

COUNTRY WALK UTILITIES, INC.

August 10, 2018

RECEIVED-FPSC

2018 AUG 13 AM 8:28

COMMISSION
CLERK

FILED 8/13/2018
DOCUMENT NO. 05263-2018
FPSC - COMMISSION CLERK

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

Re: Docket No. 20180021-WU - Application of Country Walk Utilities, Inc. for Staff Assisted Rate Case in Highlands County - Response to Customer Meeting Concerns

Dear Commission Clerk,

Country Walk Utilities, Inc.'s (Country Walk) herewith submits its response to the customer meeting concerns and subsequent staff questions.

Generator

Several customers brought up the concern that there was no stand by generator. This has previously been addressed to the customers after the most recent hurricane. Country Walk is not required to have a stand-by generator pursuant to the Florida Department of Environmental Protection (FDEP) rules. Pursuant to Rule 62-555.320(14), Florida Administrative Code:

Design and Construction of Public Water Systems

(14) Standby Power.

(a) By no later than December 31, 2005, each community water system (CWS) serving, or designed to serve, 350 or more persons or 150 or more service connections shall provide standby power for operation of that portion of the system's water source, treatment, and pumping facilities necessary to deliver drinking water meeting all applicable primary or secondary standards at a rate at least equal to the average daily water demand for the system. (emphasis added)

COM _____
AFD I Map
APA _____
ECO _____
ENG _____
GCL _____
IDM _____
CLK _____

Country Walk only has approximately 71 connections. Country Walk has requested that the Homeowners' Association provide a written statement as to whether it is willing to agree to Country Walk moving forward with the purchase and installation of a generator and agree to pay for such in the water rates. It was also offered that the HOA may pay for the purchase of the generator. The HOA is currently considering Country Walk's proposal. It was explained that a stand-by generator to meet the FDEP requirements would cost approximately \$40,000 - \$50,000. After the most recent hurricane, Country Walk was able to obtain a portable generator through its operations provider, U.S. Water Service Corporation. This was a loaner generator temporarily installed until the subdivision was able to obtain electrical power.

Water Stains

Customers brought up concerns about sporadic water stains. Country Walk has taken a copper sample at the well and in the distribution systems. The test result will be provided to staff once

received. Additionally, Country Walk has attached the most recent Lead & Copper results taken in May 2018 and August 2018. These test results show that Country Walk is well below the allowable limits as prescribed by the EPA and FDEP. There is a possibility that due to the change in alkalinity the water may be more corrosive on inside customer piping and plumbing. The FDEP has required Country Walk to conduct quarterly lead and copper sampling due to the change in the water treatment process. As indicated in the attached test results, Country Walk is below the allowable limits. The FDEP has recommended slight to reduce the Ph levels, which Country Walk has implemented. If further changes are necessary, Country Walk may consider adding a sequestant or convert to chloramines. See more information below under "Force Draft Aeration Treatment."

Electricity Meter at the WTP

The FPSC staff requested additional information concerning the electric meter at the water treatment plant. It is believed that there is a possibility that the HOA's irrigation well is connected to this water meter. Country Walk contacted the previous utility owner and was informed that the HOA's irrigation well was connected to the water plant as a courtesy to the HOA. Country Walk has reached out to the HOA and has requested that the HOA provide a written response. Country Walk indicated to the HOA that if it still wishes to remain on the utility's water meter, and is willing to continue to pay for the electricity through the water rates, as has been done in the past that a written statement should be provided. In the alternative, the HOA would need to obtain its own electrical power connection with the power company and pay for its own electricity. Country Walk believes that the HOA would prefer to remain "as is" and not be required to pay for a new connection and pay for its electric power. Since this was a courtesy connection to the HOA and it has been paying through the water rates, Country Walk believes this should remain "as is" with no adjustments made to the purchase power expense.

High-Pressure Event Related Damages to Customer Plumbing

As has been previously explained, the high pressure event was caused by an electrical failure at the water treatment plant. This was repaired, however this caused a main break in the distribution system that also required being repaired. Country Walk received concerns from two customers relating to possible damage to inside water systems, (water softener, water heater). Country Walk requested specific information and documentation on the damages, type of equipment, age of equipment, costs, etc. To date, Country Walk has not received any such documentation on customer damage.

High-Pressure Event Related Damages to Water Meters / High Consumption Concerns

Customers expressed concerns over high consumption being billed while not in residence. Country Walk has provided the FPSC staff with all billing information, including consumption for the test year ended 2017. As shown in Country Walk billing records, there were only three (3) customers with billed usage of 30,000 gallons or more. Country Walk has provided documentation in Document No. **02285-2018** that shows that the customers received credits.

Country Walk Utilities, Inc.
Response to Customer Meeting Concerns
August 10, 2018

For one customer, Mr. Totten, the meter was sent to an independent meter testing facility which showed that his meter was registering high. As shown in Document 02885-2018, Mr. Totten received a credit adjustment for 30,000 gallons, which is higher than what is required by Rule 25-30.340, Florida Administrative Code. Pursuant to the prescribed methodology the calculated "adjustment" for the previous 12-month period equaled \$135.48. Country Walk applied a credit of \$216.10. This adjustment was \$80.62 more than the calculated adjustment under the Florida Public Service Commission (FPSC) rules. For Ms. Banwart, Country Walk worked with the customer and applied two adjustments to her bill. This customer's meter was tested and was found to be operating and registering correctly. Ms. Banwart was appreciative of the adjustments. One other customer was billed for high consumption. It was discovered that the meter readings were switched with his neighbor's and he was credited for the incorrect billed consumption. These are also included in Document No. 02285-2018.

