RE: PSC Docket No. 140158-WS

Jeff,

Here is the email you sent me regarding the HC Waterworks water complaints. Can you find out how the 7/25/2013 complaint was resolved?

Thanks.

Melinda Watts  
850-413-6952

---

**From:** Lawson, Jeffrey [<mailto: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 H2S odor. Called Ron at US water. The cl2 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  
2600 Blair Stone Rd, MS 3520  
Tallahassee, FL 32399-2400  
(850)245-8599  
[jeffrey.lawson@dep.state.fl.us](mailto:jeffrey.lawson@dep.state.fl.us)

