

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Thursday, February 20, 2020 11:41 AM
To: 'KIM.BREANNA@leg.state.fl.us'
Cc: Consumer Contact
Subject: FW: Docket No. 20190125-WS
Attachments: 20190125-WS Snooze N Scoot RV Campground, Inc. Complaint Log and Attachments.pdf

Good Morning, Ms. Kim.

We will be placing the comments below in consumer correspondence in Docket Number 20190125, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover

*Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467*

From: Kim, Breanna <KIM.BREANNA@leg.state.fl.us>
Sent: Thursday, February 20, 2020 10:35 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Ashley Weisenfeld <AWeisenf@psc.state.fl.us>; John Hightower <jhightow@psc.state.fl.us>; Dale Buys <DBuys@PSC.STATE.FL.US>; Morse, Stephanie <MORSE.STEPHANIE@leg.state.fl.us>; JR Kelly <kelly.jr@leg.state.fl.us>
Subject: Docket No. 20190125-WS

Good morning,

Please find attached to this email a document a customer forwarded to our office which the customer requested we forward to you for inclusion in the record in this docket.

Thank you,
Breanna Kim
Office of Public Counsel
(850) 717-0325

Docket No. 20190125-WS

In re: Application for staff-assisted rate case in Sumter
County by The Woods Utility Company

Complaint Log and Attachments
Snooze N Scoot RV Campground, Inc.

October 7, 2015 (Wednesday) 10:00 p.m. Water Line Burst/Valve/Shut-off from October 7, 2015-October 26, 2015 (See attached)

December 18, 2015 Meter reading malfunction (See attached)

August 30, 2016 Approximately 24 hours without water (See attached)

August 18, 2017 Boil Alert for August 23, 2017 for required inspection on the Ground Storage Tank and Hydro tank for the system. (See attached)

September 10, 2017 (Sunday) Lost electric and water due to Hurricane IRMA. Was without electric for seven days and without water for eleven days. Details of Hurricane Irma and U.S. daily activities (see attached) or (Document file)

September 11, 2017 (Monday) Mitzie thought the electrical and water companies would know the campground was without service.

September 11, 2017 (Monday) In the evening, Tony DiMichel, a tenant of the campground told John and Mitzie that the news is telling everyone to make a phone call to let the electrical and water companies know we are without the services.

September 12, 2017 (Tuesday) Mitzie calls U.S. Water and SECO. Had to make several attempts all day long from the cell phone, and charge the cell phone with the generator. It was difficult to receive service from the office phone line, as Service was not available, and possible overload on the phone lines. Finally contacted U.S. Water to report no water.

Days after, U.S. Water told us the water would be back on. Every day I called to let U.S. Water know we did not have water. Two technicians came into the campground, and asked if we had any leaks. Our response was how could we have leaks, if we don't have any water. John offered the technicians water for drinking. Mitzie thought how ironic, we are offering the workers of the water company...drinks, when the water company should offer us, their customers, supplies.

Possible Thursday, September 14, 2017 the technicians told us, the plant was in operation, we should have water in a couple hours as the p.s.i. was 15 at the plant. We did not have water.

September 15, 2017 (Friday) Mitzie called U.S. Water. The person who answered thought "All of the Woods had water". We did not.

September 18, 2017 (Monday) Mitzie called U.S. water. We are still without water.

September 19, 2017 (Tuesday) We are still without water.

September 20, 2017 (Wednesday) 7:15 p.m. We had water, after a Water tank inspector went to the water plant and asked if certain tests had been performed.

September 21, 2017 (Thursday) Mitzie did two loads of dark-color laundry in each washer.

September 22, 2017 (Friday) Jeannie Wells washes a light-color load of laundry and it is stained.

Another day, Tony DiMichel washes a light-color load of laundry and it is stained.

September 27, 2017 John Hodgson wrote a letter to Wood Utility regarding Health and Safety issues and Wood Utility Company's standard of operations not meeting local and federal government regulations. (see attached)

September 29, 2017 Troy Rendell's response to John Hodgson's letter. (see attached)

October 5, 2017 (Thursday) Kay Quibell washes a light-color load of laundry and it is stained.

October 5, 2017 4:19 p.m. Mitzie emailed campground residents of light brown water, staining the clothing.

October 5, 2017 (Thursday) 4:20 p.m. Mitzie called U.S. Water regarding the stains in the laundry. Katia or a name similar answers, and Mitzie asked to talk with Linda. Linda reports there is rust in the lines, and she will put in a service order to flush the lines, and will provided a treatment "Iron-Out" to put into the washers to clean the machines.

October 6, 2017 (Friday) Two technicians from "Customer Service" arrive to flush the lines. They are not aware of the "Iron-Out" treatment. Mitzie called U.S. Water and asked for Linda. Linda said it is written on the order and she was reading it, as the work order was just completed. Linda said she would call Mitzie back. Linda called back and said the "Iron-Out" is not issued to U.S. Water customers, only one particular customer in a different area. Nor, there in not any compensation for the stained laundry. Linda will place an order for maintenance to come out and test the water.

October 6, 2017 12:42 p.m. Mitzie emailed campground resident of U.S. Water flushing the water lines. There is rust in the water. Talking with a representative from the water company, he advises no to use bleach or detergents with bleach.

October 9, 2017 (Monday) Mitzie called Troy Rendell to ask when is the appointment for our meeting. The meeting is October 11th between 10:00 a.m. and 11:00 a.m. Mitzie asked about the "Iron-Out" and Troy Rendell will bring the "Iron-Out" when he arrives. Troy Rendell also said, the plant is re-doing the filters, to rid of the iron and change the system to Green-span qualifications in the future. Troy Rendell instructed us not to use bleach, or detergents with bleach.

October 30, 2017 U.S. Water failure to notify us regarding the flushing and boil alerts

November 6, 2017 U.S. Water recommending the campground to flush within

November 20, 2017 1-1/2 PCV and circular design of water system within Snooze N Scoot

November 24, 2017 Mitzie's notice to Snooze N Scoot Campers regarding yellow water

November 27, 2017 Letter from Snooze N Scoot to U.S. Water (Document file)

December 5, 2017 Data Logger (per notes Data logger monitors 3-5 minutes up to a week)

December 8, 2017 Flush post leaking

January 2, 2018 Yellow water

January 3, 2018 Sediment in coffee cups

January 4, 2018 Email to DEP Jill Farris from Snooze N Scoot

February 1, 2018 Flush notice

February 14, 2018 No water-did not receive notice

March 19, 2018 Yellow water caused from Sandblasting and recoating tank

April 23, 2018 Cloudy water from air in the water

May 8, 2018 Flush post is spraying water for three days

May 11, 2018 U.S. Water declaring the three-day flush is the Procedure for sample protocol Note: I don't believe U.S. Water knew of the water running for three days

May 15, 2018 Compare U.S. Water tap water to store bought water

May 16, 2018 Letter from U.S. Water stating issues are within Snooze N Scoot's water system

July 11, 2018 Mitzie's notice to the campground residents of the Flush scheduled for July 11, 2018 and for future flushing for every other Wednesday or Friday. (~~See attached~~)

Telephone Record from Snooze N Scoot RV Campground to U.S. Water reporting either discolored water or low water pressure from August 4, 2018 to February 14, 2019:

August 4, 2018 11:00 a.m. 727-267-3530 ?

August 7, 2018 2:01 p.m. 727-250-9407 ?

August 13, 2018 1:00 p.m. Called U.S. Water, left message on recorder-low water pressure

August 13, 2018 3:55 p.m. Person called me back from U.S. Water. Told her low water pressure-tech won't be able to come out until Tuesday, August 14, 2018

August 29, 2018 Called U.S. Water. 7:30 p.m. Reported Low Water Pressure. U.S. Water's dispatch "Melissa" asked if I am the same person who called August 13, 2018 about the low water pressure. I responded "yes".