In addition, there was one other customer who had billed consumption of 25,000 gallons. However, this customer had a leak on his property and once documentation of the repair was provided, Country Walk provided the customer with a one-time courtesy leak adjustment. This type adjustment is not required by the FPSC, but the utility offers them to its customers who can document repairs of leaks on their side of the meter.

Country Walk has analyzed the consumption in 2018 and has found not high billed consumption. These previous high consumptions, which were adjusted appear to be anomalies which occurred during the test year. All customer consumption since has been normal. There has been no other abnormal events outside the ones addressed above.

Map of Service Area

As requested by the FPSC, see attached the revised service area map with the HOA irrigation lines removed.

Forced-draft Aeration Treatment System

This is a forced draft aeration treatment system which is prescribed by Florida Department of Environmental Protection (FDEP) Rule 25-555.315(5)(a), Florida Administrative Code. The levels of sulfides in the source ground water rise to the level which requires forced draft aeration with pH adjustment. Country Walk worked closely with both the Homeowners Association and the FDEP on this project, which was placed into service last year. Country Walk spent approximately \$134,343.64 on the project. The actual costs were higher than that amount, but U.S. Water Services did not charge all of the costs to the utility in order to keep the rate impact at a minimum. We have had some components failures and have either replaced them or are in the process of replacing these components through the warranty. Prior to the filing of the recent staff assisted rate case (SARC), the utility has received very little water quality complaints, and have been told that it is the best water the customers have tasted. The water quality issues that were previously raised were addressed with the homeowners, primarily through flushing.

Country Walk Utilities, Inc.
Response to Customer Meeting Concerns
August 10, 2018

The forced draft aeration is working properly and is removing the sulfides in the water as designed. Country Walk Utilities is currently meeting all primary and secondary water quality standards. In fact with the addition of the new treatment system, the utility was able to lower the chlorine usage previously utilized. As a result, the utility is now below the disinfection byproduct limits as set by the FDEP.

See the attached test result taken on 09/06/17 which shows that the sulfide levels post treatment were at a level that was nearly "not detectable" which indicates that the new treatment system is removing the naturally occurring sulfides in the water as designed. Forced draft aeration with pH adjustments have proven to remove up to 90% of total sulfides. However, as previously explained at the HOA meetings, the sulfide issue has existed for numerous years, prior to the acquisition of the utility by Country Walk. It was previously explained that the previous owner also had issues with FDEP. Prior to the recent installation of the aeration treatment, the sulfides were previously oxidized utilizing higher levels of free chlorine. However, this caused exceedances in the disinfection byproducts (DBP) in the system. In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, Country Walk utilized flushing of the distribution systems to maintain water quality. Due to the naturally occurring high sulfide content in the wells, the water had to be circulated in the distribution system to maintain the proper chlorine residual as required by FDEP. If the water is allowed to sit stagnant for any length of time, the residual hydrogen sulfide starts reforming and it exhibits a chlorine demand causing the residual to be reduced and ending with "rotten egg" smelly water and chlorine residuals lower than state requirements placing the utility in violation of Rule 62-555, Florida Administrative Code (F.A.C.). Again, this was prior to the installation of the new aeration treatment system.

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. In addition to regular flushing, upon complaints from specific areas, Country Walk institutes some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally occurring minerals in the distribution system and did not provide a solution to the source of supply.

The residual hydrogen sulfides in the water distribution lines caused bacteria to begin feeding on the residuals. This interaction of the bacteria with the residual hydrogen sulfides also increased the chlorine demand in the water. In order to address both the rotten egg smell and the reduction in chlorine in the lines, the utility was forced to increase its flushing. This situation is exacerbated by the seasonality of the customer base. During the summer months, the Country Walk experiences a low customer population and low usage throughout the distribution system.

Thus, as previously explained, although the sulfides are now being removed at the source (treatment plant); however there may still be residuals throughout the distribution system, as well

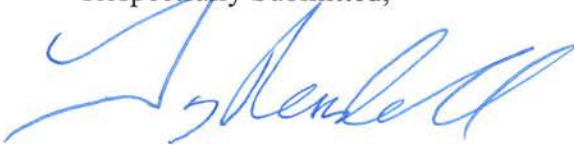
Country Walk Utilities, Inc.
Response to Customer Meeting Concerns
August 10, 2018

as inside customers' homes and hot water heaters. This has accumulated over the period of years – again prior to the installation of the new treatment process. It is going to take time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process. This will not be instantaneous.

There are several automatic flushers located throughout the Country Walk distribution system. The utility has installed automatic flushers to address customer concerns. After the installation of the new treatment system, Country Walk was able to reduce the amount of flushing. Attached are the flushing records for 2018, as requested. Again, the utility is meeting all primary and secondary standards and is also below the DBP requirements set by FDEP.

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 Country Walk Utilities, Inc.

SHORT Environmental Laboratories, Inc.
 10405 U.S. 27 S. Sebring, FL 33876 email: Shortlab@strato.net
 Phone: (863) 655-4022 (800) 833-4022 Fax: (863) 655-5820



Report Cover Page

Client: **U.S. Water Services, Corp.** Report #: **2018050089**
 Address: **4939 Cross Bayou Blvd.** Report Date: **5/17/2018**
 City, State, Zip: **New Port Richey, FL 34652**
 Attention: **Melisa Rotteveel**
 Project: **Country Walk DWTP**
Lead & Copper Analyses
 Sample Date: **04/27/2018 - 05/04/2018**
 Sample Numbers: **F1802341**

This report package includes the following contents and attachments:			Commonly used Qualifiers with explanations:	
<u>Contents</u>	<u>Item</u>	<u>Pages</u>	<u>Qualifier</u>	<u>Explanation</u>
Cover Page:		1	U	Compound was analyzed for but not detected.
Report of Analysis:	Original	2	I	Result is between the MDL and the PQL.
Attachments:	Chain of Custody	1	Q	Sample was analyzed out of holding time.
			J	Estimated value; may not be accurate.
Total Pages:		4		

The results contained in the report meet all requirements of the NELAC standards. All results are representative of the sample as collected. Direct all questions to the signatory below at the phone number above.

