

PINE HARBOUR WATERWORKS, INC.

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FPSC - COMMISSION CLERK

March 9, 2018

Office of Commission Clerk
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RECEIVED-FPSC
2018 MAR 15 AM 9:34
COMMISSION
CLERK

Re: Docket No. 20180022-WU – Application for staff-assisted rate case in Lake County by Pine Harbour Waterworks, Inc.– Supplemental Response to Staff’s First Data Request No. 13

Dear Commission Clerk,

Please find attached Pine Harbour Waterworks, Inc.’s (Pine Harbour) supplemental response to Staff’s First Data Request No. 13.

13. A list of all service complaints received during the test year and four years prior to the test year. Please include an explanation of how each complaint was resolved.

Response: See enclosed. Many of the complaints on the spreadsheet were from the same customer. Pine Harbour color coded the complaints received by the same customer. Upon review, it appears the majority of the service complaints relate to four (4) specific events. (1) Hurricane Irma outage; (2) loss of water due to power failure, (3) water quality concerns due to a malfunction in the air compressor at the water treatment plant; and (4) low water pressure/water quality concerns related to hydrant flushing.

Pine Harbour offers the following information related to these issues. Hurricane Irma was a massive hurricane that affected almost the entire state of Florida. . The Florida Department of Environmental Protection and Department of Health issued a Joint Letter (Memo) to all utilities concerning the appropriate methodology of notification of boil water notices during hurricane events. According the FDEP/DOH memorandum, for community systems (such as Pine Harbour) where the entire system is without water service due to power outages – utilities are to send the notification to the local media.

Pine Harbour issued its boil water notice on September 12, 2017 to the News Channel 13. After the hurricane the personnel was dedicated to conduct damage assessment and work to restore water service as soon as possible. The utility was in constant contact with the FDEP throughout the hurricane, as well as afterwards on all boil water events. Once the required clearance samples were received and verified by FDEP, Pine Harbour followed the guidelines set out by FDEP and DOH and issued the rescind notice via the local news media. Pine Harbour was also in contact with a local resident who also assisted in providing notification with the neighborhood. (See attached e-mails)

Pine Harbour also experienced two separate outages which were both caused by electrical issues and/or power failure at the water treatment plant. See attached Precautionary Boil Water Notices and Rescission Notices.

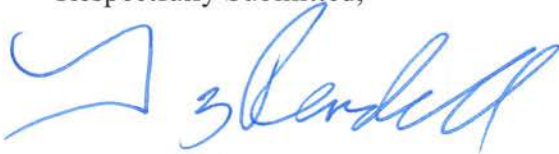
Pine Harbour Waterworks, Inc.
Supplemental Response to Staff's First Data Request
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There were also calls concerning loss of water pressure due to hydrant flushing. Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the Florida Department of Protection (FDEP) as a common utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants.

The last issued revolved around the air compressor at the water treatment plant. The compressor was engaged too long in August 2016 causing too much air in the hydro tank and distribution system. The issue was repaired and the utility flushed the mains to release the excess air in the water distribution system and advised customers who called in that they also needed to release the air within their water lines in the residences.

If you have any questions, please do not hesitate to contact me at (727) 848-8292, ext. 245.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for Pine Harbour Waterworks, Inc.