August 30, 2018 2:00 p.m. Two U.S. Water tech.'s arrived. 18 p.s.i. at Trailer Site #06. Talked with Freddy (Bald-Puerto Rican). Freddy talked to "Brooks". Brooks is very smart per Freddy. Said Brooks knows "Mitzie".

September 8, 2018	6:50 a.m.	727-847-8857	office
September 8, 2018	9:24 a.m.	727-919-1548	Sharon Purviance/U.S. Water
September 11, 2018	11:09 a.m.	727-919-1548	Sharon Purviance
September 19, 2018	11:36 a.m.	727-919-1548	Sharon Purviance
September 19, 2018	11:51 a.m.	727-919-1548	Sharon Purviance
November 11, 2018	11:00 a.m.	727-848-8292	office
November 19, 2018	12:44 p.m.	727-919-1548	Sharon Purviance
November 19, 2018	12:46 p.m.	727-848-8292	office
November 19, 2018	12:50 p.m.	727-847-8857	office
November 19, 2018	12:59 p.m.	727-919-1548	Sharon Purviance
November 21, 2018	10:52 a.m.	727-919-1548	Sharon Purviance
December 3, 2018	11:50 a.m.	727-919-1548	Sharon Purviance
December 3, 2018	1:08 p.m.	727-919-1948	Sharon Purviance
December 17, 2018	12:19 p.m.	727-919-1548	Sharon Purviance
December 17, 2018	12:28 p.m.	727-919-1548	Sharon Purviance
December 22, 2018	9:50 a.m.	727-919-1548	Sharon Purviance
December 23, 2018	10:25 a.m.	727-267-3530 ?	
December 26, 2018	3:09 p.m.	727-919-1548	Sharon Purviance
December 26, 2018	4:04 p.m.	727-919-1548	Sharon Purviance
January 4, 2019	10:22 a.m.	727-967-2779 ?	
January 11, 2019	4:30 p.m.	727-919-1548	Sharon Purviance
January 16, 2019	4:33 p.m.	727-919-1548	Sharon Purviance
January 23, 2019	12:37 p.m.	727-919-1548	Sharon Purviance
January 25, 2019	2:13 p.m.	727-919-1548	Sharon Purviance
January 25, 2019	2:16 p.m.	727-919-1548	Sharon Purviance

January 31, 2109 5:04 p.m. 727-919-1548 Sharon Purviance

January 31, 2109 5:11 p.m. 727-919-1548 Sharon Purviance

February 14, 2019 12:40 p.m. 727-919-1548 Sharon Purviance

January 2019, U.S. Water notified Snooze N Scoot RV Campground of maintenance repairs to be completed at the "Woods" U.S. Water plant

- Feb 7, 2019 Per Letter of May 13, 2019 referencing Florida Public Service Commission Request No. 1307621W, U.S. Water (Troy Rendell) states The Woods had a construction permit from the Florida Department of Environmental Protection (FDEP) for treatment plant modifications, which The Woods received its Final Clearance from FDEP on February 7, 2019 and the system is currently operational.
- Feb 7, 2019 Picture of white ceramic cup of discolored water
- Feb 12, 2019 Email white ceramic cup of discolored water (14:32) 2:32 p.m.
- Feb 12, 2019 Email 2:46 p.m. to U.S. Water asking when is the next flush and attached pictures of water discolored from January 31, 2019 (13:50) 1:50 p.m.; February 4, 2019 10:37 a.m.; February 6, 2019 10:07 a.m.; and February 12, 2019 2:32 p.m.
- Feb 14, 2019 Email white ceramic cup of discolored water (13:19) 1:19 p.m.
- Feb 14, 2019 Email replied; U.S. Water blaming discolored water within campground; stating campground needs a good flushing; U.S Water is not getting complaints from anywhere else
- Feb 15, 2019 Picture of white ceramic cup of discolored water
- Feb 24, 2019 Stolen Ford Pick-up truck F250 was chased by Florida State Troopers and Sumter County Sheriff into the campground and rain over water main approximately 10:30 p.m.
- Feb 26, 2019 Water milky 2:10 p.m.
- Feb 26, 2019 Email 3:28 p.m. Response from U.S. Water "there is air in lines, most likely from Sunday night"
- Feb 26, 2019 U.S. Water repair for the broken water main of Feb 24, 2019
- Feb 27, 2019 Mike Scott Plumbing repair for the broken water main of Feb 24, 2019 Noon
- March 6, 2019 Email Clothing stained 3:15 p.m. Asked when is our next flush?
- March 6, 2019 4:24 p.m. Email from U.S. Water Sharon replied; cleaned the hydro tank

March 5, 2019 and had it offline to clear. Possible flush March 7, 2019; admits pipes are not clear

- March 9, 2019 9:38 a.m. Two guys stopped by to tell me they flushed. Water is clear in the office.
- March 11, 2019 Discolored water
- March 11, 2019 2:32 Emailed Clothing stained
- March 11, 2019 2:42 p.m. Email U.S. Water replies the campground needs to flush our hot water tanks and toilets because the sediment settles on the bottom. U.S. Water replied that the campground needs to go to the farthest part of the campground and flush from there. If we notify U.S. Water, they will give Snooze N Scoot a credit for the flushing, so we are not charged for the water, then that should take care of the lingering discoloration in any PVC piping.
- March 12, 2019 Heavy Rainfall
- March 13, 2019 Mike Scott Plumbing scheduled between 10:00-2:00; water off for 45 minutes
- March 26, 2019 Get-N-Wet Pressure Washer Company was hired to pressure wash a trailer. There is not enough p.s.i. to pressure wash a trailer. Had to make other arrangements.
- April 17, 2019 3:22 p.m. Mitzie received the monthly statement from U.S. Water which showed zero usage for water. I emailed U.S. Water, stating if they gave me credit for the discolored water, great; if not, I informed U.S. Water they have a Meter Read malfunction
- April 19, 2019 (Good Friday) 3:54 p.m. Closing the office early to prepare for Good Friday/Easter campground dinner. The office toilet flush water is discolored. Thought I emailed U.S. Water, but No picture, no email. I might have called U.S. Water-Sharon.
- April 19, 2019 (Good Friday) 7:00 p.m. Pavilion, washing dishes in the white dishpan we have Discolored light brown water. No picture, no email.
- April 22, 2019 (Monday) 8:27 a.m. Email from U.S. Water regarding the meter read malfunction; customer service checked the meter April 19, 2019 (Friday). U.S. Water (Sharon) verified the meter was working. Sharon found the ERT was disconnected. Sharon is not sure if U.S. Water might have done something to cause the issue (discolored water) in the park.
- April 23, 2019 (Tuesday) 8:05 a.m. Discolored water in camper's toilet-very dark orange/brown. I (Mitzie) thought I had a serious medical problem with my urine/bowels.
- April 23, 2019 (Tuesday) 11:30 a.m. Discolored water from Flush pipe-very dark orange/brown
- April 23, 2019 Thought I sent Sharon, Eric and Jill a copy of the email of January 4, 2018

(Eighteen) with pictures of October 5, 2017 (Seventeen) the Ice Cream container of discolored water; November 14, 2017 (Seventeen) the water hose filter of sediment; and November 19, 2017 (Seventeen) brown sticky substance on Camper Roger Ives's finger. Cannot find proof of the email, though Eric from Sumter County Health responds:

