

COUNTRY WALK UTILITIES, INC.

FILED 9/7/2018
DOCUMENT NO. 05874-2018
FPSC - COMMISSION CLERK

September 7, 2018

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 – Supplemental Response to Customer Meeting Concerns

Dear Commission Clerk,

Country Walk Utilities, Inc.'s (Country Walk) herewith submits its supplemental response to the customer meeting concerns and subsequent staff questions. Country Walk's original response was sent via U.S. Postal Service on August 10, 2018.

Water Stains

Attached please find the test results for copper both at the water treatment plant and in the distribution system. The test results were very low and are definitely below the allowable limits.

On August 29, 2018 a representative for Country Walk conducted an onsite visit with customers throughout the water service area who recently complained about green staining of plumbing fixtures.

A pH of 7 is neutral, while a pH less than 7 is acidic, and a pH greater than 7 is alkaline. Water should be as close to pH 7 as possible. Very low or very high pH water is corrosive, which can cause leaching metals from customer plumbing systems or forming scale inside customer pipes. Signs of very low or very high pH water are blue-green stains from customers' copper plumbing or red stains from galvanized plumbing.

Prior to the forced draft aeration, the Ph is lowered with acid to maximize the removal of the sulfides in the aeration tower. The lower the Ph the higher amounts of sulfides are removed. After aeration, caustic is added to raise the Ph to a proper level. Previously, the FDEP provided guidance to raise the Ph levels to a 7.3 leaving the water treatment plant (WTP). However, it is believed this may have caused the water to become slightly more corrosive. This was exasperated by the fact that during the summer months there is less usage due to the seasonality of the customer base and the higher temperatures. Due to the water sitting in the distribution system longer caused by the lower consumption, the water temperature rises. This is addressed by increased flushing during the summer months to circulate and remove the stagnant water in the system.

The water softener at Ms. Burkells' house lowered the Ph to 6.4 which caused the water within the house to become more corrosive. Ms. Burkell also believes that her house may have copper pipes. The utility instructed the homeowner to bypass the water softener. This should help

**4939 Cross Bayou Boulevard ~ New Port Richey, Florida 34652
Tel: 727-848-8292**

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

alleviate the issue with corrosivity. It may take several weeks or months for the inside piping to become less corrosive due to the previous lower Ph levels.

Many other customers indicated the water is the best it has been and they have no issues with drinking the water straight out of the tap.

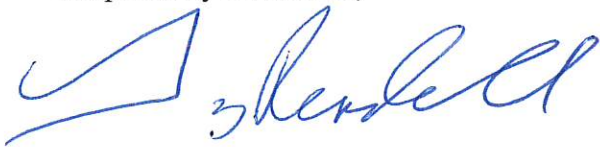
Country Walk made minor adjustments to the WTP to raise the Ph levels to a 7.8 leaving the WTP. On September 5, 2018, two representatives again met with Ms. Burkell. She stated that the water had improved after she took her water softener offline. (see attached e-mails) She indicated that she sent an e-mail out to the community and HOA to inform the residents of the adjustments and the issues with utilizing water softeners.

Electricity Meter at the WTP

The HOA has provided confirmation to Country Walk that it agrees with the current situation where the irrigation pump would continue to be provided with electrical service at the water treatment plant and the cost would be included in the water rates through the purchased water expense. (see attached e-mail)

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.

Troy Rendell

From: Sharon Purviance
Sent: Thursday, August 30, 2018 3:29 PM
To: LINDA.JOY.BURKELL@gmail.com
Cc: Troy Rendell
Subject: Country Walk Water

Follow Up Flag: Follow up
Flag Status: Flagged

Good afternoon Mrs. Burkell - It was a pleasure meeting you and your neighbors yesterday and I look forward to a great working relationship within your community. Thank you for taking time out of your day to put together a list of neighbors for me to check in with.

As we discussed yesterday, the main problem at your home is over softened water which creates an aggressive water that will corrode your copper piping. If you continue to bypass your softener I feel you will see less and less of the green discoloration. This may take up to a month as your pH was quite low and your pipes will have to adjust to the higher pH. We are also going to increase the pH of the water leaving the plant which should improve the discoloring that some of your neighbors have experienced although on a much lower scale than you have been experiencing. Most should see a difference with a month and we will be back out to check and see how things are going. We are also going to be pulling some additional samples to determine if there is anything else we can do to correct this issue. Today we discussed the possibility of switching your disinfectant to Monochloramines if necessary and as a last measure the addition of a polyphosphate to the water.

USWS is dedicated to providing your community with a drinking water that you can feel confident in and enjoy.

will be back down in the near future and will check in with you, in the mean time if you have any questions or concerns, please don't hesitate to reach out to me.