Account	Utility	Label	Comment	Service Order/Resolution
54799279	Pine Harbour	F 5.1 Pressure Issue	OPvweinberger 01/02/2018: ROSE SNIDERMAN CALLED ABOUT LOW PRESSURE: ADVISED UTILITY WAS FLUSHING FIRE HYDRANTS	Flushing hydrants ADVISED CUSTOMER compressor stayed on too long last night but it has been repaired. They have too much air in the lines and ask them to flush from their outside spigot and that we are flushing at the mains as well; ADVISED CUSTOMER IF NOT BETTER BY NEXT WEEK TO CALL BACK.
54799280	Pine Harbour	F 5.1 Pressure Issue	OPImjohnson 08/04/2016: STARR CALLED WITH LOW WATER PRESSURE AND GREY WATER. ADV WILL NOTIFY TECH AND CALL BACK WHEN WE FIND OUT MORE OF WHAT IS GOING ON.	ADVISED CUSTOMER compressor stayed on too long last night but it has been repaired. They have too much air in the lines and ask them to flush from their outside spigot and that we are flushing at the mains as well; ADVISED CUSTOMER IF NOT BETTER BY NEXT WEEK TO CALL BACK.
54799280	Pine Harbour	J 9.0 Water Quality	OPjvandelanotte 08/05/2016: STARR WEDDLE CALLED RE: WHITE WATER; ADVISED CUSTOMER compressor stayed on too long last night but?s been repaired. They have too much air in the lines and ask them to flush from their outside spigot and that we are flushing at the mains as well; ADVISED CUSTOMER IF NOT BETTER BY NEXT WEEK TO CALL BACK.	ADVISED CUSTOMER compressor stayed on too long last night but it has been repaired. They have too much air in the lines and ask them to flush from their outside spigot and that we are flushing at the mains as well; ADVISED CUSTOMER IF NOT BETTER BY NEXT WEEK TO CALL BACK.
54799282	Pine Harbour	J 9.1 Boil Water Inquiry	OPvweinberger 09/25/2017: EDELTA GARCIA CALLED TO VERIFY BWN: ADVISED IT WAS STILL IN AFFECT OPking 09/22/2017: EDELTA GARCIA CALLED TO SEE IF THE BWN HAS BEEN RESCINDED. ADV. HER THAT IT HAS NOT. SHE ASKED IF IT WOULD BE POSTED ON FLORIDAHEALTH.COM BECAUSE THAT IS WHERE SHE FOUND THE BWN POSTED. ADV. HER SHE COULD CHECK THERE ALSO.	HURRICANE IRMA
54799282	Pine Harbour	J 9.1 Boil Water Inquiry	OPvweinberger 09/25/2017: EDELTA GARCIA CALLED TO VERIFY BWN: ADVISED IT WAS STILL IN AFFECT OPking 09/22/2017: EDELTA GARCIA CALLED TO SEE IF THE BWN HAS BEEN RESCINDED. ADV. HER THAT IT HAS NOT. SHE ASKED IF IT WOULD BE POSTED ON FLORIDAHEALTH.COM BECAUSE THAT IS WHERE SHE FOUND THE BWN POSTED. ADV. HER SHE COULD CHECK THERE ALSO.	HURRICANE IRMA
54799283	Pine Harbour	J 9.1 Boil Water Inquiry	OPvweinberger 09/25/2017: EDELTA GARCIA CALLED TO VERIFY BWN: ADVISED IT WAS STILL IN AFFECT OPking 09/22/2017: EDELTA GARCIA CALLED TO SEE IF THE BWN HAS BEEN RESCINDED. ADV. HER THAT IT HAS NOT. SHE ASKED IF IT WOULD BE POSTED ON FLORIDAHEALTH.COM BECAUSE THAT IS WHERE SHE FOUND THE BWN POSTED. ADV. HER SHE COULD CHECK THERE ALSO.	HURRICANE IRMA
54799284	Pine Harbour	F 5.1 Pressure Issue	OPvandelanotte 08/04/2016: MICHAEL SANDS CALLED RE: PRESSURE; MICHAEL STATED THERE IS NO PRESSURE AND THEN SUDDENLY PRESSURE BLOWS THROUGH; MICHAEL ALSO STATED WATER IS DIRTY; ADV WILL HAVE TECH COME OUT TO CHECK.	Air compressor stayed on too long - repaired
54799286	Pine Harbour	J 9.0 Water Quality	OPvweinberger 10/11/2017: LAURA ZERBATO SAID WATER SMELLS AND TASTE LIKE CHLORINE; ADV WILL CREATE S/O OPwhaleay 08/12/2016: CYNTHIA CALLED CONCERNING HER HIGH BILL,I TRIED TO ASK HER TO DO LEAK TEST,BUT SHE WASNT WILLING TO DO THAT SO CREATED SO FOR BUCKET TEST AND METER CHECK	Chlorine level at house high 2.3. Talked to customer and told her I would let plant operations know.
54799287	Pine Harbour	D 3.2 Bill Dispute	OPvweinberger 12/21/2017: BARBARA OLKO CALLED REQ TECH ADV LOOSING WATER PRESSURE RAPIDLY; ADV WILL CALL AFTER HOURS	Water outage due to Power Failure - see BWN xx owner says water is clean and clear now read 408110 sbif INFO good 2:45 pm 10/3/17 (robert b)
54799290	Pine Harbour	J 9.0 Water Quality	OPmwilliams 10/02/2017: BARBARA OLKO REPORTS DIRT IN THE WATER; PLEASE EVALUATE; SHE CAN BE REACHED AT 352.357.8811	OPvnight 08/10/2016: Emailed Todd and techs with customer concern; Todd replied that the lead plant operator for this area, Grant Foster, called and talked with the customer with regard to this concern.
54799290	Pine Harbour	J 9.0 Water Quality	OPwhaleay 08/10/2016: RONALD CALLED BACK,HE IS CONCERNED THAT THE WATER IS NOT SAFE TO DRINK OR WILL RUIN HIS APPLIANCES,HE CONDUCTED SOME RESEARCH,HE TOOK A WATER SAMPLE AND LOOKED AT IT WITH A MAGNIFY GLASS AND THERE WAS A WHITE FILM HE FOUND,I TOLD VICKI WHO SENT A MESSAGE TO THE TECH MANEGER FOR THEM TO CONTACT RONALD;	TECH NOTE FLUSHED HOUSE AND HYDRANT DOWN THE STREET; TALKED TO CUSTOMER, SAID THAT THE WATER WAS BETTER; READ 351550 SB LF MH TECH NOTE CUSTOMER SAID THE WATER HAS GOTTEN BETTER SMALL AMOUNT OF AIR STILL IN LINE WILL FLUSH A LITTLE AT THE HOUSE READ 35136 SB LF REB
54799290	Pine Harbour	J 9.0 Water Quality	OPjvandelanotte 08/10/2016: RONALD OLKO CALLED RE: CLOUDY WATER; RONALD STATES HE TALKED WITH TECH AND HE STATED WATER IS A LITTLE BETTER; RONALD WANTS TO SEE TECH FLUSH LINES DOES NOT BELIEVE IT WAS	TECH NOTE FLUSHED HOUSE AND HYDRANT DOWN THE STREET; TALKED TO CUSTOMER, SAID THAT THE WATER WAS BETTER; READ 351550 SB LF MH TECH NOTE CUSTOMER SAID THE WATER HAS GOTTEN BETTER SMALL AMOUNT OF AIR STILL IN LINE WILL FLUSH A LITTLE AT THE HOUSE READ 35136 SB LF REB
54799290	Pine Harbour	J 9.0 Water Quality	OPjvandelanotte 08/08/2016: RONALD OLKO CALLED RE: GREY & MILKY WATER; RONALD STATED HAS RUN WATER THROUGH WEEKEND NOT CLEARING UP; ADV WILL TALK WITH SUPERVISOR TO GET A TECH OUT TO CHECK.	Air compressor stayed on too long - repaired