Respectfully Submitted,

Chad Harmon
 Project Manager
 May 17 2018 9:34 AM

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All analyses performed by the following labs.
 #84492 Advanced Environmental Laboratories - Fort Myers



Lead and Copper Tap Sample Analysis And Result Ranking Report

Reporting Format 62-550.730(4)(a)

System Name: Country Walk
 PWS-ID: 6284114
 Laboratory Name: Advanced Environmental Laboratories, Inc.
 Laboratory Contact: Jessica Bunnell
 Lab Phone Number: (239) 674-8130

Date Submitted to Lab: 05/07/2018 14:05
 Report Date: May 16, 2018
 Lead or Copper: Lead
 90th Percentile Value: 0.0019

A	RANK	LOCATION		CLIENT SAMPLE		LAB SAMPLE ID	DATE SITE	LEAD (mg/L)	QUAL.	MDL (mg/L)	METHOD	ANALYSIS DATE	LAB ID
		NO	TIER	ID	SITE								
	1			03	28 Quail Roost	F1802341003	04/30/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	2			09	19 Fawn Run	F1802341008	04/27/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	3			08	27 Quail Roost	F1802341007	05/04/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	4			01	3153 Bluebird	F1802341001	04/27/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	5			07	30 Fawn Run	F1802341010	04/27/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	6			10	34 Corkwood	F1802341009	04/27/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	7			06	6 Fawn Run	F1802341006	04/27/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	8			02	39 Quail Roost	F1802341002	04/27/2018	0.0014	U	0.0014	SM 3113B	05/09/2018	E84589
	9			05	26 Corkwood	F1802341005	04/27/2018	0.0019	I	0.0014	SM 3113B	05/09/2018	E84589
	10			04	43 Quail Roost	F1802341004	04/27/2018	0.0094		0.0014	SM 3113B	05/09/2018	E84589

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/- 100mL). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41, F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

SIGNATURE OF AUTHORIZED LABORATORY REPRESENTATIVE NAME: Jessica Bunnell

TITLE and DATE: Lab Manager 5/16/2018

Lead and Copper Tap Sample Analysis And Result Ranking Report

Reporting Format 62-550.730(4)(a)

System Name: Country Walk
 PWS-ID: 6284114
 Laboratory Name: Advanced Environmental Laboratories, Inc.
 Laboratory Contact: Jessica Bunnell
 Lab Phone Number: (239) 674-8130

Date Submitted to Lab: 05/07/2018 14:05
 Report Date: May 16, 2018
 Lead or Copper: Copper
 90th Percentile Value: 0.22

A	RANK	LOCATION		CLIENT SAMPLE		LAB SAMPLE ID	DATE SITE	COPPER (mg/L)	QUAL.	MDL (mg/L)	METHOD	ANALYSIS DATE	LAB ID
		NO	TIER	ID	SITE								
	1			09	19 Fawn Run	F1802341008	04/27/2018	0.0030	I	0.0023	SM 3113B	05/11/2018	E84589
	2			01	3153 Bluebird	F1802341001	04/27/2018	0.0083		0.0023	SM 3113B	05/11/2018	E84589
	3			05	26 Corkwood	F1802341005	04/27/2018	0.032		0.0023	SM 3113B	05/11/2018	E84589
	4			10	34 Corkwood	F1802341009	04/27/2018	0.042		0.0023	SM 3113B	05/11/2018	E84589
	5			07	30 Fawn Run	F1802341010	04/27/2018	0.070		0.0023	SM 3113B	05/11/2018	E84589
	6			02	39 Quail Roost	F1802341002	04/27/2018	0.075		0.0023	SM 3113B	05/11/2018	E84589
	7			06	6 Fawn Run	F1802341006	04/27/2018	0.19		0.0046	SM 3113B	05/11/2018	E84589
	8			03	28 Quail Roost	F1802341003	04/30/2018	0.19		0.0046	SM 3113B	05/11/2018	E84589
	9			08	27 Quail Roost	F1802341007	05/04/2018	0.22		0.0092	SM 3113B	05/11/2018	E84589
	10			04	43 Quail Roost	F1802341004	04/27/2018	0.75		0.023	SM 3113B	05/11/2018	E84589

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/- 100mL). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41,F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

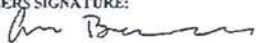
SIGNATURE OF AUTHORIZED LABORATORY REPRESENTATIVE NAME: Jessica Bunnell
 TITLE and DATE: Lab Manager 5/16/2018

SHORT ENVIRONMENTAL LABORATORIES

10405 US 27 S
 SEBRING, FL 33876
 (863) 655-4022 (800) 833-4022
 FAX: (863) 655-5820

PWS I.D. 628 4114

LABORATORY ANALYSES					
Cont Type	Met				
Cont Size	1 L cyl				
Material	Plastic				
Preservative	Nitric				

SAMPLER'S NAME: (PLEASE PRINT) <u>Andrew Borremans</u>	CLIENT NAME: <u>5780S Water Services Corp.</u>
SAMPLER'S SIGNATURE: 	PROJECT: <u>Country Walk</u>
	LOCATION: <u>Kitchen Sink</u>