- April 23, 2019 (Tuesday) 2:30 p.m. Email from Eric at Sumter County Health responding with Brochures regarding the different qualities of the water, claiming and referring to the reddish brown sticky substance on the finger looks like iron residual.
- April 23, 2019 (Tuesday) 2:59 p.m. Email to Eric at Sumter County Health asking what governmental agency rules over the inspection of utility companies, from the water treatment plant to us, the consumer.
- April 23, 2019 (Tuesday) 3:16 p.m. Email from Eric at Sumter County Health responded U.S. Water would be licensed and regulated by Department of Environmental Protection.
- April 23, 2019 (Tuesday) 3:39 p.m. I (Mitzie) emailed all my customers, the brochures that Sumter County Health department provided regarding the different qualities of the water
- April 23, 2019 (Tuesday) Approximately 4:30-5:30 p.m. U.S. Water (Tech. Brooks) Flush at the "blow-off" located near the master meter at Snooze N Scoot's Flush point (Not starting at the "MAIN" water plant)
- April 24, 2019 (Wednesday) 9:30 a.m. U.S. Water informed Mitzie of full flush all day
- April 24, 2019 (Wednesday) 11:56 a.m. Discolored water in washing machine drum-very dark orange/brown
- April 24, 2019 (Wednesday) 11:56 a.m. Discolored water in the Laundry Tub and brown sand
- April 24, 2019 (Wednesday) 11:57 a.m. Discolored water in the washing machine drum-orange
- April 24, 2019 (Wednesday) 12:00 Flush point: Flushing water is clear
- April 24, 2019 (Wednesday) 12:02 p.m. Discolored water in the restroom sink-light brown
- April 24, 2019 (Wednesday) 12:03 p.m. Discolored water in the restroom toilet-light brown
- April 24, 2019 (Wednesday) 12:03 p.m. Discolored water: Same restroom toilet-from light brown to dark orange
- April 24, 2019 (Wednesday) 12:03 p.m. Discolored water in the restroom sink-light brown
- April 24, 2019 (Wednesday) 12:05 p.m. Discolored water in the washing machine drum-dark brown

- April 24, 2019 (Wednesday) (14:03) 2:03 p.m. Discolored water in the restroom sink-light brown
- April 24, 2019 (Wednesday) (14:04) 2:04 p.m. Discolored water in the restroom sink from light brown to darker brown
- April 24, 2019 (Wednesday) (14:07) 2:07 p.m. Discolored water in the laundry tub-light brown and Sand
- April 24, 2019 (Wednesday) (14:08) 2:08 p.m. Discolored water in the laundry tub-from light brown to darker brown
- April 24, 2019 (Wednesday) (14:22) 2:22 p.m. Discolored water in the laundry tub-very dark orange/brown
- April 24, 2019 (Wednesday) (14:25) 2:25 p.m. Discolored water in the laundry tub-light brown
- April 24, 2019 (Wednesday) (14:30) 2:30 p.m. Discolored water in the washing machine drum-dark brown; trying to flush discolored water through before someone uses the machine.
- April 24,2019 (Wednesday) (14:31) 2:31 p.m. Discolored water in the laundry tub and Coffee Cup-dark brown and sand
- April 24, 2019 (Wednesday) (14:34) 2:34 p.m. Discolored water in the laundry tub and Coffee Cup-dark brown and sand
- April 24, 2019 (Wednesday) 3:28 p.m. Email to U.S. Water (Sharon); asking why Tuesday, Tech. (Brooks) arrived late afternoon to flush at our flush point. Then, today (Wednesday) another Tech. arrived and has been flushing ALL Day. Now he is installing a valve. Why is U.S. Water digging a hole and installing an underground valve (green cover) next to the main hole (square black cover)?
- April 24, 2019 (Wednesday) 3:58 p.m. Email from U.S. Water, Sharon replied: Tech. (Brooks) had to flush to clear lines as the flush valve that was opened in the morning caused water quality issues in part of the system. Today, they are doing a system flush the proper way. U.S. Water installed a valve to prevent tampering with the water system and incorrect flushing
- April 25, 2019 (Thursday) 5:28 p.m. Email received from Rebecca Bowden, Florida Department of Environmental Protection (FDEP) indicating per U.S. Water, Snooze N Scoot initiated the flush, causing a disturbance in the line. Note: water has been discolored since Friday, April 19, 2019 with first responder U.S. Water Tech. Brooks arriving Tuesday, April 23, 2019 at approximately 4:30 p.m.
- April 25, 2019 (Thursday) Emailed an email of April 23, 2019 (Tuesday) 12:17 p.m. Email to Sharon (U.S. Water), Eric (Sumter County Health), Jill (FL-EPA) pictures of April 23, 2019 (Tuesday) 07:05 (08:05) a.m. camping toilet; and April 23, 2019 10:30 (11:30) a.m. flush pipe to Jason.Seyfert@dep.state.fl.us inquiring what governmental

department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?

- April 26, 2019 (Friday) 11:27 a.m. Email to Rebecca.Bowden@Florida.dep.gov declaring after another incident of discoloration of water we received starting Friday, April 19, 2019 at 4:00 p.m. and finally a Tech. (Brooks) arrived Tuesday, April 23, 2019 late afternoon...Yes, we opened the flush valve for a few seconds for the time period of taking a picture to show the discolored water as seen April 24, 2019.
- April 26, 2019 (Friday) 11:40 a.m. Email to Rebecca.Bowden@Florida.dep.gov the pictures of the U.S. Water plant of 09/28/2017 12:56 p.m.; of the underground waterline of 09/28/2017 12:55 p.m.; and the roadside waterline of 09/28/2017 12:55 p.m. These pictures are seventeen (17) days after Hurricane IRMA of 09/11/2017.
- April 29, 2019 1:30 p.m. Meeting with U.S. Water (Sharon and Troy) regarding U.S. Water's error in reading the water meter from March 2017 through April 2019.
- April 29, 2019 (Monday) (14:30) 2:30 p.m. Discolored water in ice cube tray
- April 29, 2019 (Monday) 3:30 p.m. Saw a U. S. Water truck drive by on Hwy. 301
- April 30, 2019 (Tuesday) 11:30 a.m.; 12:00 p.m.; 1:00 p.m. North; 1:07 p.m. South; 1:20 p.m. North. Saw a U.S. Water truck traveling frequently on Hwy. 301
- May 1, 2019 (Wednesday) 1:45 p.m. Saw a U.S. Water truck traveling North on Hwy. 301
- May 3, 2019 (Friday) 2:00 p.m. Low Pressure 35 P.S.I.
- May 3, 2019 (Friday) 3:00 p.m. Saw a U.S. Water truck traveling North on Hwy. 301
- May 3, 2019 (Friday) 4:45 p.m. Sent an email to Sumter County Economic Development, administrative.services@sumtercounty.fl.gov "Asking: has the PIPING been replaced or repaired from the Hurricane damage? Is the clear water changing into discolored water due to improper maintenance of the pipeline or due to seepage from damage in the structure of the pipeline? I am inquiring, what governmental department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?"
- May 5, 2019 (Sunday) Rained Hard all day. Ground was saturated, no indication of sediment in the lines as water is clear
- May 5, 2019 Researched online with the Better Business Bureau for complaints regarding U.S. Water Services Corporation: 08/25/2017 one report of water billing issues, has a stack of boil water notices, cannot use the water to bathe or cook with, because the water has a terrible odor and smells like sewage; 10/19/2017 one report of water billing issues, water is not consumable, along with several neighbors, concern for their health, do not use the water to

cook with or for drinking.