54799290	Pine Harbour	J 9.0 Water Quality	OPjvandelanotte 08/05/2016: RONALD OLKO CALLED RE: WHITE WATER; ADV compressor stayed on too long last night but?s been repaired. They have too much air in the lines and ask them to flush from their outside spigot; and that we are flushing at the mains as well.; ADV GIVE A FEW DAYS TO CLEAR; IF NOT CLEAR BY NEXT WEEK TO CALL BACK.	Air compressor stayed on too long - repaired
54799290	Pine Harbour	J 9.1 Boil Water Inquiry	OPvweinberger 10/03/2017: RONALD OLKO CALLED TO VERIFY BWN: ADV IT HAS ENDED OPImjohnson 11/24/2017: "DURING, AND AFTER, HURRICANE IRMA, SEPT 10, 2017: WE DID HAVE WATER SERVICE AFTER THE HURRICANE, BUT WE WERE NEVER NOTIFIED THAT THERE WAS A BOIL WATER NOTICE IN EFFECT. NO ROBO CALL WAS RECEIVED, OR DOOR HANGERS STATING SUCH WERE DISTRIBUTED. ON LEAVING THE PINE GLEN SUBDIVISION ON MONDAY, SEPT 18, WE NOTICED A HAND WRITTEN (IN MAGIC MARKER) SIGN, ATTACHED TO A FENCE AT THE ENTRANCE OF THE SUBDIVISION STATING "BOIL WATER NOTICE". AS OF SATURDAY, SEP 23, 2017, WE STILL HAVE NOT RECEIVED NOTICE IF THE BOIL WATER RESTRICTION IS OFF/ON. WE FEEL THAT THIS DEFECT IN PROPER CUSTOMER SERVICE SHOULD BE ADDRESSED AND CORRECTED. A REPLY TO THIS CONCERN WOULD BE APPRECIATED".	HURRICANE IRMA
54799290	Pine Harbour	J 9.1 Boil Water Inquiry	OPvweinberger 10/03/2017: RONALD OLKO CALLED TO VERIFY BWN: ADV IT HAS ENDED OPImjohnson 11/24/2017: "DURING, AND AFTER, HURRICANE IRMA, SEPT 10, 2017: WE DID HAVE WATER SERVICE AFTER THE HURRICANE, BUT WE WERE NEVER NOTIFIED THAT THERE WAS A BOIL WATER NOTICE IN EFFECT. NO ROBO CALL WAS RECEIVED, OR DOOR HANGERS STATING SUCH WERE DISTRIBUTED. ON LEAVING THE PINE GLEN SUBDIVISION ON MONDAY, SEPT 18, WE NOTICED A HAND WRITTEN (IN MAGIC MARKER) SIGN, ATTACHED TO A FENCE AT THE ENTRANCE OF THE SUBDIVISION STATING "BOIL WATER NOTICE". AS OF SATURDAY, SEP 23, 2017, WE STILL HAVE NOT RECEIVED NOTICE IF THE BOIL WATER RESTRICTION IS OFF/ON. WE FEEL THAT THIS DEFECT IN PROPER CUSTOMER SERVICE SHOULD BE ADDRESSED AND CORRECTED. A REPLY TO THIS CONCERN WOULD BE APPRECIATED".	TRIED CALLING CUSTOMER, NO ANSWER; L MOM APOLOGIZING AND EXPLAINING WE USED MEDIA TO NOTIFY CUSTOMERS.
54799291	Pine Harbour	Side	OPvnight 12/16/2016: per tech note: talked to customer and explained to him that he has a leak on his side of the meter, he said he would have it fixed	AIR COMPRESSOR MALFUNCTIONED AT PLANT 3-4 DAYS AGO AND PUMPED AIR INTO LINES; HAVE BEEN FLUSHED AT MAINS BUT WILL NEED TO CLEAR LINES IN HOME; ADV TO FLUSH FROM OUTSIDE SPIGOT TO CLEAR LINE BUT THERE IS NO DANGER OF BACTERIA FROM THE AIR
54799292	Pine Harbour	J 9.0 Water Quality	OPvnight 08/15/2016: MARSHA CALLED VERY UPSET ABOUT THE COMPANY SHE PROCEEDED TO SCREAM AT ME ABOUT HOW POOR OUR CUSTOMER SERVICE IS,I MADE SEVERAL ATTEMPTS TO APOLOGIZE AND HELP HER BUT EVERY TIME I SAID ONE OR TWO WORDS SHE INTERRUPTED AND SCREAMED AT ME,SHE SAYS THE WATER IS CLOUDY AND HER BILL INCREASED SINCE WE TOOK OVER. I WAS ABLE TO DETERMINE WE NEED TO SEND SOMEONE OUT AND WHILE GETTING HER PH# SHE SCREAMED AGAIN? THE LAST PERSON ASKED FOR IT,I AT THAT POINT ENDED THE CALL.I HAD ASKED HER THREE TIMES TO STOP,AND HUNG UP AFTER THE 4TH TIME	AIR COMPRESSOR MALFUNCTIONED AT PLANT 3-4 DAYS AGO AND PUMPED AIR INTO LINES; HAVE BEEN FLUSHED AT MAINS BUT WILL NEED TO CLEAR LINES IN HOME; ADV TO FLUSH FROM OUTSIDE SPIGOT TO CLEAR LINE BUT THERE IS NO DANGER OF BACTERIA FROM THE AIR
54799292	Pine Harbour	J 9.0 Water Quality	OPvnight 08/05/2016: FORWARDED MESSAGE FROM CORP OFFICE FROM MARK RE WATER QUALITY; HE REPORTS HAVING CLOUDY WATER; ADV AIR COMPRESSOR MALFUNCTIONED AT PLANT 3-4 DAYS AGO AND PUMPED AIR INTO LINES; HAVE BEEN FLUSHED AT MAINS BUT WILL NEED TO CLEAR LINES IN HOME; ADV TO FLUSH FROM OUTSIDE SPIGOT TO CLEAR LINE BUT THERE IS NO DANGER OF BACTERIA FROM THE AIR; GAVE CUSTOMER SERVICE PH AND ADV FIRST BILL WILL PROCESS ON MONDAY; HE THANKED ME FOR THE CALL BACK.	TECH NOTE flushed hydrant near customers home, talked to customer, compressor at plant good
54799293	Pine Harbour	J 9.0 Water Quality	OPjvandelanotte 08/11/2016: REGINA YACCARINO CALLED 352-357-3742 RE: CLOUDY WATER FOR ABOUT ONE WEEK; ADV WILL FORWARD TO SUPERVISOR; VICKI STATED EMAILED TODD.	Meter inspection: Leak Detected Leak inspection; Maintenance team is flushing water hydrants; no leak at job site - completed 1/2/17 at 4:18 p.m.
54799294	Pine Harbour	H 7.0 Meter Reading Issue	OPvinkler 10/12/2017: JERRY CALLED IN TO HAVE METER CHECKED DUE TO HIGH READ. CREATED S.O.	TECH NOTE meter info correct; physical read 2687800 customer witnessed accurate bucket test no leaks
54799294	Pine Harbour	I 8.0 Leak at Meter	OPvinkler 01/02/2018: DONNA CALLED IN TO REPORT METER LEAKING AND ABOUT TO FLOOD GARAGE. CREATED S.O.	xxxx Pressure checked at home; home tested at 56 psi; water was not discolored; told customer results; Meter information correct. Completed 5/12/17 at 10:47
54799296	Pine Harbour	A 0.1 Supervisor Review	OPmwilliams 03/14/2017: CHARLES & ARLEEN SMITH CONTINUE TO BE CONCERNED WITH THE HIGH METER READS. PLEASE UPDATE THEM AT 352.589.1132 CELL 412.848.0426. THEY ARE ALSO CONCERNED THAT THEY SEE BROWN FROM STANDING WATER.; OPvnight 03/15/2017: called and Imom; OPvnight 03/15/2017: CHARLES AND ARLEEN CALLED BACK ON SPEAKER PHONE; THEY SAID THAT THEY ARE STILL EXPERIENCING BROWN RINGS WHEN WATER SITS AND WOULD LIKE TO KNOW WHY AND WHAT THAT IS; THEY DISPUTE EVERY READ TAKEN SINCE CONVERSION AND WANTED METER TESTED; ADV SCHEDULED BUCKET TEST AND TECH WILL CALL THEM BEFORE ARRIVAL.	TECH NOTE meter info correct; physical read 2687800 customer witnessed accurate bucket test no leaks
54799297	Pine Harbour	F 5.1 Pressure Issue	OPmwilliams 05/11/2017: CHARLES SCHNEIDER CALLED TO REPORT LOW PRESSURE AND BLACK AND BROWN WATER MARKS IN FIXTURES. HE CAN BE REACHED 832.289.8802.	xxxx Pressure checked at home; home tested at 56 psi; water was not discolored; told customer results; Meter information correct. Completed 5/12/17 at 10:47