	SAMPLE ID	DATE	TIME	SAMP TYPE	GRAB	WELL	LABORATORY ID#	# OF CONT	Cu Pb				
1	3153 Bluebird	4/27/18	0600	DW	X			1	1				
2	39 Quail Roost	4/27/18	0600	DW	X			1	1				
3	28 Quail Roost	4/30/18	0600	DW	X			1	1				
4	43 Quail Roost	4/27/18	0650	DW	X			1	1				
5	26 Corkwood	4/27/18	0600	DW	X			1	1				
6	6 Fawn Run	4/27/18	0900	DW	X			1	1				
7	30 Fawn Run	4/27/18	0700	DW	X			1	1				
8	27 Quail Roost	5/4/18	0736	DW	X			1	1				
9	19 Fawn Run	4/27/18	0400	DW	X			1	1				
10	34 Corkwood	4/27/18	0600	DW	X			1	1				

COMMENTS:

SOME CONTAINERS MAY BE PRESERVED.
 PLEASE READ ALL CONTAINER LABELS FOR CAUTION NOTICES.

SAMPLES ICED TO _____ C
 NUTRIENT CONTAINERS PRESERVED H2SO4
 METALS CONTAINERS PRESERVED HNO3

YES	NO

SAMPLE QTY:	RELINQUISHED BY:	ACCEPTED BY:	DATE:	TIME:
10	<u>Andy Borremans</u>	<u>W. Bushko</u>	<u>5/7/2018</u>	<u>9:07</u>
10	<u>Chris Chateaux</u>		<u>5-7-2018</u>	

	TIME
DEPARTED LAB	
ARRIVED SITE	
DEPARTED SITE	
ARRIVED LAB	

CHAIN OF CUSTODY AND TRANSMITTAL FORM

DW Pb Cu

Rev. 9/9/11 dk

7/21/2016

SHORT Environmental Laboratories, Inc.
10405 U.S. 27 S. Sebring, FL 33876 email: Shortlab@strato.net
Phone: (863) 655-4022 (800) 833-4022 Fax: (863) 655-5820



Report Cover Page

Client: U.S. Water Services, Corp. Report #: 2018080018
Address: 4939 Cross Bayou Blvd. Report Date: 8/6/2018
City, State, Zip: New Port Richey, FL 34652
Attention: Melisa Rotteveel
Project: Country Walk DWTP
Lead & Copper Analyses
Sample Date: 07/19/2018
Sample Numbers: F1803625

This report package includes the following contents and attachments:

Commonly used Qualifiers with explanations:

Contents	Item	Pages	Qualifier	Explanation
Cover Page:		1	U	Compound was analyzed for but not detected.
Report of Analysis:	Original	4	I	Result is between the MDL and the PQL.
Attachments:			Q	Sample was analyzed out of holding time.
			J	Estimated value; may not be accurate.
Total Pages:		5		

The results contained in the report meet all requirements of the NELAC standards. All results are representative of the sample as collected. Direct all questions to the signatory below at the phone number above.

Respectfully Submitted,

Chad Harmon
Project Manager
Aug 6 2018 11:11 AM

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All analyses performed by the following labs.

#84492 Advanced Environmental Laboratories - Fort Myers



Lead and Copper Tap Sample Analysis And Result Ranking Report

Reporting Format 62-550.730(4)(a)

System Name: Buttonwood Bay
 PWS-ID: 6284075
 Laboratory Name: Advanced Environmental Laboratories, Inc.
 Laboratory Contact: Login Ft.Myers
 Lab Phone Number: (239) 674-8130

Date Submitted to Lab: 07/19/2018 13:07
 Report Date: August 3, 2018
 Lead or Copper: Copper
 90th Percentile Value: 0.018

A	RANK	LOCATION		CLIENT SAMPLE		LAB SAMPLE ID	DATE SITE	COPPER (mg/L)	QUAL.	MDL (mg/L)	METHOD	ANALYSIS DATE	LAB ID
		NO	TIER	ID	SITE								
	1			09	9911 Swan	F1803625009	07/19/2018	0.0091		0.0023	SM 3113B	07/27/2018	E84589
	2			06	Comm Center on Redwood	F1803625006	07/19/2018	0.0094		0.0023	SM 3113B	07/27/2018	E84589
	3			07	Maintenace Shop	F1803625007	07/19/2018	0.0094		0.0023	SM 3113B	07/27/2018	E84589
	4			10	345 Cottonwood	F1803625010	07/19/2018	0.0094		0.0023	SM 3113B	07/27/2018	E84589
	5			08	211 Whipporwill	F1803625008	07/19/2018	0.0099		0.0023	SM 3113B	07/27/2018	E84589
	6			05	Comm Center on Kingfish	F1803625005	07/19/2018	0.010		0.0023	SM 3113B	07/27/2018	E84589
	7			03	Comfort Station 2	F1803625003	07/19/2018	0.016		0.0023	SM 3113B	07/27/2018	E84589
	8			01	Park/Sales Office	F1803625001	07/19/2018	0.017		0.0023	SM 3113B	07/27/2018	E84589
	9			04	Laundry Matt	F1803625004	07/19/2018	0.018		0.0023	SM 3113B	07/27/2018	E84589
	10			02	Comfort Station 1	F1803625002	07/19/2018	0.048		0.0023	SM 3113B	07/27/2018	E84589

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/- 100mL). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41,F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

SIGNATURE OF AUTHORIZED LABORATORY REPRESENTATIVE:

NAME: Joseph J. Vondrick

TITLE and DATE: Project Manager

08/03/2018



Lead and Copper Tap Sample Analysis And Result Ranking Report

Reporting Format 62-550.730(4)(a)