- **May 6, 2019 (Monday) Water clear**
- **May 6, 2019 (Monday) 3:57 p.m.** Received an email from Sumter County Economic Development, Bradley Arnold advising to contact State of Florida Public Service Commission, who may direct me to an additional state agency for any environmental concerns.
- **May 6, 2019 (Monday) 4:40 p.m.** Sent an email to Florida Public Service Commission (PSC) "I am inquiring, what governmental department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?"
- **May 7, 2019 (Tuesday) Water clear**
- **May 7, 2019 (Tuesday) 9:53 a.m.** Email from Florida Public Service Commission, Diana Vizcarrondo, Regulatory Specialist II, Office of Consumer Assistance, responding and requesting the utility company name and a copy of my bill.
- **May 7, 2019 (Tuesday) 10:31 a.m.** I sent an email to FPSC, Diana Vizcarrondo, providing the name of U.S. Water and a copy of the most recent billing invoice.
- **May 7, 2019 (Tuesday) 12:01 p.m.** Email to U.S. Water asking when is the next flush, as this would be "the" every other week to be scheduled for the flush. I want to notify my campers, so they may reschedule their daily activities.
- **May 7, 2019 (Tuesday) 1:13 p.m.** Received an email from U.S. Water, Sharon to confirm with Tony, who is planning on Thursday for the next flush
- **May 8, 2019 (Wednesday) Water clear 10:09 a.m.**
- **May 8, 2019 (Wednesday) 2:11 p.m.** Email to U.S. Water, any updates regarding the next flush?
- **May 8, 2019 (Wednesday) 4:07 p.m.** Email to U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration, asking has the PIPING been replaced or repaired from the Hurricane damage? Is the clear water changing into discolored water due to improper maintenance of the pipeline or due to seepage from damage in the structure of the pipeline? I am inquiring, what governmental department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?
- **May 8, 2019 (Wednesday) (16:41) 4:41 p.m.** water discolored
- **May 8, 2019 (Wednesday) 5:24 p.m.** Email from Sharon U.S. Water, that Tony confirmed Thursday between 8:30-9:00 a.m., the flushing should start and last about 6 hours
- **May 8, 2019 (Wednesday) Date of Letter from Public Service Commission, Angela Calhoun, referencing Case Number 1307621W.** The letter states the utility company will attempt to

resolve this matter. If not, contact PSC within 30 days of May 8, 2019.

- **May 9, 2019 (Thursday) Flush scheduled to start between 8:30-9:00 a.m. to last for six hours**
- **May 9, 2019 (Thursday) 9:44 a.m. water discolored**
- **May 9, 2019 (Thursday) 1:41 p.m. Received an email from Jesse and Rachel Levesque regarding the quality of water and the possibility of moving out of the campground, resulting in loss of income. Jesse and Rachel have replaced filters. Their motorhome is contaminated with brownish sediment in their hot water tank, ice maker and they have to replace the shower head and sink screens. Jesse and Rachel report the water pressure is inconsistent ranging from 50 p.s.i to 35 p.s.i. I Forwarded the notice to U.S. Water (Sharon). Sharon wrote she would forward the notice to Troy. Mitzie has not received any response regarding this customer's complaint.**
- **May 9, 2019 (Thursday) 3:51 p.m. Received an email from U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration, informing PHMSA does not regulate water pipelines. "The U.S. Environmental Protection Agency (EPA) is the federal regulatory agency that is responsible for air and water quality standards and regulations. I encourage you to contact the EPA Office of Water. At the state level, you may want to contact the Florida Department of Environmental Protection for assistance."**
- **May 9, 2019 (Thursday) (16:26) 4:26 p.m. water discolored**
- **May 10, 2019 (Friday) 7:34 a.m. Received an email from Christine and Skip Cove, who have been camping here for 17 years, declaring "there has never been a concern of water quality and pressure." Now they are changing water filters, buying drinking water, showering with a trickle of water, has stained clothing and declaring it's a health hazard.**
- **May 10, 2019 (Friday) 8:38 a.m. (Regarding Jesse and Rachel Levesque's email of May 9, 2019 (Thursday) 1:41 p.m.) Sharon wrote she would forward the email to Troy. Mitzie has not received any response from Troy regarding this customer's complaint.**
- **May 10, 2019 (Friday) 12:14 p.m. Received an email from Donald Fostina declaring the water has ruined three of his shirts and not knowing if it's safe to drink, for he and his dog.**
- **May 10, 2019 (Friday) 2:05 p.m. Emailed to Florida Public Service Commission Rick Moses, Bureau Chief Safety, inquiring who or what department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?**
- **May 10, 2019 (Friday) 2:18 p.m. Sent a fax to Environmental Protection Agency, Office of Water, Atlanta Federal Center, Region 4, Atlanta, GA (404)-562-8174 inquiring who or what department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?**

- **May 10, 2019 (Friday) 2:44 p.m.** Sent an email to Army Corp of Engineers water.safety@usace.army.mil inquiring who or what department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?
- **May 10, 2019 (Friday) 3:55 p.m.** Website of National Association of Pipeline Safety Representatives-Florida (NAPSR) Sent an email to Florida Public Service Commission, Rick Moses, www.psc.state.fl.us/utilities/electricgas/
- **May 11, 2019 (Saturday) water clear**
- **May 11, 2019 (Saturday) 12:13 p.m.** I emailed to rmoses@psc.state.fl.us stating I received a letter from Florida Public Service Commission. The case reference number is 1307621W. Inquired again, who or what department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?
- **May 11, 2019 (Saturday) 2:59 p.m.** Rick Moses replied PSC only inspects natural gas pipelines for safety. Rick referred my email to his director for further assistance.
- **May 12, 2019 (Sunday) Called U.S. Water at 1-888-228-2134 (answering machine) to report low water pressure all weekend. Barely enough pressure to feel the temperature of the water while showering.**
- **May 12, 2019 (Sunday) 10:27 a.m.** Sent an email to Southwest Florida Water Management District (info@watermatters.org) inquiring who or what department performs inspections, and enforces the quality control and compliance regulations of the water company's PIPELINES?

- **May 12, 2019 (Sunday) (Mother's Day) water clear**
- **May 13, 2019 (Monday) water clear**
- **May 13, 2019 (Monday)** Received an email from U.S. Water (Troy) responding to Snooze N Scott's request to "Florida Public Service Commission (FPSC) Request No. 1307621W, concerning the water quality received from The Woods Utility Company (The Woods)." Troy states February 7, 2019, the system is operational.
- **May 14, 2019 (Tuesday) water clear**

- **May 14, 2019** Received a letter from Carlin and Sandy Pickering who are and were residents in the park before the city water was installed, declaring there were only occasional normal problems and nothing like what is occurring now. "The past two years have been a serious problem and health concern regarding the water quality safety and almost constant iron problems and its getting worse." They also expressed filters being dirty, stopped drinking the water, having to purchase water, boiling the water for several days after a flush, stopped doing laundry at the campground, inconvenient and difficult for a 79 year-old woman.
- **May 15, 2019 (Wednesday)** Flush started at 7:30 a.m., finished approximately 1:45 p.m. At approximately 10:30 a.m., I approached the technician at the flush point. Tuesday, the previous day, He was notified of the schedule to flush. U.S. Water failed to notify Snooze N Scoot.
- **May 15, 2019 (Wednesday) 9:37 a.m.** Flushing discolored
- **May 15, 2019 (Wednesday) 10:13 a.m.** Laundry Tub has sand
- **May 15, 2019 (Wednesday) 10:43 a.m.** Office Coffee Cup water is clear. We had clear water in our lines, until U.S Water flushed, sending discolored water through our system.
- **May 15, 2019 (Wednesday) 10:59 a.m.** Flushing discolored
- **May 15, 2019 (Wednesday) 12:45 p.m.** Flushing discolored
- **May 15, 2019 (Wednesday) (16:01) 4:01 p.m.** Office Coffee Cup water is discolored
- **May 15, 2019 (Wednesday)** I (Mitzie) emailed U.S. Water (Sharon) asking why the flush was today versus Thursday as scheduled for every other Thursday, and why I was not notified Tuesday, when the technicians knew they were scheduled to flush.
- **May 16, 2019 (Thursday) 9:07 a.m.** Email from U.S. Water (Sharon). U.S. Water (Tony) had two technicians do something, so they flushed while they were out here the previous day (Wednesday). Sharon advised Tony to notify me before they start flushing.
- **May 16, 2019 (Thursday) 9:54 a.m.** Toilet discolored water
- **May 16, 2019 (Thursday) 9:55 a.m.** Coffee Cup-very discolored
- **May 16, 2019 (Thursday) 10:00 a.m.** Received a letter from Anthony DiMichel who has lived here for three years expressing the decline of the water pressure, his health, energy, he can not use his pressure washer requiring 35 p.s.i., filling his coffee pot, receiving yellow or dirty water, changing his water filter every two weeks compared to every six months, ruining his laundry, especially a nice white comforter, checking with his doctor regarding his health issues, possibly contacting his Attorney and the local TV news stations if the water problems continue.
- **May 16, 2019 (Thursday) 12:50 p.m.** Saw a U.S. Water truck traveling North on Hwy. 301