54799298	Pine Harbour	J 9.0 Water Quality	OPmwilliams 10/11/2017: MRS FINKBEINER CALLED TO INQUIRE ABOUT HIGHER BILL. SHE ALSO REPORTS THAT HER WATER HAS A HIGHLY CHLORINATED SMELL. PLEASE EVALUATE.	Checked chlorine at hosebib got 2.3 residual ; left door tag for customer; completed 10/12/17 at 11:30 am
54799299	Pine Harbour	D 3.2 Bill Dispute	OPvweinberger 09/19/2017: CAROLYN SPENCER SAID SHE HASN'T LIVED AT THE HOUSE OR USED WATER THERE SINCE 12/2016; ADV MAYBE WHEN THE REALTOR WAS SHOWING IT THEY USED WATER.	
54799304	Pine Harbour	J 9.1 Boil Water Inquiry	OPmwilliams 12/22/2017: MRS BASKETTE CALLED TO CK BWN STATUS ophwhaley 10/27/2016: JEAN DELLINGER CALLED CONCERNED HOW HER BILL HAS TRIPLED SINCE USW TOOK OVER HER ACCOUNT,SHE IS UPSET BECAUSE THEY WERE TOLD THAT THE PRICES WOULDNT GO UP. SHE IS AN ELDERLY WOMAN AND ISNT SURE HOW TO CHECK HER METER BUT SHE SAYS SHE IS THE ONLY ONE IN THE HOME AND HAS NOT BEEN WATERING AND HER BILLS HAVE BEEN HIGH. PLEASE DO A BUCKET TEST AND REREAD TO MAKE SURE THERE ARE NO LEAKS AT THE METER SO,PH#3524832918; ophwhaley 10/28/2016: ADDED	Water outage due to Power Failure - see BWN
54799310	Pine Harbour	D 3.2 Bill Dispute	LOUISE JEAN TO THE ACCT SO THAT SHE CAN MANAGE THE ACCT ophwhaley 09/22/2016: PATRICIA(DAUGHTER) CALLED CAN WE EITHER DO A RE-READ OR TAKE A LOOK AT THE CONSUMPTION 238TAL? THEY HAD JUST MOVED IN THE PROPERTY AND THAT IS VERY HIGH FOR 1 MONTH. HER CB#352-434-8089; ophwhaley 10/10/2016: changed to bill dispute,should not have made this a sup review,so for meter check; ophwhaley 10/10/2016: meter check request,so created	TECH NOTE READ 76363 NO LEAK LEFT DOOR TAG
54799311	Pine Harbour	D 3.2 Bill Dispute	ophwhaley 10/10/2016: KENNETHS DAUGHTER CALLED TO FOLLOW UP ON A SUP REVIEW FROM 9/22.I EMAILED VICKI TO FOLLOW UP WITH HER	SO: - Read 302300 adv. her that there was a register reset done and that the bill has been adjusted by \$564.20, leaving current charges of \$129.11 due 11/27/16. she was appreciative.
54799311	Pine Harbour	D 3.2 Bill Dispute	OPaatchison 11/03/2016: PATRICIA CALLED ASKING IF WE COULD KNOCK OFF SOME OF THE MONEY OWED ON THE BILL. ADV THE ONLY THING WE CAN DO IS A PMT ARRANGEMENT FOR 1/2 NOW AND THE REST IN 30DAYS. SHE STATED SHE WILL CALL IN 11/4/16 AND MAKE THE PMT OF \$266.87 AND SET UP THE PMT ARRANGEMENT THEN. SHE THANKED ME AND ENDED THE CALL.; OPking 11/04/2016: patricia called regarding the bill, she stated that she had asked for an adjustment to the bill but hasn't heard back from anyone. reviewed account and adv. her that there was a register reset done and that the bill has been adjusted by \$564.20, leaving current charges of \$129.11 due 11/27/16. she was appreciative.	adv. her that there was a register reset done and that the bill has been adjusted by \$564.20, leaving current charges of \$129.11 due 11/27/16. she was appreciative.
54799312	Pine Harbour	A 0.1 Supervisor Review	OPking 01/11/2017: CARRIE MARDEN CALLED REGARDING HER BILL. AFTER REVIEWING THE READS, ADV. HER THAT I WOULD NEED A SUPERVISOR TO INVESTIGATE FURTHER. 352-267-5481. HER METER WAS CHANGED OUT AND THERE IS A NOTE IN THE S/O FROM THE TECH ABOUT ADJUSTING HER READ, BUT IT WENT FROM 1097 TO 97 TO 204-SHOWING 107TAL USAGE IN A 23 DAY BILLING CYCLE.; OPking 01/19/2017: carrie marden called because she hasn't heard from us regarding her re read. created s/o.; OPvknights 01/25/2017: tech met with customer "tech note bucket test accurate; no leak; told customer; read 23347 sb lf reb"; OPking 01/26/2017: CARRIE MARDEN CALLED TO VERIFY OUR FAX NUMBER. PROVIDED HER WITH THE FAX NUMBER.; OPvknights 01/27/2017: Per Rita; adj for 41tgal for leak; called customer to adv and lmon; OPvknights 01/27/2017: Kristy called back and was pleased with the adj and will send in her payment.	adj for 41tgal for leak; called customer to adv and lmon; OPvknights 01/27/2017: Kristy called back and was pleased with the adj and will send in her payment.
54799313	Pine Harbour	J 9.1 Boil Water Inquiry	OPmwilliams 09/21/2017: RET'D CALL TO PHYLLIS SPEARS TO CONFIRM THAT BWN IS IN EFFECT UNTIL FURTHER NOTICE.	HURRICANE IRMA
54799318	Pine Harbour	I 8.2 Main Break	OPmallens 05/09/2017: MRS WILSON CALLED AND STATED HER SPOUSE FOUND THE SOURCE OF THE WATER ISSUE. PLEASE CANCEL THE REQUEST FOR TECH TO COME OUT TO PROPERTY. Service Order cancelled at customer's request.	
54799318	Pine Harbour	I 8.2 Main Break	OPdhaynes 05/09/2017: LARRY WILSON CALLED; DIGGING HOLE IN THE BACK YARD AND HIT THE MAIN PIPE LINE. NOTIFIED TECH.	
54799320	Pine Harbour	J 9.1 Boil Water Inquiry	OPvweinberger 09/27/2017: MARCIA CHRISTOPHER CALLED TO VERIFY BWN; ADV HAS BEEN LIFTED	HURRICANE IRMA
54799320	Pine Harbour	J 9.1 Boil Water Inquiry	OPpnorris 09/25/2017: DEBBIE CALLED LEFT VM RETURNED CALL SHE CALLED TO SEE IF BWN HAS BEEN LIFTED. ADVISED THAT BWN HAS NOT YET BEEN CLEARED. DEBBIE SAYS SHE IS SICK POSSIBLY FROM WATER. IS UPSET ABOUT LACK OF NOTICE WHEN BWN STARTED. IS GOING TO DOCTOR AND IF ILL FROM WATER WILL BE CALLING LAWYER.	HURRICANE IRMA