System Name: Buttonwood Bay
 PWS-ID: 6284075
 Laboratory Name: Advanced Environmental Laboratories, Inc.
 Laboratory Contact: Login Ft.Myers
 Lab Phone Number: (239) 674-8130

Date Submitted to Lab: 07/19/2018 13:07
 Report Date: August 3, 2018
 Lead or Copper: Lead
 90th Percentile Value: 0.0014

A	RANK	LOCATION		CLIENT SAMPLE		LAB SAMPLE ID	DATE SITE	LEAD (mg/L)	QUAL.	MDL (mg/L)	METHOD	ANALYSIS DATE	LAB ID
		NO	TIER	ID	SITE								
	1			09	9911 Swan	F1803625009	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	2			10	345 Cottonwood	F1803625010	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	3			06	Comm Center on Redwood	F1803625006	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	4			08	211 Whipporwill	F1803625008	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	5			07	Maintenace Shop	F1803625007	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	6			05	Comm Center on Kingfish	F1803625005	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	7			04	Laundry Matt	F1803625004	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	8			03	Comfort Station 2	F1803625003	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	9			02	Comfort Station 1	F1803625002	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589
	10			01	Park/Sales Office	F1803625001	07/19/2018	0.0014	U	0.0014	SM 3113B	07/30/2018	E84589

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SIGNATURE OF AUTHORIZED LABORATORY REPRESENTATIVE:

NAME: Joseph J. Vondrick

TITLE and DATE: Project Manager

08/03/2018



F1803625

SHORT ENVIRONMENTAL LABORATORIES

10405 US 27 S

SEBRING, FL 33876

(863) 655-4022 (800) 833-4022

FAX: (863) 655-5820

PWS I.D. 6284075

LABORATORY ANALYSES					
Cont Type	Met				
Cont Size	1 L cyl				
Material	Plastic				
Preservative	Nitric				

SAMPLER'S NAME: (PLEASE PRINT) Andrew Borremans
 CLIENT NAME: US Water

SAMPLERS SIGNATURE: *Andrew Borremans*
 PROJECT: Bottomwood Bay
 LOCATION:

	SAMPLE ID	DATE	TIME	SAMP TYPE	GRAB	WELL	LABORATORY ID#	# OF CONT	Cu	Pb
1	Park/Sales office	7/19	0900	DW	X			1	1	
2	comfort station #1	7/19	0545	DW	X			1	1	
3	comfort station #2	7/19	0550	DW	X			1	1	
4	Laundry mat	7/19	0600	DW	X			1	1	
5	community center on Kingfish	7/19	0610	DW	X			1	1	
6	community center on Redwood	7/19	0615	DW	X			1	1	
7	maintenance Shop	7/19	0700	DW	X			1	1	
8	211 Whipperwill	7/19	0600	DW	X			1	1	
9	9911 Swan	7/19	0630	DW	X			1	1	
10	345 Cottonwood	7/19	0745	DW	X			1	1	

COMMENTS: SOME CONTAINERS MAY BE PRESERVED. PLEASE READ ALL CONTAINER LABELS FOR CAUTION NOTICES.

Init: _____ Date: _____
 Login: _____
 Confirm: _____
 Login: _____
 Batch ID: _____

pH paper lot # _____
 pH paper lot # _____
 pH paper lot # _____

Nutrient Containers Preserved, H2SO4
 Metals Container Preserved, HNO3
 Other Container Preserved, _____
 Samples Iced to 4.5 °C
 Thermometer ID F1A

YES	NO	Init
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Container Qty:	RELINQUISHED BY:	ACCEPTED BY:	DATE:	TIME:
10	Andrew Borremans	D. Bushley	7/19/18	1033
10	Chris Chilton	<i>[Signature]</i>	7-19-18	1505

TIME	
DEPARTED LAB	
ARRIVED SITE	
DEPARTED SITE	
ARRIVED LAB	

CHAIN OF CUSTODY AND TRANSMITTAL FORM

**Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format**

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)

System Name: Buttonwood Bay WJP PWS I.D. #: 6284075
 System Type (check one): Community () NonTransient Noncommunity () Transient NonCommunity
 Address: Cottonwood Dr
 City: Sebring State: Florida ZIP Code: 33870
 Phone#: 727-848-8292 Fax #: 727-849-4219 E-Mail Address: DK:bi@uswatercorp

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 10 Sample Date: 7/19 Sample Time: _____
 Sample Location (be specific) Bathroom tap
 Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): _____ mg/L Field pH: _____

Sample Type (Check Only One)

Reason(s) for Sample (Check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Distribution | <input type="checkbox"/> Routine Compliance (with 62-550) | <input type="checkbox"/> Quarterly (Which One?) |
| <input type="checkbox"/> Entry Point (to Distribution) | <input type="checkbox"/> Confirmation of MCL Exceedance* | <input type="checkbox"/> Special (not for compliance with 62-550.) |
| <input type="checkbox"/> Plant Tap (not for compliance with 62.550) | <input type="checkbox"/> Composite Multiple Sites** | <input type="checkbox"/> Violation Resolution |
| <input type="checkbox"/> Raw (at well intake) | <input type="checkbox"/> Clearance (permitting) | <input type="checkbox"/> Replacement (of invalidated Sample) |
| <input type="checkbox"/> Max. Residence Time | <input checked="" type="checkbox"/> Other: <u>lead & copper</u> | |
| <input type="checkbox"/> Ave. Residence Time | Sampling Procedure Used or other Comments: _____ | |
| <input type="checkbox"/> Near First Customer | | |

*See 62-550.500(6) for requirements and restrictions and 62-550.513(3) for nitrate or nitrite exceedances..

** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Andrew Borreman, Operator, do HEREBY CERTIFY
 (Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: [Signature] Date: 7-19-18

Certified Operator #: C22604 Phone #: 863-581-3596 Sampler's FAX #: _____

Sampler's E-mail: aborreman@uswatercorp.net

SHORT Environmental Laboratories, Inc.

10405 U.S. 27 S. Sebring, FL 33876 email: Shortlab@strato.net
Phone: (863) 655-4022 (800) 833-4022 Fax: (863) 655-5820



Report Cover Page

Client: **U.S. Water Services, Corp.** Report #: **2017090099**
Address: **4939 Cross Bayou Blvd.** Report Date: **9/22/2017**

City, State, Zip: **New Port Richey, FL 34652**
Attention: **Melisa Rotteveel**
Project: **Country Walk**

Sulfide Analyses

Sample Date: **09/06/2017**
Sample Numbers: **1710203**

This report package includes the following contents and attachments:

Commonly used Qualifiers with explanations:

Contents	Item	Pages	Qualifier	Explanation
Cover Page:		1	U	Compound was analyzed for but not detected.
Report of Analysis:	Original	4	I	Result is between the MDL and the PQL.
Attachments:			Q	Sample was analyzed out of holding time.
			J	Estimated value; may not be accurate.
Total Pages:		5		

The results contained in the report meet all requirements of the NELAC standards. All results are representative of the sample as collected. Direct all questions to the signatory below at the phone number above.

Respectfully Submitted,

Chad Harmon
Project Manager
Sep 22 2017 10:36 AM

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Unless noted otherwise, all analyses performed by Florida Spectrum Environmental Labs.



FL CERTS
#86006
#84088
#86618



Report To:
 David Murto
 Short Environmental Labs
 10405 US Hwy 27 South
 Sebring FL, 33876

Page 1 of 2
 Report Printed: 9/18/2017
 Work Order # 1710203
 Project:
 578 US Water Country Walk Sulfide

Well 1

Lab ID: 1710203-01
 Client Sample ID: Well 1
 Matrix: Water

Collection Date: 09/06/17 11:30
 Received Date: 09/07/17 17:00
 Collected By: Andrew Borremas

Laboratory Analysis Report

Parameter	Result	QC	Units	Dil	MDL	PQL	Method	Date Ext.	Date Analy.	Analyst
Wet Chemistry										
Sulfide~	ND	J3, U	mg/L	1	0.0100	0.0300	SM 4500-S D	09/12 11:33	09/12 11:33	LLC

Florida-Spectrum Environmental Services, Inc.
 1460 W. McNab Road, Fort Lauderdale, FL 33309

Pembroke Laboratory
 528 Gooch Rd.
 Fort Mead, FL 33841

Big Lake Laboratory
 610 Parrot Ave. N.
 Okeechobee, FL 34972

Spectrum Laboratories
 630 Indian St.
 Savannah, GA 31401



Report To:
 David Murto
 Short Environmental Labs
 10405 US Hwy 27 South
 Sebring FL, 33876

Page 2 of 2
Report Printed: 9/18/2017
Work Order # 1710203
Project:
 578 US Water Country Walk Sulfide

Well 1

Notes and Definitions

- U Indicated that the compound was analyzed for but not detected. This shall be used to indicate that the specific component was not detected. The value associated with the qualifier shall be the laboratory method detection limit.
- J3 The matrix spike recovery outside method acceptance limits indicating matrix interference.
- DET Analyte DETECTED
- ND Analyte NOT DETECTED at or above the detection limit
- NR Not Reported
- dry Sample results reported on a dry weight basis
- RPD Relative Percent Difference
- V Indicated that the analyte was detected in both the sample and the associated method blank.
- I The reported value is between the laboratory method detection limit and the laboratory practical quantitation limit.
- Z Too many colonies were present for accurate counting.

QC=Qualifier Codes as defined by DEP 62-160
 Unless indicated, soil results are reported on actual (wet) weight basis.
 Work performed by outside (subcontracted) labs denoted by SUB in Analyst Field.

Results relate only to this sample.

Suresh (Bobby) Supan - CSM

x Suresh Bobby Supan

Authorized CSM Signature (954) 978-6400
 Florida-Spectrum Environmental Services, Inc.
 Certification# E86006

All NELAP certified analysis are performed in accordance with Chapter 64E-1 Florida Administrative code, which has been determined to be equivalent to NELAC standards. Analysis certified by programs other than NELAP are designated with a "-".

Florida-Spectrum Environmental Services, Inc.
 1460 W. McNab Road, Fort Lauderdale, FL 33309

Pembroke Laboratory
 528 Gooch Rd.
 Fort Mead, FL 33841

Big Lake Laboratory
 610 Parrot Ave. N.
 Okeechobee, FL 34972

Spectrum Laboratories
 630 Indian St.
 Savannah, GA 31401

F4

17111111

Florida Department of Environmental Protection
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - Please type or print legibly)

System Name: Country Walk PWS I.D. #: 628411U
System Type (check one): (X) Community () NonTransient Noncommunity () Transient NonCommunity
Address: Country Walk WTP
City: Lake Placid State: Florida ZIP Code: _____
Phone#: 727-848-8292 Fax #: 727-849-4219 E-Mail Address: Dkibitlowski@uswatercorp.net

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 1 Sample Date: 9-6-17 Sample Time: 1130
Sample Location (be specific): Poe (Hydro tank)
Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 2.6 mg/L Field pH: 8.6