- **May 16, 2019 (Thursday) 3:13 p.m.** Received an email from Lawrence and Judy D'Hert regarding the issues with the water system, water pressure is very seldom consistent, feels like soap is left on her skin, but her skin is dry, water is tan in color, replacing \$35.00 filters that are supposed to last one year, not lasting seven months, not good for the plumbing in the trailer, traveling to the laundromat because of discolored and stained clothing, discussing with the PCP about bathroom issues with the physician stating there could be parasites in the water.
- **May 17, 2019 (Friday) 3:12 p.m.** Saw a U.S. Water truck traveling North on Hwy. 301
- **May 20, 2019 (Monday) (16:01) 4:01 p.m.** Coffee cup is clear
- **May 21, 2019 (Tuesday) 10:44 a.m.** Saw a U.S. Water truck traveling South on Hwy. 301
- **May 21, 2019 (Tuesday) 11:04 a.m.** Coffee cup is clear
- **May 21, 2019 (Tuesday) 2:00 p.m.** Technician Freddie arrived to check on a call from May 14, 2019 (Tuesday) as the work order was still outstanding for low water pressure which I (Mitzie) called U.S. Water at 1-888-228-2134 May 12, 2019 (Sunday)
- **May 21, 2019 (Tuesday) 3:23 p.m.** Saw a U.S. Water truck traveling North on Hwy. 301
- **May 23, 2019 (Thursday) 9:23 a.m.** Email from U.S. Water to notify of flushing at 10:00 a.m., with instructions for the technicians to notify before they start. Jerral and J.D. did attempt to contact me at the office. I was at the pavilion, participating in a weekly activity with the campers.
- **May 23, 2019 (Thursday) Flush 10:00 a.m.-Noon.** Met Jerral and J.D. They were flushing because of the water that accumulated in the hole with the square black cover next to Snooze N Scoot's water main. They also said the lock on the valve with the green cover had been tampered with and broken.
- **May 23, 2019 (Thursday) 12:03 p.m.** Coffee Cup is clear
- **May 23, 2019 (Thursday) 12:30 p.m.** Email to U.S. Water to notify last week the tech. had trouble getting both of his hands in the hole to unlock the valve with green cover.
- **May 23, 2019 (Thursday) 2:22 p.m.** I (Mitzie) received the statement from U.S. Water. I emailed U.S. Water, asking about the reduction of the billing and the offer of installments for the billing of U.S. Water's error of reading the water meter, which was stated by U.S. Water, Troy Rendell at the meeting of April 29, 2019.
- **May 23, 2019 (Thursday) 2:50 p.m.** Email from U.S. Water Troy Rendell stating "pursuant to PSC Rule 25-30.350, Florida Administrative Code", "(1) A utility may not back bill customers

for any period greater than 12 months for any undercharge in billing which is the result of the utility's mistake."

- May 24, 2019 (Friday) (16:23) 4:23 p.m. Coffee Cup is clear
- May 27, 2019 (Monday) 1:15 p.m. Coffee Cup is clear P.S.I. is 48
- May 27, 2019 (Monday) (20:43) 8:43 p.m. Pavilion Dish Tub has discolored light brown water
- May 27, 2019 (Monday) (20:43) 8:43 p.m. Pavilion Dish Tub has discolored darker brown water
- May 28, 2019 (Tuesday) 9:42 a.m. Donald Fostina's laundry has stains
- May 28, 2019 (Tuesday) 9:53 a.m. Office Coffee Cup discolored light brown water
- May 28, 2019 (Tuesday) 10:20 a.m. Emailed U.S. Water (Sharon and Troy) of pictures of discolor in Pavilion Dish Tub, Laundry stains and Coffee Cup
- May 28, 2019 (Tuesday) 10:36 a.m. U.S. Water (Sharon) responded "J.D. is on his way to see what is going on".
- May 28, 2019 (Tuesday) 10:49 a.m. P.S.I. is 48
- May 28, 2019 (Tuesday) 11:59 a.m. J.D. has not arrived yet.
- May 28, 2019 (Tuesday) 11:59 a.m. P.S.I. is 35
- May 28, 2019 (Tuesday) 12:20 p.m. J.D. has not arrived yet.
- May 28, 2019 (Tuesday) 12:20 p.m. P.S.I. is 45
- May 28, 2019 (Tuesday) (13:08) 1:08 p.m. Office Coffee Cup discolored light brown water
- May 28, 2019 (Tuesday) (13:13) 1:13 p.m. Office Coffee Cup discolored yellow
- May 28, 2019 (Tuesday) (13:31) 1:31 p.m. J.D. has not arrived yet.
- May 28, 2019 (Tuesday) (13:31) 1:31 p.m. P.S.I. is 44
- May 28, 2019 (Tuesday) (13:33) 1:33 p.m. Earlier in the morning, Container of water from Camper's site 11. Picture taken at 1:33 p.m.
- May 28, 2019 (Tuesday) (13:33) 1:33 p.m. Office Coffee Cup is clear
- May 28, 2019 (Tuesday) J.D. arrived at approximately 2:00 p.m. flushing is discolored
- May 28, 2019 (Tuesday) (14:14) 2:14 p.m.; (14:28) 2:28 p.m.; (14:38) 2:38 p.m.;

(14:45) 2:45 p.m.; (15:43) 3:43 p.m. J.D. is flushing, water is discolored; P.S.I. is 42

- May 29, 2019 (Wednesday) 10:29 a.m. Office Coffee Cup is clear
- May 29, 2019 (Wednesday) 12:11 p.m. Office Coffee Cup is discolored brown
- May 29, 2019 (Wednesday) 12:30 p.m. Rachel Levesque informed the office she did not have water May 28, 2019 (Tuesday) from 5:00 p.m. until 7:00 p.m. or 8:00 p.m.
- May 29, 2019 (Wednesday) (15:08) 3:08 p.m. Office Coffee Cup is discolored yellow
- May 30, 2019 (Thursday) 9:57 a.m. Office Coffee Cup is clear
- May 30, 2019 (Thursday) (16:56) 4:56 p.m. Office Coffee Cup is clear
- May 31, 2019 (Friday) 9:55 a.m. Office Coffee Cup is clear
- May 31, 2019 (Friday) (17:10) 5:10 p.m. Office Coffee Cup is clear
- June 1, 2019 (Saturday) 10:26 a.m. Office Coffee Cup is clear
- June 2, 2019 (Sunday) 8:36 a.m. Mitzie called U.S. Water 1-888-228-2134 to report dirty water in my camper (toilet).
- June 2, 2019 (Sunday) 8:38 a.m. Another picture of the toilet with dirty water coming in to flush, the water is getting darker.
- June 2, 2019 (Sunday) 10:39 a.m. Office Coffee Cup is discolored light yellow.
- June 2, 2019 (Sunday) 10:41 a.m. Water Filter from our camper. Brown oily slime. Normally change the filter once every six months, now we change we have to change once every three weeks.
- June 3, 2019 (Monday) 16:33 Office Coffee Cup is clear
- June 4, 2019 (Tuesday) Received an email from U.S. Water stating the flush will start at 10:00 a.m. for 4-6 hours. Jerrell arrived at the office to notify me. I took pictures of the flush which appeared to be clear
- June 4, 2019 (Tuesday) 9:51 a.m. Office Coffee Cup is clear
- June 4, 2019 (Tuesday) 10:13 a.m. Water Main p.s.i. 48
- June 4, 2019 (Tuesday) 10:29 a.m. Flushing. Flush point water appears clear.
- June 4, 2019 (Tuesday) 10:31 a.m. Flushing. Flush point water appears clear.
- June 4, 2019 (Tuesday) 11:03 a.m. Water Main p.s.i. 34

