

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Wednesday, September 12, 2018 8:34 AM  
**To:** 'Arthur Ballard'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20180021-WU

Good Morning Mr. Ballard,

We will be placing your comments below in consumer correspondence in Docket No. 20180021, and forwarding your comments to the Office of Consumer Assistance and Outreach.

Thank you!

*Toni Hover*

Commission Deputy Clerk I  
Florida Public Service Commission  
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Phone: (850) 413-6467

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**From:** Arthur Ballard [<mailto:ballard.arthur@yahoo.com>]  
**Sent:** Tuesday, September 11, 2018 7:23 PM  
**To:** Records Clerk  
**Cc:** Linda Burkell; Vic Budd; Paul Brand; Sue Sylvester; Barry  
**Subject:** Docket No. 20180021-WU

Please include this in the above docket.

Response to Country Walk Utilities letter of Aug. 9 written by Troy Rendell.

The biggest concern I have is the swings in chlorine in our water supply. This is not addressed in Mr. Rendell's letter. At times the water reeks of chlorine and other times chlorine cannot be detected. We buy bottled drinking water and nearly everyone I know at Country Walk does as well. I am told that an excursion of chlorine occurred in the last two weeks in spite of Mr. Rendell telling me things are better (I talked with him on 9/10). In talking with him I felt like I was talking to a car salesman rather than a technical water expert, everything is good.

Recently five residents complained about green stains from the water supply. A water company rep visited them. The one homeowner that had a water softening system was told that was the problem and they should take it off line (the others did not have water softening). I do not know what the others were told. I asked Mr. Rendell about this and he told me they have raised the pH from 7.3 to 7.8. Hopefully they do better with this as compared to the control of chlorine.

As for the solids in our water supply I believe they are oxidized divalent cations which have been created in the packed tower. Mr. Rendell says he will have to research this well known technology.

The sulfur problem has been taken care of most of the time and I do agree the water rates should support the added investment. However, we do not have a consistent good water supply. One sample analysis is one point in time and no way tells the story of a good supply which is needed every day.

Until a good water supply can be shown over a three month period I feel they should get a rate increase to support a 0% ROI.

Arthur Ballard  
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