Sample Type (Check Only One)

Reason(s) for Sample (Check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Distribution | <input type="checkbox"/> Routine Compliance (with 62-550) | <input type="checkbox"/> Quarterly (Which One?) |
| <input type="checkbox"/> Entry Point (to Distribution) | <input type="checkbox"/> Confirmation of MCL Exceedance* | <input type="checkbox"/> Special (not for compliance with 62-550.) |
| <input type="checkbox"/> Plant Tap (not for compliance with 62.550) | <input type="checkbox"/> Composite Multiple Sites** | <input type="checkbox"/> Violation Resolution |
| <input type="checkbox"/> Raw (at well intake) | <input type="checkbox"/> Clearance (permitting) | <input type="checkbox"/> Replacement (of invalidated Sample) |
| <input type="checkbox"/> Max. Residence Time | <input checked="" type="checkbox"/> Other: <u>total sulfide</u> | |
| <input type="checkbox"/> Ave. Residence Time | Sampling Procedure Used or other Comments: _____ | |
| <input type="checkbox"/> Near First Customer | | |

*See 62-550.500(6) for requirements and restrictions and 62-550.513(3) for nitrate or nitrite exceedances..

** See 62-550.550(4) for requirements and attach a results page for each site.

SAMPLER CERTIFICATION

I, Andrew Borremans, Operator, do HEREBY CERTIFY
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: Andy Borremans Date: 9-6-17
Certified Operator #: C226041 Phone #: 772-212-5399 Sampler's FAX #: _____
Sampler's E-mail: aborremans@uswatercorp.net

Flushing Log

The distribution system for this plant has a total of 6 blow-off valves.

Automatic Blowoff - Flushing											
	Valve Location	Line Size "	Valve Type	Flush Schedule			Days of Week	Average Gallons /Min.	Gallons Flushed		
				Mins.	Times/Day	Days/ Week					
1	34 Corkwood Dr.	2	Automatic	10	1	7	Daily	100	31,000		
2	7 Lakeside Tr.	2	Automatic	10	1	7	Daily	100	31,000		
3	55 Quail Roost Rd.	2	Automatic	10	1	7	Daily	100	31,000		
4	3151 Bluebird Ave.	2	Automatic	0	1	4	Daily	100			
Manual Blowoff - Flushing / Water Break											
	Valve Location	Date	Line Size "	Valve Type	Flush Schedule			Reason for Flushing	Average Gallons /min.	Gallons Flushed	
					Mins.	Times/Day	Days/ Month				
5	WTP	15-Jan	2	Manual		1	1	Low Cl2 Residual	100	4,000	
6	34 Corkwood Dr.	1/15/2018	2	Manual	16	1	1	Low Cl2 Residual	100	3,000	
7			0.75	Manual	15	1	22	Improve Water Quality	40		
8			2		60			Improve Water Quality	100		
9			2		120			Improve Water Quality	100		
10			2		20			Improve Water Quality	70		
11			2		20			Improve Water Quality	70		
12			2		30			Improve Water Quality	90		
13			2		30			Improve Water Quality	100		
14			2		30			Improve Water Quality	90		
			2		20			Improve Water Quality	70		
								Total =	100,000		

Flushing Log

The distribution system for this plant has a total of 6 blow-off valves.

Automatic Blowoff - Flushing											
	Valve Location	Line Size "	Valve Type	Flush Schedule			Days of Week	Average Gallons /Min.	Gallons Flushed		
				Mins.	Times/Day	Days/ Week					
1	34 Corkwood Dr.	2	Automatic	10	1	7	Daily	100	28,000		
2	7 Lakeside Tr.	2	Automatic	10	1	7	Daily	100	28,000		
3	55 Quail Roost Rd.	2	Automatic	10	1	7	Daily	100	28,000		
4	3151 Bluebird Ave.	2	Automatic	0	1	4	Daily	100			
Manual Blowoff - Flushing / Water Break											
	Valve Location	Date	Line Size "	Valve Type	Flush Schedule			Reason for Flushing	Average Gallons /min.	Gallons Flushed	
					Mins.	Times/Day	Days/ Month				
5	WTP	15-Feb	2	Manual		1	1	Low Cl2 Residual	100	4,000	
6	34 Corkwood Dr.	2/15/2018	2	Manual	16	1	1	Low Cl2 Residual	100	3,000	
7			0.75	Manual	15	1	22	Improve Water Quality	40		
8			2		60			Improve Water Quality	100		
9			2		120			Improve Water Quality	100		
10			2		20			Improve Water Quality	70		
11			2		20			Improve Water Quality	70		
12			2		30			Improve Water Quality	90		
13			2		30			Improve Water Quality	100		
14			2		30			Improve Water Quality	90		
			2		20			Improve Water Quality	70		
								Total =	91,000		

Flushing Log

The distribution system for this plant has a total of 6 blow-off valves.