- June 4, 2019 (Tuesday) 11:03 a.m. Flushing. Flush point water appears clear.
- June 4, 2019 (Tuesday) 11:31 a.m. Water Main p.s.i. 52
- June 4, 2019 (Tuesday) 11:31 a.m. Flushing. Flush point water appears clear.
- June 4, 2019 (Tuesday) 11:32 a.m. Flushing. Flush point water appears clear.
- June 4, 2019 (Tuesday) 11:38 a.m. Kelly from U.S. Water called from 651-255-0916. Kelly is responding to my call of June 2, 2019 at 8:36 a.m. reporting the dirty water. Kelly asked if someone has taken care of it. I told Kelly, the tech. (Jerrell) is flushing today. Kelly has noticed a history of problems, asking how long this has been occurring. I responded since IRMA September 2017. Flushing has been approximately every two or three weeks, now it is a weekly flushing. Kelly said as I am contacting Sharon and Troy, they are good contacts for the problems. Kelly will convey to Sharon and Troy our (Kelly and Mitzie) discussion of dirty water, health issues, laundry stains and notices of flushing.
- June 4, 2019 (Tuesday) 12:22 p.m. Water Main p.s.i. 37
- June 4, 2019 (Tuesday) 12:22 p.m. Flushing. Flush point appears clear.
- June 4, 2019 (Tuesday) 12:49 p.m. Water Main p.s.i. almost 36
- June 4, 2019 (Tuesday) 12:49 p.m. Flushing. Flush point appears clear.
- June 4, 2019 (Tuesday) 12:50 p.m. Flushing. Flush point appears clear.
- June 4, 2019 (Tuesday) 14:01 Water Main p.s.i. 43
- June 4, 2019 (Tuesday) 14:02 Flushing. Flush point Tint of discolor.
- June 4, 2019 (Tuesday) 14:18 Jesse and Rachel Levesque, Site 29, gave me a mason jar of water and sediment they had removed from their water filter when they changed their filter this past weekend. Three pictures.
- June 4, 2019 (Tuesday) 14:37 Water Main p.s.i. 53
- June 4, 2019 (Tuesday) 14:38 Flushing is done. Notice flushing was clear at 12:50 p.m. Flushing had a tint of discolor at 14:02 (2:02 p.m.) one hour and 12 minutes later.
- June 4, 2019 (Tuesday) 14:50 Jesse and Rachel Levesque, Site 29. I took three more pictures of the mason jar of water and sediment.
- June 4, 2019 (Tuesday) 17:05 Office Coffee Cup Light Discolor. Two pictures.
- June 4, 2019 (Tuesday) 17:06 Office Coffee Cup Light Discolor. Three pictures.

- June 5, 2019 (Wednesday) 9:34 a.m. Laundry Tub Sand
- June 5, 2019 (Wednesday) 9:36 a.m. Laundry Tub Sand Light discolored water
- June 5, 2019 (Wednesday) 9:38 a.m. Washing Machine #1 Drum Light discolored water
- June 5, 2019 (Wednesday) 9:43 a.m. Laundry Tub Discolored water getting a sand light brown color
- June 5, 2019 (Wednesday) 9:43 a.m. Washing Machine #2 Discolored Yellow
- June 5, 2019 (Wednesday) 9:44 a.m. Washing Machine Drum Discolored-duplicate picture
- June 5, 2019 (Wednesday) 9:46 a.m. Restroom Sink Discolored light yellow (3 pictures)
- June 5, 2019 (Wednesday) 9:48 a.m. Laundry Tub Discolored light sand
- June 5, 2019 (Wednesday) 9:48 a.m. Washing Machine Discolored water
- June 5, 2019 (Wednesday) 9:53 a.m. I called U.S. Water at 1-888-228-2134 (Rachel) to report discolored water. Rachel checked to find out if any maintenance was being done at this time, she said None. I told her, yesterday before the flush, the water was clear. Yesterday afternoon, the water was discolored. This morning, the water is darker. Rachel said a new technician Wong might come out to check on the system.
- June 5, 2019 (Wednesday) I (Mitzie) Washed clothes, as the discolored water, previously, seem to effect only the white and light color clothing. I have stains on beige bed sheets, orange bath and hand towels, a grey shirt and blue jean shorts and underwear.
- June 5, 2019 (Wednesday) 10:22 a.m. Laundry Stained Shorts, T-Shirt
- June 5, 2019 (Wednesday) 10:23 a.m. Laundry Stained T-Shirt
- June 5, 2019 (Wednesday) 10:23 a.m. Laundry Stained Dish Towel
- June 5, 2019 (Wednesday) 10:30 a.m. Laundry Stained Bed Sheets
- June 5, 2019 (Wednesday) 10:32 a.m. Water Main PSI 40
- June 5, 2019 (Wednesday) 10:42 a.m. Office Coffee Cup light discolor (2 pictures)
- June 5, 2019 (Wednesday) 10:45 a.m. Emailed my campers not to use the Laundry Machine due to stains in my Laundry.
- June 5, 2019 (Wednesday) 11:16 a.m. Laundry Stained Towels

- June 5, 2019 (Wednesday) 11:42 a.m. Water Main PSI 34 (2 pictures)
- June 5, 2019 (Wednesday) 11:43 a.m. Flush Point No Evidence of Flushing-Area dry
- June 5, 2019 (Wednesday) 11:50 a.m. I called U.S. Water at 1-888-228-2134 (Lisa) I referenced talking with Rachel earlier. Rachel is on another call. I told Lisa it has been two hours, and no one has arrived. Also, the water pressure went from 40 to 32 P.S.I. I told Lisa, the every other week flushing is worse, as we have discolored water after every flush. I have to repeatedly warn my campers when there is a flush, not to do laundry because it causes stains on light color clothing. Also to warn, do not turn on the hot water, which would cause the sediment to go to the bottom of the tank. I also told Lisa of the health concerns, and possible loss of business. I also told Lisa, I called the attorney's office today, for an appointment next week.
- June 5, 2019 (Wednesday) 12:27 p.m. Water Main PSI 38
- June 5, 2019 (Wednesday) 13:13 Office Coffee Cup light discolor (2 pictures)
- June 5, 2019 (Wednesday) 13:47 Office Coffee Cup light discolor (2 pictures)
- June 5, 2019 (Wednesday) 15:56 Office Coffee Cup discolor getting better (2 pictures)
- June 5, 2019 (Wednesday) Email to Rebecca.Bowden@Florida.dep.gov inquiring if Rebecca has received information regarding the schedule of U.S. Water flushing the water system. At the time of sending Rebecca an email:
- June 5, 2019 (Wednesday) 16:10 (4:10 p.m.) A U.S. Water arrived at the flush point. Ruben, who read meters for U.S. Water was sent to check on the situation. Ruben could not flush, as he does not have a key, and he...reads meters. Talking with Ruben, he said Tech. Brooks was back at the plant. Brooks would arrive at Snooze N Scoot shortly. I (Mitzie) waited for Brooks until 5:00 p.m. I closed the office, went home to my campsite, prepared dinner and still did not see Brooks nor anyone else opened the flush point at Snooze N Scoot.
- June 5, 2019 (Wednesday) 16:17 Water Main PSI 54
- June 5, 2019 (Wednesday) 17:20 Water Main PSI 47
- June 5, 2019 (Wednesday) 17:22 Laundry Tub Sand
- June 5, 2019 (Wednesday) 17:25 Laundry Tub Discolored water (2 pictures)
- June 5, 2019 (Wednesday) 17:27 Laundry Tub Discolored water getting darker (2 pictures)
- June 5, 2019 (Wednesday) 17:30 Laundry John Storms (Site 12) Stained Sock

