

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 *MW*
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: Troy Rendell <trendell@uswatercorp.net>
Sent: Wednesday, May 20, 2015 4:09 PM
To: Melinda Watts
Subject: HC Customer Response Follow-Up

Here is the information from the operator at HC Waterworks:

331 Yellow Willow St.
136 & 137 Quiver Leaf Ln.

“ All of the above listed addresses are located within the same mobile home court.
I responded to their complaints of "smelly water", and informed them that I would try to improve on the flushing in that area.

We have 2 automatic flush valves in the area of this mobile home court, 1/4 mile before, and 1/2 mile after, the mobile home courts location in the distribution system. These valves were set to flush for 15 minutes, 4 days a week. Since responding to their complaints, I have set both of these valves to flush for 15 minutes, 7 days a week.”

Troy Rendell
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