Automatic Blowoff - Flushing											
	Valve Location	Line Size "	Valve Type	Flush Schedule			Days of Week	Average Gallons /Min.	Gallons Flushed		
				Mins.	Times/Day	Days/ Week					
1	34 Corkwood Dr.	2	Automatic	20	1	7	Daily	100	62,000		
2	7 Lakeside Tr.	2	Automatic	10	1	7	Daily	100	31,000		
3	55 Quail Roost Rd.	2	Automatic	10	1	7	Daily	100	31,000		
4	3151 Bluebird Ave.	2	Automatic	15	1	4	Daily	100	26,571		
Manual Blowoff - Flushing / Water Break											
	Valve Location	Date	Line Size "	Valve Type	Flush Schedule			Reason for Flushing	Average Gallons /min.	Gallons Flushed	
					Mins.	Times/Day	Days/ Month				
5	7 Quail Roost Rd.		2	Manual	10	1	1	Improve Water Quality	100		
6	29 Lakeside Tr. (WTP)		2	Manual	16	1	1	Low Cl2 Residual	250		
7	Fawn Run		0.75	Manual	15	1	22	Improve Water Quality	40		
8	34 Corkwood Dr.	3/2/2018	2		60			Improve Water Quality	100	6000	
9	34 Corkwood Dr.	3/3/2018	2		120			Improve Water Quality	100	12000	
10	Quail Roost	3/7/2018	2		20			Improve Water Quality	70	1400	
11	Quail Roost	3/10/2018	2		20			Improve Water Quality	70	1400	
12	Lakeside Tr.	3/12/2018	2		30			Improve Water Quality	90	2700	
13	34 Corkwood Dr.	3/18/2018	2		30			Improve Water Quality	100	3000	
14	Lakeside Tr.	3/20/2018	2		30			Improve Water Quality	90	2700	
	Quail Roost	3/24/2018	2		20			Improve Water Quality	70	1,400	
									Total =	181,171	

Flushing Log

The distribution system for this plant has a total of 6 blow-off valves.

Automatic Blowoff - Flushing											
	Valve Location	Line Size "	Valve Type	Flush Schedule			Days of Week	Average Gallons /Min.	Gallons Flushed		
				Mins.	Times/Day	Days/ Week					
1	34 Corkwood Dr.	2	Automatic	20	1	7	Daily	100	60,000		
2	7 Lakeside Tr.	2	Automatic	10	1	7	Daily	100	30,000		
3	55 Quail Roost Rd.	2	Automatic	10	1	7	Daily	100	30,000		
4	3151 Bluebird Ave.	2	Automatic	15	1	4	Daily	100	25,714		
Manual Blowoff - Flushing / Water Break											
	Valve Location	Date	Line Size "	Valve Type	Flush Schedule			Reason for Flushing	Average Gallons /min.	Gallons Flushed	
					Mins.	Times/Day	Days/ Month				
5	POE		2	Manual	10	1	1	CHECKING WATER QUALITY	100	15,000	
6	3 Quail Roost	4/28/2018	2	Manual		1	1	Break		17,000	
7											
8											
9											
10											
11											
12											
13											
14											
									Total =	177,714	

Flushing Log

The distribution system for this plant has a total of 6 blow-off valves.

Automatic Blowoff - Flushing											
	Valve Location	Line Size "	Valve Type	Flush Schedule			Days of Week	Average Gallons /Min.	Gallons Flushed		
				Mins.	Times/Day	Days/ Week					
1	34 Corkwood Dr.	2	Automatic	20	1	7	Daily	100	62,000		
2		2	Automatic	10	1	7	Daily				
3		2	Automatic	10	1	7	Daily				
4		2	Automatic	15	1	4	Daily				
Manual Blowoff - Flushing / Water Break											
	Valve Location	Date	Line Size "	Valve Type	Flush Schedule			Reason for Flushing	Average Gallons /min.	Gallons Flushed	
					Mins.	Times/Day	Days/ Month				
5	POE		2	Manual	10	1	1	CHECKING WATER QUALITY	100	15,000	
6	55 quail roost	4/28/2018	2	Manual		1	1	Break		70,000	
7											
8											
9											
10											
11											
12											
13											
14											
									Total =	147,000	

Flushing Log

The distribution system for this plant has a total of 6 blow-off valves.

Automatic Blowoff - Flushing											
	Valve Location	Line Size "	Valve Type	Flush Schedule			Days of Week	Average Gallons /Min.	Gallons Flushed		
				Mins.	Times/Day	Days/ Week					
1	34 Corkwood Dr.	2	Automatic	20	1	7	Daily	100	60,000		
2		2	Automatic	10	1	7	Daily				
3		2	Automatic	10	1	7	Daily				
4		2	Automatic	15	1	4	Daily				
Manual Blowoff - Flushing / Water Break											
	Valve Location	Date	Line Size "	Valve Type	Flush Schedule			Reason for Flushing	Average Gallons /min.	Gallons Flushed	
					Mins.	Times/Day	Days/ Month				
5	POE		2	Manual	10	1	1	CHECKING WATER QUALITY	100	15,000	
6	fawn run	6/12/2018	2	Manual	60	1	1	water quality	11	660	
7											
8											
9											
10											
11											
12											
13											
14											
									Total =	75,660	

Flushing Log

The distribution system for this plant has a total of 6 blow-off valves.

Automatic Blowoff - Flushing

	Valve Location	Line Size "	Valve Type	Flush Schedule			Days of Week	Average Gallons /Min.	Gallons Flushed
				Mins.	Times/Day	Days/ Week			
1	34 Corkwood Dr.	2	Automatic	20	1	7	Daily	100	62,000
2	Lakeside trail	2	Automatic	10	1	7	Daily	100	31,000
3		2	Automatic	10	1	7	Daily		
4		2	Automatic	15	1	4	Daily		

Manual Blowoff - Flushing / Water Break

	Valve Location	Date	Line Size "	Valve Type	Flush Schedule			Reason for Flushing	Average Gallons /min.	Gallons Flushed
					Mins.	Times/Day	Days/ Month			
5	POE		2	Manual	10	1	1	CHECKING WATER QUALITY	100	15,000
6	fawn run	6/12/2018	2	Manual	60	1	1	water quality	11	660
7	Bluebird ave.		2		10	1	4	water quality	100	4,000
8										
9										
10										
11										
12										
13										
14										
									Total =	112,660