Respectfully,

Sharon Purviance
Utility Manager, USWS

Troy Rendell

From: Linda Burkell
Sent: Thursday, September 6, 2018 8:59 AM
To: US Water Purviance, Sharon; US Water Rendell, Troy
Subject: Thank you

Good Morning, I wanted to thank you for your follow-up visit yesterday to check on our water staining issue. We appreciate your thoughtfulness. Have a great day! Linda Burkell

Troy Rendell

From: Troy Rendell
Sent: Friday, August 31, 2018 2:52 PM
To: 'Doug Wright'; 'pdaneil@psc.state.fl.us'; 'John Hightower'; 'Dale Buys'
Cc: 'Luis Salvador'
Subject: FW: Country Walk Utility

Please see the HOA's response below.

From: Linda Burkell [mailto:linda.joy.burkell@gmail.com]
Sent: Friday, August 31, 2018 2:48 PM
To: 'Troy Rendell'
Subject: FW: Country Walk Utility

Good morning Mr. Rendell, I hope all is well with you. We are responding to your previous request for information (see email below) and after researching the two issues addressed, the board of directors believe:

1. Due to financial constraints, we would not ask the utility to install and maintain a generator at the water plant at this time.
2. The HOA would support leaving the electricity to the irrigation pump on the island "as is" and adding the monthly estimated cost of electricity to the Country Walk Clubhouse water bill.

If you have any additional questions, please let us know.

Respectfully, Country Walk HOA - Board of Directors

Paul Brand - 612-282-9570 – plbrand2280@gmail.com
Linda Burkell – 863-465-0967 – linda.joy.burkell@gmail.com
Sue Sylvester – 863-659-1123 – activeywl@sbcglobal.net
Barb Witthuhn – 715-851-2940 - Bawitthuhn@gmail.com

Please respond that you have received this message, thank you. Linda Burkell

----- Forwarded message -----

From: "Troy Rendell" <trendell@uswatercorp.net>
Date: Aug 5, 2018 1:36 PM
Subject: Country Walk Utility
To: <plb2280@gmail.com>, <tmoran583@gmail.com>, "barry" <realty262@aol.com>
Cc:

Good afternoon – I hope you are enjoying your Sunday afternoon.

I'm not sure who to address this to, but after the recent customer meeting held at your clubhouse, the Florida Public Service Commission has some follow up questions that I need to address with the HOA.

The first is related to the concern raised at the meeting over the lack of a generator. It was explained that a generator is not required under the current Department of Environmental Protection rules and regulations due to the small number of connections at Country Walk. However, as I've previously indicated, the utility and the utility's owner is not opposed to purchasing and installing a generator at Country Walk. But as previously explained, this would come at a cost that would be included in the water rates to the customers. We estimate this cost could be between \$40,000 - \$50,000 for the generator. Keep in mind the recent water treatment system installed was around \$123K. The FPSC states that if the HOA wishes the utility to move forward, we would need a letter of support from the HOA that they would like the utility to purchase and install a generator and supports paying for this through a further increase in the water rates. As previously offered, the HOA could pay for the generator and the cost of the purchase would not be included in the rates. It's basically up to you – the HOA – if you want the utility to move forward.

The second issue concerns the HOA owned irrigation system and well. It is believed that the irrigation well and motor obtains its electrical power through the electric supply at the utility's (Country Walk) water treatment plant. We discussed with the previous owner, Mr. Pugh and he indicated this was done as a favor to the HOA. If this is the case, and you are ok with paying for this electrical cost through the water rates, just as it has been done over the past numerous year, I would need something from the HOA indicating that they are in favor of leaving things "as is" and continue to pay for the electrical for the irrigation through the water rates. If not, then this issue with the FPSC could force the utility to require the HOA to obtain its own electrical supply on the island and disconnect from the utility. If this isn't done, then the FPSC could remove some electrical costs for the utility, leaving deficit. It is my understanding that this was a previous agreement between the HOA and previous owner of the utility. I just need something in writing that states the HOA is support of leaving this as is and is ok with paying it through water rates.

Thanks for your cooperation and I look forward to hearing from you on these issues.

Troy Rendell
U.S. Water Services Corporation
Error! Filename not specified.
4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Fax) 727-848-7701
(E-Mail) trendell@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 #: **2018080068**
Address: 4939 Cross Bayou Blvd. Report Date: 8/10/2018
City, State, Zip: New Port Richey, FL 34652
Attention: Melisa Rotteveel
Project: Country Walk DWTP
Copper Analyses
Sample Date: 07/27/2018
Sample Numbers: F1803785

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	7	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: 8

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 10 2018 9:46 AM

DocuSign

This report is for the exclusive and private use of the client listed above and recipients designated by the client. If reproduced in whole or in part by authorized recipients, this cover sheet should accompany any such copies.

All analyses performed by the following labs.

#84492 Advanced Environmental Laboratories - Fort Myers





Advanced
Environmental Laboratories, Inc.