54799322	Pine Harbour	D 3.2 Bill Dispute	ophwhaley 12/21/2016: KAREN CALLED REQUESTING HER LATE FEE FROM OCTOBER BE WAIVED,HER BILL WAS RECEIVED LATE AND THEN SHE WAS CHARGED ANOTHER LATE FEE I WAIVED FEES AS A ONE TIME CUST COURTEST	
54799330	Pine Harbour	J 9.1 Boil Water Inquiry	OPmwilliams 10/03/2017: MATT RIDDLE CALLED TO VERIFY BWN STATUS; ADV LIFTED	HURRICANE IRMA
54799335	Pine Harbour	J 9.1 Boil Water Inquiry	OPvweinberger 09/15/2017: HARIHARPUR PRABHAKAR CALLED TO VERIFY BWN	HURRICANE IRMA
54799339	Pine Harbour	A 0.1 Supervisor Review	OPjleveasseur 05/30/2017: COLLEEN CALLED AGAIN AND IS WONDERING WHY SHE KEEPS GETTING DISCONNECT NOTICES. SHE WOULD LIKE A CALL BACK ADVISING HER WHY WHEN SHE HAS A PAYMENT ARRANGEMENT THAT SHE SEEMS TO BE CURRENT ON. ADVISED I WOULD HAVE A SUPERVISOR REVIEW THE ACCOUNT AND CALL HER BACK @ 352-455-2776; OPimjohnson 05/31/2017: CALLED COLEEN AND ADVISED THAT BECAUSE HER ACCT IS DELINQUENT, SHE WOULD RECEIVE THESE NOTICES. SINCE SHE HAS A PYMT ARRANGEMENT AND IS CURRENT, SHE DOES NOT NEED TO WORRY ABOUT DISCONNECTION. THESE NOTICES ARE COMPUTER GENERATED AND SHE SHOULD JUST THROW THEM AWAY.	
54799339	Pine Harbour	F 5.0 No Water - Sewer / Service Interruption	OPaatchison 11/09/2016: COLEEN CALLED VERY UPSET SHE DOES NOT HAVE WATER AND WANTED TO KNOW WHY? ADV THEY HAVE A LEAK AT THE PROPERTY AND NEED TO CALL A PLUMBER TO GET IT FIXED. SHE ALSO STATED SHE HAD SEWER ISSUES AND HAD TO RESCHEDULE THEM DUE TO NO WATER. SHE STATED I LIVE AT THE PROPERTY AND I NEED WATER. ADV WHEN THE PROPERTY HAS A LEAK WE SHUT THE WATER OFF TO PREVENT DAMAGES AT THE PROPERTY AND TO AVOID SENDING HIGH BILLS TO CUSTOMER. SHE ASKED SO ITS MY RESPONSIBILITY? ADV YES AND TO CALL A PLUMBER. SHE SAID OK WELL IM CALLING THE OWNER OF THE PROPERTY SO YOU WILL BE HEARING FROM HIM AND HUNG UP.	Leak at customer premise - water turned off at their request
54799339	Pine Harbour	F 5.1 Pressure Issue	ophwhaley 11/08/2016: RET CALL TO COLEEN SHE HAS A PRESSURE ISSUE,SO COMPLETED TO SEND OUT TECH PH#352-45-2776 ophwhaley 12/22/2016: RET CALL TO COLEEN,THEY HAD A MAJOR LEAK ON THE PROPERTY,SHE IS REQUESTING SOME RELIEF ON THE BILL, I ADV HER TO FAX OVER THE PLUMBERS INVOICE TO ATTN CSR SUPERVISOR AND THAT WE THEN REVIEW AND SEE WHAT WE ARE ABLE TO DO. SHE SAID SHE WILL SEND OVER HER NORMAL BILL PMT UNTIL THIS IS RESOLVED. HER PH#352-455-2776,SHE ALSO STATED THE WATER METER IS IN ANOTHER SUBDIVISION NOT EVEN NEAR HER HOUSE,THE PLUMBERWAS NOT ABLE TO LOCATE HER METER WHEN TURNING OFF THE WATER TO CONDUCT THE REPAIR.	TECH NOTE customer has leak; turned off to stop water flagged off area; tagged door; read 138350 sb/ meter box is on S Putney in front of house 12310 jacob
54799339	Pine Harbour	I 8.05 Leak - Customer Side	ophwhaley 11/09/2016: CHARLES AND THE PLUMBER CALLED THEY WERE UNABLE TO FIND THE METER TO DO A REPAIR/PH#352-255-5283,GAVE VICKI INFO TO DISPATCH THE TECH	ERIFY READ - CHECK FOR LEAK tech note meter number is accurate no leak on meter no had previous large leak; tagged door;
54799339	Pine Harbour	I 8.05 Leak - Customer Side	OPking 11/09/2016: CHARLES CALLED BECAUSE HE HAS A PLUMBER THERE TO FIX A LEAK AND THEY ARE UNABLE TO LOCATE THE METER. IT WAS FLAGGED BY OUR TECH, BUT THEY STILL CANT FIND IT. OBTAINED CHARLES'S NUMBER AND PASSED IT ON SO THE TECH CAN CALL HIM.	meter flagged
54799339	Pine Harbour	I 8.05 Leak - Customer Side	ophwhaley 11/09/2016: COLEEN CALLED AGAIN UPSET THAT NO ONE HAD THE COMMON CURTESY TO CALL HER THAT WE TURNED THE WATER OFF DUE TO A LEAK ON THE PROPERTY, I ADV THAT WE NORMALLY CALL AHEAD IF WE ARE ASKED BY CUSTOMER,SHE ASKED THAT GOING FORWARD WE WOULD CALL AHEAD ANYTIME WE HAVE TO SERVICE OR SHUT OFF HER WATER.	TECH NOTE customer has leak; turned off to stop water flagged off area; tagged door; read 138350 sb/ meter box is on S Putney in front of house 12310 jacob
54799339	Pine Harbour	I 8.05 Leak - Customer Side	ophwhaley 11/09/2016: PROPERTY OWNER CALLED TO ASK IF THE PLUMBER COULD TURN THE WATER ON/OFF, I ADV THAT THEY COULD,HE SAID THE NOTE SAID THERE WAS A FLAG AT THE LEAK,BUT HE SEES NO FLAG,I ADV IF THE	
54799341	Pine Harbour	J 9.0 Water Quality	OPhwhaley 08/04/2016: customer reports brown, smelly water; has very low pressure and can hear popping and bubbling noises; customer ph 352-636-1066XXXX water clear and good pressure good.talked to customer.read 0668200.SB RR MH COMPLETED 3:00pm	water clear and good pressure good.talked to customer.read 0668200.SB RR MH COMPLETED 3:00pm meter correct
54800425	Pine Harbour	D 3.2 Bill Dispute	OPvweinberger 10/02/2017: KANDACE POURBIX CALLED TO SEE WHAT TECH SAID; ADV METER IS CORRECT ADV NEXT BILL SHOWS A MUCH LOWER AMOUNT	XX Meter info correct: no leak detected: Read is 0072460 completed at 11:00 am
54800425	Pine Harbour	H 7.0 Meter Reading Issue	OPvweinberger 09/22/2017: KANDACE POURBIX CALLED SAID THEY ARE NOT LIVING IN THE HOUSE YET AND BILL IS TO HIGH; ADV DO WATER LEAK TEST TONIGHT	