- June 5, 2019 (Wednesday) 18:15 Water Main U.S. Water truck arrived. Meter Reader Ruben came back to take two test samples from the fitting on the water line. I asked him to take a picture of the slime water filter, and the jar of sediment to send to whoever he was taking the samples to.
- June 5, 2019 (Wednesday) 18:26 Water Main p.s.i. 38
- June 5, 2019 (Wednesday) 18:27 Water Main U.S. Water Truck with Ruben inside
- June 5, 2019 (Wednesday) 18:29 Hwy. 301 U.S. Water Truck left heading North on Hwy. 301
- June 5, 2019 (Wednesday) 18:30 Water Main The two test tube samples were taken from here (2 pictures)
- June 5, 2019 (Wednesday) 19:41 Laundry Tub Discolored Water
- June 5, 2019 (Wednesday) 19:42 Laundry Tub Discolored Water (2 pictures)
- June 5, 2019 (Wednesday) 19:43 Laundry Tub Discolored Water-darker
- June 5, 2019 (Wednesday) 19:43 Laundry Tub Discolored Water-darker
- June 5, 2019 (Wednesday) 19:43 Laundry Tub Discolored Water-lighter
- June 5, 2019 (Wednesday) 19:43 Laundry Tub Discolored Water-darker (2 pictures)
- June 5, 2019 (Wednesday) 19:44 Laundry Tub Discolored Water-darker (2 pictures)
- June 5, 2019 (Wednesday) 19:45 Restroom Toilet Discolored Water-yellow/orange/brown sediment
- June 5, 2019 (Wednesday) 19:45 Restroom Sink Discolored Water-yellow
- June 5, 2019 (Wednesday) 19:46 Restroom Toilet Stained Toilet Bowl; Flushed; Refilling toilet bowl
- June 5, 2019 (Wednesday) 19:47 Restroom Toilet Discolored Water
- June 5, 2019 (Wednesday) 19:51 Water Main p.s.i. 43
- June 5, 2019 (Wednesday) 19:51 Flush Point No Evidence of flushing-area is dry
- June 6, 2019 (Thursday) 9:32 a.m. Laundry Tub Clear (2 pictures)
- June 6, 2019 (Thursday) 9:33 a.m. Laundry Tub Discolored water-sand (2 pictures)
- June 6, 2019 (Thursday) 9:36 a.m. Laundry Tub Clear

- June 6, 2019 (Thursday) 9:48 a.m. Water Main p.s.i. 42
- June 6, 2019 (Thursday) 9:48 a.m. Flush Point No Evidence of Flushing-area is dry
- June 6, 2019 (Thursday) 9:54 a.m. Received an email from Rebecca Bowden (FDEP) stating she talked with U.S. Water, Sharon who said U.S. Water would start flushing twice a week. (Note: previously the flushing was once every two or three weeks. I sent Rebecca pictures of the laundry tub first in the morning, and last in the evening, with the water more discolored in the evening. There was not a flushing at Snooze N Scoot flush point.)
- June 6, 2019 (Thursday) 10:08 a.m. Saw a U.S. Water truck traveling North on Hwy. 301
- June 6, 2019 (Thursday) 10:48 a.m. I emailed my campers of 13 people (plus John and I to total 15 people) to notify them not to use the washing machines within Snooze N Scoot until this discolored water problem with U. S. Water is resolved. I notified them I have contacted several government agencies and have proceeded to contact an attorney to file against U.S. Water.
- June 6, 2019 (Thursday) 11:10 a.m. I emailed Rebecca Bowden (FDEP) the email I sent to my campers ((June 6, 2019 (Thursday) 10:48 a.m.))
- June 6, 2019 (Thursday) 11:41 a.m. Office Container Discolored Water-slight
- June 6, 2019 (Thursday) 12:28 Office Container Discolored Water-darker
- June 6, 2019 (Thursday) 13:34 Laundry Tub Discolored Water-slight
- June 6, 2019 (Thursday) 13:35 Water Main PSI 49
- June 6, 2019 (Thursday) 13:35 Flush Point No Evidence of Flushing-area is dry
- June 6, 2019 (Thursday) 13:36 Water Main Green Cover on U.S. Water's Shut-off Valve for Flushing into the retention pond; Left Black Manhole Cover has been lifted like this for several days.
- June 6, 2019 (Thursday) 16:09 Water Main PSI 36
- June 6, 2019 (Thursday) 17:22 Office Container-water is clear
- June 6, 2019 (Thursday) 18:48 Laundry Tub Clear-some sand
- June 6, 2019 (Thursday) 18:50 Water Main PSI almost 48
- June 6, 2019 (Thursday) 18:50 Flush Point No Evidence of Flushing-area is dry
- June 6, 2019 (Thursday) 18:50 Water Main Two Black Manhole Covers; One Green Manhole Cover; No evidence of lifting covers

- **June 6, 2019 (Thursday) 18:53 Site #29 Levesque, Jesse and Rachel PSI 46; Comparing Site #29 PSI gauge to Snooze N Scoot's PSI gauge; Within 3 minutes time-comparative #29 is 46 PSI to Snooze N Scoot's almost 48 PSI. Jesse and Rachel (Site 29) are keeping a log on their PSI and water discoloration.**

May 9, 2019 (Thursday) 1:41 p.m. Received an email from Jesse and Rachel Levesque regarding the quality of water and the possibility of moving out of the campground, resulting in loss of income. Jesse and Rachel have replaced filters. Their motorhome is contaminated with brownish sediment in their hot water tank, ice maker and they have to replace the shower head and sink screens. Jesse and Rachel report the water pressure is inconsistent ranging from 50 p.s.i. to 35 p.s.i. I Forwarded the notice to U.S. Water (Sharon). Sharon wrote she would forward the notice to Troy. Mitzie has not received any response regarding this customer's complaint.

June 4, 2019 (Tuesday) 14:18 Jesse and Rachel Levesque, Site 29, gave me a mason jar of water and sediment they had removed from their water filter when they changed their filter this past weekend. Three pictures.