Advanced Environmental Laboratories, Inc
13100 Westlinks Terrace, Unit 10 Ft. Myers FL 33913
Payments: P.O. Box 551580 Jacksonville, FL 32255-1580

Phone: (239) 674-8130
Fax: (239) 674-8128

August 7, 2018

David Murto
Short Environmental Laboratories
10405 US 27 S
Sebring, FL 33876

RE: Workorder: F1803785 US WATER

Dear David Murto:

Enclosed are the analytical results for sample(s) received by the laboratory on Friday, July 27, 2018. Results reported herein conform to the most current NELAC standards, where applicable, unless otherwise narrated in the body of the report. The analytical results for the samples contained in this report were submitted for analysis as outlined by the Chain of Custody and results pertain only to these samples.

If you have any questions concerning this report, please feel free to contact me.

Sincerely,

Jessica Bunnell - Lab Manager
JBunnell@AELLab.com

Enclosures

Report ID: 570564 - 1141843

Page 1 of 7

CERTIFICATE OF ANALYSIS

This report shall not be reproduced, except in full,
without the written consent of Advanced Environmental Laboratories, Inc.





SAMPLE SUMMARY

Workorder: F1803785 US WATER

Lab ID	Sample ID	Matrix	Date Collected	Date Received
F1803785001	RAW WELL	Drinking Water	7/27/2018 09:20	7/27/2018 14:50
F1803785002	33 CORKWOOD	Drinking Water	7/27/2018 09:50	7/27/2018 14:50

CERTIFICATE OF ANALYSIS

This report shall not be reproduced, except in full,
without the written consent of Advanced Environmental Laboratories, Inc.



ANALYTICAL RESULTS

Workorder: F1803785 US WATER

Lab ID: **F1803785001** Date Received: 07/27/18 14:50 Matrix: Drinking Water
 Sample ID: **RAW WELL** Date Collected: 07/27/18 09:20

Sample Description: Location:

Parameters	Results	Qual	Units	DF	Adjusted PQL	Adjusted MDL	Analyzed	Lab
------------	---------	------	-------	----	--------------	--------------	----------	-----

METALS

Analysis Desc: SM3113B (CU) Analytical Method: SM 3113B
 Analysis,DW

Copper	0.0027	U	mg/L	1	0.010	0.0027	8/3/2018 20:21	M
--------	--------	---	------	---	-------	--------	----------------	---

Lab ID: **F1803785002** Date Received: 07/27/18 14:50 Matrix: Drinking Water
 Sample ID: **33 CORKWOOD** Date Collected: 07/27/18 09:50

Sample Description: Location:

Parameters	Results	Qual	Units	DF	Adjusted PQL	Adjusted MDL	Analyzed	Lab
------------	---------	------	-------	----	--------------	--------------	----------	-----

METALS

Analysis Desc: SM3113B (CU) Analytical Method: SM 3113B
 Analysis,DW

Copper	0.0027	U	mg/L	1	0.010	0.0027	8/3/2018 20:26	M
--------	--------	---	------	---	-------	--------	----------------	---

CERTIFICATE OF ANALYSIS

This report shall not be reproduced, except in full, without the written consent of Advanced Environmental Laboratories, Inc.





ANALYTICAL RESULTS QUALIFIERS

Workorder: F1803785 US WATER

PARAMETER QUALIFIERS

- U The compound was analyzed for but not detected.
- I The reported value is between the laboratory method detection limit and the laboratory practical quantitation limit.

LAB QUALIFIERS

- M DOH Certification #E82535(AEL-M)(FL NELAC Certification)

CERTIFICATE OF ANALYSIS

This report shall not be reproduced, except in full,
without the written consent of Advanced Environmental Laboratories, Inc.



QUALITY CONTROL DATA

Workorder: F1803785 US WATER

QC Batch: GFAm/1090 Analysis Method: SM 3113B
 QC Batch Method: SM 3113B Prepared:
 Associated Lab Samples: F1803785001, F1803785002

METHOD BLANK: 2798907

Parameter	Units	Blank Result	Reporting Limit Qualifiers
METALS			
Copper	mg/L	0.0027	0.0027 U

QUALITY CONTROL DATA QUALIFIERS

Workorder: F1803785 US WATER

QUALITY CONTROL PARAMETER QUALIFIERS

- U The compound was analyzed for but not detected.
- I The reported value is between the laboratory method detection limit and the laboratory practical quantitation limit.
- J4 Estimated Result

CERTIFICATE OF ANALYSIS

This report shall not be reproduced, except in full,
 without the written consent of Advanced Environmental Laboratories, Inc.





QUALITY CONTROL DATA CROSS REFERENCE TABLE

Workorder: F1803785 US WATER

Lab ID	Sample ID	Prep Method	Prep Batch	Analysis Method	Analysis Batch
F1803785001	RAW WELL			SM 3113B	GFAm/1090
F1803785002	33 CORKWOOD			SM 3113B	GFAm/1090

CERTIFICATE OF ANALYSIS

This report shall not be reproduced, except in full,
without the written consent of Advanced Environmental Laboratories, Inc.