54800603	Pine Harbour	8.2 Main Break	OPImjohnson 12/15/2017: REP FROM KEVCO BUILDERS CALLED. CONCRETE TRUCK HIT WATER LINE AND WATER IS LEAKING NEAR THIS LOCATION; CREATED S.O.	xxxx maintenance fixing main leak 3:30 pm 12/15/17
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Troy Rendell

From: OUTDOOR EXPRESSIONS INC
Sent: Sunday, September 24, 2017 12:42 PM
To: Troy Rendell
Subject: Re: Pine Harbour Water Shed

Got it thank, word of mouth is spreading in the neighborhood. Roof looks good!

From: "Troy Rendell" <trendell@uswatercorp.net>
To: "OUTDOOR EXPRESSIONS INC" <outdoor2004@embarqmail.com>
Sent: Saturday, September 23, 2017 5:21:38 PM
Subject: RE: Pine Harbour Water Shed

We just received the results and the boil water notice is lifted... Thanks for your assistance with the sign

From: OUTDOOR EXPRESSIONS INC [mailto:outdoor2004@embarqmail.com]
Sent: Wednesday, September 20, 2017 8:48 AM
To: Troy Rendell
Subject: Re: Pine Harbour Water Shed

Thanks for the reply and the phone call! And No, we do not have an HOA, we are a small neighborhood and at this point it is all relayed by word of mouth and the sign I posted at the front of the neighborhood. Which I will post a rescind notice when you notify me.

Thanks Kim

From: "Troy Rendell" <trendell@uswatercorp.net>
To: "OUTDOOR EXPRESSIONS INC" <outdoor2004@embarqmail.com>
Cc: "Dennis Muldoon" <dmuldoon@uswatercorp.net>, "Ron Derossett" <rderossett@uswatercorp.net>, "Hope Anderson" <handerson@uswatercorp.net>
Sent: Wednesday, September 20, 2017 8:06:15 AM
Subject: RE: Pine Harbour Water Shed

Good morning Mr. and Mrs. Graham,

I apologize that nobody contacted you previously. There was a boil water notice issued on September 12, 2017 to the News Channel 13. The Florida Department of Environmental Protection and Department of Health issued a Joint Letter (Memo) to all utilities concerning the appropriate methodology of notification of boil water notices during hurricane events. I've attached it for your review. According the the FDEP/DOH memorandum, for community systems (such as Pine Harbour) where the entire system is without water service due to power outages – utilities are to send the notification to the local media.

This was a massive hurricane that affected almost the entire state of Florida. It was virtually impossible to hand deliver notices to all affected customers. The personnel was dedicated to conduct damage assessment and work to restore water service as soon as possible. We've been in constant contact with the FDEP throughout the hurricane, as well as afterwards on all boil water events. We followed the guidelines set out by FDEP and DOH.

As soon as we can rescind the boil water notice – I can let you know. However, since there was damage to the water treatment plant's roof – we'll need to repair the roof in order to rescind the boil water notice. Therefore, your community will continue to remain on the boil water notice until we can lift it with approval of the FDEP. This will occur after we get clearance from the labs on samples taken after the roof is repaired. Under the FDEP/DOH guidelines this rescind notice has to follow the same methodology as the boil water notice was issued. Therefore, the media will again be notified. There will not be hand delivered rescind notices. But again – I can e-mail and/or call you once we receive notice and you can let your neighbors know.

We are assessing how and when this roof repair will take place – but we anticipate this will occur in the very near future. Is there a homeowners association (HOA) contact that you may have so I can also let them know?

Again, I apologize that you have not been contacted directly sooner. Rest assured that we followed all appropriate protocols to meet the FDEP/DOH requirements sent prior to the hurricane.

If you have any questions, please do not hesitate to contact me directly.

Troy Rendell
U.S. Water Services Corporation

4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Fax) 727-848-7701
(E-Mail) trendell@uswatercorp.net

From: OUTDOOR EXPRESSIONS INC [<mailto:outdoor2004@embarqmail.com>]
Sent: Wednesday, September 20, 2017 7:40 AM
To: Hope Anderson
Cc: Dennis Muldoon; Troy Rendell; Ron Derossett
Subject: Re: Pine Harbour Water Shed

Hope, I know that things are a little crazy due to the recent storm, but still No one in the neighborhood has received any kind of notice of a boil water notice/advisory. Is there not some way that someone can let us know.

From: "Hope Anderson" <handerson@uswatercorp.net>
To: "OUTDOOR EXPRESSIONS INC" <outdoor2004@embarqmail.com>
Cc: "Dennis Muldoon" <dmuldoon@uswatercorp.net>, "Troy Rendell" <Trendell@uswatercorp.net>, "Ron Derossett" <rderossett@uswatercorp.net>
Sent: Tuesday, September 19, 2017 8:26:10 AM
Subject: Re: Pine Harbour Water Shed

Good Morning

I have copied the personnel on this email that will be able to provide an update for you.

Hope Anderson
Regional Manager and Business Development
U.S Water Services Corporation
1203 SW 12th Street, Suite 1
Ocala, FL. 34471
Cell: 727-858-0267
Afterhours: 866-753-8292
HAnderson@uswatercorp.net

On Sep 19, 2017 8:08 AM, "OUTDOOR EXPRESSIONS INC" <outdoor2004@embarqmail.com> wrote:

Hope, I was checking that someone has been out to access the issue of our water holding area that was damaged by the recent hurricane Irma. The roof is missing half of the tin that was covering it. If you or someone could let us know if we are on a boil water alert or what, as no one in the neighborhood has received a call letting us know anything.

My address is : Bret and Kim Graham
[12401 S. Putney Ct. Leesburg, FL 34788](mailto:12401.S.Putney.Ct.Leesburg.FL.34788)
My home # [352-589-2475](tel:352-589-2475) My cell [352-636-5127](tel:352-636-5127)
The well is located at Hwy 44 and Harbour Shores Rd

Thanks for the help, Kim

--
Outdoor Expressions Inc

[352-483-9392](tel:352-483-9392) office
[352-483-9393](tel:352-483-9393) fax
[352-636-5127](tel:352-636-5127) cell

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Outdoor Expressions Inc

[352-483-9392](tel:352-483-9392) office
[352-483-9393](tel:352-483-9393) fax
[352-636-5127](tel:352-636-5127) cell

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352-483-9393 fax
352-636-5127 cell

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Outdoor Expressions Inc

352-483-9392 office
352-483-9393 fax
352-636-5127 cell

Troy Rendell

From: Sharon Purviance
Sent: Saturday, September 23, 2017 5:59 PM
To: n13-desk@charter.com
Cc: Troy Rendell; Melisa Rotteveel; Diane Kibitlewski; Ron Derossett
Subject: Boil Water RESCISSION NOTICE

Good evening, please post as a public service notice the following Boil Water Rescission notifications. Thank you.

Sharon Purviance
Quality Control Mgr.
US Water Services Corp

The Precautionary Boil Water Notice, issued on September 12, 2017 due to Hurricane Irma has been rescinded. Bacteriological survey samples have come back satisfactorily and it is no longer necessary to boil water.

SUMTER COUNTY:
The Woods

LAKE COUNTY:
Pine Harbour

Troy Rendell

From: Hope Anderson
Sent: Tuesday, September 19, 2017 7:01 PM
To: Dennis Muldoon
Cc: Ron Derossett; Troy Rendell
Subject: Pine Harbor

Got a call customer upsets about not being advised of bwn.
He would like a call back.

Charles Schneider 832-289-8802. Pine Harbor

I told him was not sure of exact situation but did apologize and told him we have had issues around state due to internet down and phones.

Hope Anderson
Regional Manager and Business Development
U.S. Water Services Corporation
1203 SW 12th Street, Suite #1
Ocala Fl. 34471
Cell: 727-858-0267
Afterhours: 1-866-753-8292
handerson@uswatercorp.net

Pine Harbour
PWS# 335-4644

Electrical Issue at facility
Entire system affected
132 connections

Power has been restored at: 9:05 am



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: December 24, 2017 @ 1:20 pm

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The December 22, 2017
"Precautionary Boil Water Notice"
is hereby rescinded. The water
system is back in operation, and the
satisfactory completion of a
bacteriological survey shows that
the water is safe to drink.

If you have any questions, you may
contact U.S. Water Services Oper-
ations at 727-848-8292, ext. 233 or
203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292



Diane Kibitlewski <dkibitlewski@uswatercorp.net>

Pine Harbour - BWN Rescind Report 12/24/2017

1 message

Diane Kibitlewski <dkibitlewski@uswatercorp.net>
To: DEP_CD <DEP_CD@dep.state.fl.us>


Tue, Dec 26, 2017 at 9:37 AM

Good Morning,

Attached is the Boil Water Notice (BWN) Rescind Report for Pine Harbour, PWS# 335-4644, along with the 2 day bacti results.

Notices were delivered to customers on December 24, 2017 @ 1:20 pm.

Thank you
Diane M Kibitlewski
Compliance Coordinator
866-753-8292 Ext. 244

 **Pine Harbour BWN Rescind Report 122417.pdf**
652K

TRANSACTION REPORT

DEC/26/2017/TUE 09:38 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	DEC/26	09:37AM	13522536133	0:00:41	3	MEMORY OK	SG3 4153



U.S. Water
Services Corporation

DATE: December 26, 2017 PAGES: 3

CO: Lake County Health Department

TO: Drinking Water Section

FAX #: 352-253-6133

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244
dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN) -- Rescinded, 12/24/2017 @ 1:20
pm
System:

Thank you,
Diane

4939 CROSS BAYOU BOULEVARD * NEW PORT RICHEY, FL * 34652
TEL: (727) 848-8292 * FAX (727) 848-7701 * TOLL FREE (866) 753-8292

Pine Harbour
PWS# 335-4644

Electrical Issue at facility
Entire system affected
132 connections

Power has been restored at: 9:05 am



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: December 22, 2017 @ 7:47 am

PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292

Raintree Harbor
PWS# 335-4687

Loss of power, low pressure

Entire System affected
110 - connections

Water was restored by 2:00 pm



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: February 28, 2017 @ 3:00 pm

RESCISSION OF PRECAUTIONARY BOIL WATER NOTICE

The February 26, 2017
"Precautionary Boil Water Notice"
is hereby rescinded. The water
system is back in operation, and the
satisfactory completion of a
bacteriological survey shows that
the water is safe to drink.

If you have any questions, you may
contact U.S. Water Services Oper-
ations at 727-848-8292, ext. 233 or
203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292



Diane Kibitlewski <dkibitlewski@uswatercorp.net>

Raintree Harbor - BWN Rescind 2/28/2017

1 message

Diane Kibitlewski <dkibitlewski@uswatercorp.net>
To: DEP_CD <DEP_CD@dep.state.fl.us>

Tue, Feb 28, 2017 at 3:32 PM

Good Afternoon,

Attached is the Boil Water Notice (BWN) Rescind Report for Raintree Harbor, PWS# 335-4687. Notices are being delivered now.

Thank you
Diane M Kibitlewski
Compliance Coordinator
866-753-8292 Ext. 244

 **Raintree Harbor BWN Rescind Report 022817.pdf**
800K

TRANSACTION REPORT

FEB/28/2017/TUE 04:25 PM

FAX(TX)

#	DATE	START T.	RECEIVER	COM. TIME	PAGE	TYPE/NOTE	FILE
001	FEB/28	04:24PM	13522536133	0:00:53	3	MEMORY OK	SG3 4073

The logo for U.S. Water Services Corporation features the text "U.S. Water" in a large, bold, serif font. Below this, there is a stylized graphic of wavy water lines. Underneath the graphic, the words "Services Corporation" are written in a smaller, bold, sans-serif font.

DATE: February 28, 2017 PAGES: 3

CO: Lake County Health Department

TO: Drinking Water Section

FAX #: 352-253-6133

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244
dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN) - Rescinded
System: Raintree Harbor, PWS# 335-4687

Thank you,
Diane

Raintree Harbor
PWS# 335-4687

Loss of power, low pressure

Entire System affected
110 - connections

Water was restored by 2:00 pm



Water and Wastewater Utility Operations,
Maintenance, Engineering, Management

Date: February 26, 2017 @ 10:00 am

PRECAUTIONARY BOIL WATER NOTICE

A loss of pressure has occurred in your water system. As a precaution, upon return of service, we advise that all water used for drinking or cooking be boiled. A rolling boil of one minute is sufficient. As an alternative, bottled water may be used.

If you have any questions, you may contact U.S. Water Services Operations at 727-848-8292, ext. 233 or 203.

4939 Cross Bayou Blvd., New Port Richey, FL 34652

Ph: 727-848-8292 Fx: 727-849-4219

Toll Free: 866-753-8292



Diane Kibitlewski <dkibitlewski@uswatercorp.net>

Boil Water Notice - Raintree Harbor

1 message

Diane Kibitlewski <dkibitlewski@uswatercorp.net>


Mon, Feb 27, 2017 at 8:44 AM

To: DEP_CD <DEP_CD@dep.state.fl.us>

Good Morning,

Sunday, 2/26/2017, at 10:00 am, there was a Boil Water Notice (BWN) at Raintree Harbor, PWS# 335-4687. Upon arrival to the site, the maintenance technician found no power to the plant and loss of pressure to the distribution system. Notices have been delivered and estimated repair is 2:00 pm.

Thank you
Diane M Kibitlewski
Compliance Coordinator
866-753-8292 Ext. 244

 **Raintree Harbor BWN 022617.pdf**
215K

TRANSACTION REPORT

FEB/27/2017/MON 09:36 AM

FAX (TX)

#	DATE	START T.	RECEIVER	COM.TIME	PAGE	TYPE/NOTE	FILE
001	FEB/27	09:36AM	13522536133	0:00:30	2	MEMORY OK	SG3 3997



DATE: February 27, 2017 PAGES: 2

CO: Lake County Health Department

TO: Drinking Water Section

FAX #: 352-253-6133

FROM: DIANE KIBITLEWSKI (727) 848-8292 EXT. #244
dkibitlewski@uswatercorp.com

**** PLEASE DELIVER IMMEDIATELY - THANK YOU! ****

RE: Boil Water Notice (BWN)
System: Raintree Harbor, PWS# 335-4687

Thank you,
Diane