- **June 7, 2019 (Friday) 9:46 a.m. Laundry Tub Clear-some sand/dirt**
- **June 7, 2019 (Friday) 9:48 a.m. Laundry Tub Wiped Clean**
- **June 7, 2019 (Friday) 9:50 a.m. Laundry Tub Clear**
- **June 7, 2019 (Friday) 9:58 a.m. Laundry Stained towel from 06/05/2019 11:16 a.m.; Spraying "SHOUT" to remove stains prior to washing**
- **June 7, 2019 (Friday) 10:11 a.m. Office Container Discolored-Light**
- **June 7, 2019 (Friday) 12:34 p.m. Office/Snooze N Scoot's Well Containers: Left-U.S. Water's water (discolored with sediment); Right-Snooze N Scoot's well water (clear and clean)**
- **June 7, 2019 (Friday) 13:59 Water Main p.s.i. 51**
- **June 7, 2019 (Friday) 13:59 Water Main Two Black Manhole Covers; One Green Manhole Cover; no evidence of lifting covers**
- **June 7, 2019 (Friday) 13:59 Flush Point No Evidence of Flushing-area is dry**
- **June 8, 2019 (Saturday) 9:40 a.m. Laundry Tub Clear**
- **June 8, 2019 (Saturday) 9:41 a.m. Laundry Tub Clear**
- **June 8, 2019 (Saturday) 9:59 a.m. Office Coffee Cup Clear**
- **June 8, 2019 (Saturday) 18:00 Camper Toilet Bowl Clear**
- **June 8, 2019 (Saturday) 20:00 Water Main p.s.i. 38 (Blurry Picture)**
- **June 8, 2019 (Saturday) 20:01 Water Main p.s.i. below 40**
- **June 9, 2019 (Sunday) Morning Water Main p.s.i. ranging from 38-55 (No pictures)**

- June 9, 2019 (Sunday) 9:42 a.m. Laundry Tub Clear
- June 9, 2019 (Sunday) 10:28 a.m. Office Coffee Cup Clear
- June 10, 2019 (Monday) 9:46 a.m. Laundry Tub Clear-slight dirt discolor
- June 10, 2019 (Monday) 9:47 a.m. Laundry Tub Clear-slight discolor
- June 10, 2019 (Monday) 9:51 a.m. Washing Machine Drum Clear
- June 10, 2019 (Monday) 10:15 a.m. Office Coffee Cup Clear
- June 10, 2019 (Monday) 10:16 a.m. Office Coffee Cup Clear (2 pictures)
- June 10, 2019 (Monday) 10:29 a.m. Laundry Tub Soap suds-dirt speckles
- June 10, 2019 (Monday) 10:30 a.m. Laundry Tub Soap suds-dirt speckles
- June 10, 2019 (Monday) 16:05 (4:05 p.m.) Saw a U.S. Water truck traveling North on Hwy. 301
- June 10, 2019 (Monday) 16:30 (4:30 p.m.) Take note: no one has flushed at Snooze N Scoot flush point since June 4, 2019 (Tuesday)
- June 10, 2019 (Monday) 16:31 Office Coffee Cup Clear
- June 10, 2019 (Monday) 17:06 (5:06 p.m.) Saw a U.S. Water truck traveling South on Hwy. 301, slowing down to turn onto CR 675, into "The Woods".
- June 10, 2019 (Monday) 17:15 Water Main p.s.i. 44-45
- June 10, 2019 (Monday) 17:15 Flush Point No Evidence of Flushing-area is dry
- June 10, 2019 (Monday) 18:08 Saw a U.S. Water truck leaving CR 675, heading North on Hwy. 301
- June 10, 2019 (Monday) 19:39 Restroom Sink Clear
- June 11, 2019 (Tuesday) 9:39 a.m. Laundry Tub Sand
- June 11, 2019 (Tuesday) 9:54 a.m. Office Coffee Cup Clear
- June 11, 2019 (Tuesday) 13:28 Water Main p.s.i. 50
- June 11, 2019 (Tuesday) 13:28 Flush Point No Evidence of Flushing-area is dry
- June 11, 2019 (Tuesday) 17:02 Office Coffee Cup Clear

- June 11, 2019 (Tuesday) 17:20 Hwy. 301 U.S. Water Truck heading North on Hwy. 301
- June 11, 2019 (Tuesday) 17:22 Water Main p.s.i. 46 (Picture blurry)
- June 11, 2019 (Tuesday) 17:22 Water Main p.s.i. 46
- June 11, 2019 (Tuesday) 17:23 Flush Point No Evidence of Flushing-area is dry
- June 11, 2019 (Tuesday) 17:23 Water Main Two Black Manhole Covers (Left Manhole cover is lifted); One Green Manhole Cover (Covered in Sand); no evidence of lifting covers
- June 11, 2019 (Tuesday) 18:57 Restroom Toilet Clear
- June 12, 2019 (Wednesday) 9:35 a.m. Water Main p.s.i. almost 40
- June 12, 2019 (Wednesday) 9:35 a.m. Flush Point No Evidence of Flushing-area is dry
- June 12, 2019 (Wednesday) 9:39 a.m. Laundry Tub Clear
- June 12, 2019 (Wednesday) 10:22 a.m. Office Coffee Cup Clear
- June 12, 2019 (Wednesday) 15:18 Water Main p.s.i. 50
- June 12, 2019 (Wednesday) 15:18 Water Main Two Black Manhole Covers (Left Manhole cover is lifted); One Green Manhole Cover (Covered in Sand); no evidence of lifting covers
- June 12, 2019 (Wednesday) 15:18 Water Main Green Manhole Cover covered in sand (close-up picture)
- June 12, 2019 (Wednesday) 15:18 Flush Point No Evidence of Flushing-area is dry
- June 12, 2019 (Wednesday) 17:01 Office Coffee Cup Clear
- June 13, 2019 (Thursday) 9:38 a.m. Water Main p.s.i. 36
- June 13, 2019 (Thursday) 9:39 a.m. Flush Point No Evidence of Flushing-area is dry
- June 13, 2019 (Thursday) 9:43 a.m. Laundry Tub Clear
- June 13, 2019 (Thursday) 9:55 a.m. Office Coffee Cup Clear
- June 18, 2019 (Tuesday) 1:12 p.m. U.S. Water Truck heading North on Hwy. 301
- June 20, 2019 (Thursday) 10:05 a.m. Office Coffee Cup Clear
- June 20, 2019 (Thursday) 12:14 p.m. Office Coffee Cup Discolored
- June 20, 2019 (Thursday) 12:25 p.m. I called U.S. Water at 1-888-228-2134, talked with

Darren to report the discolored water. Nothing has been reported in the area. Will put in a service order

- June 20, 2019 (Thursday) 12:45 p.m. New customers interested in a site for their camper. I had to disclose we are having problems with U.S. Water regarding the discolor of the water. They said their friend, Danny Whalen 352-304-0760, who lives in the Woods Subdivision said they had dirty water. Today, Danny is leaving the area. Per the potential customers, Danny was made to feel by U.S. Water, that the dirty water was his (Danny's problem) and Danny was the only customer in the area with the water problem.
- June 20, 2019 (Thursday) 12:38 p.m. U.S. Water Truck drove by
- June 20, 2019 (Thursday) 2:43 p.m. U.S. Water Truck at flush point (Robert)
- June 21, 2019 (Friday) 10:51 a.m. U.S. Water Truck back into the woods
- June 21, 2019 (Friday) Afternoon Joe Boyd stopped at the office, we had agreed to daily flush at the flush point outside of the campground on the redwood post. Agreed to cancel the every other weekly flushing, testing if the daily flush takes care of the problem. Agrees we are getting discolored water due to the galvanized piping, very unlikely U.S. Water will replace. Any problems, I am to call him (Joe Boyd) before calling anyone else when I have issues, at 352-630-2075 cell phone. U.S. Water has offered to put in flush point within the campground and would not charge for the water when we flush. Our argument holds, we should not have discolored water coming into the campground, and we don't want it going through our lines, causing everyone to have bad water.
- June 22, 2019 (Saturday) 3:14 p.m. I emailed U.S. Water, Troy Rendell and Sharon Purviance regarding the Invoice charging a late fee of \$5.17. Per the agreement U.S. Water would not charge late fees (for the error of U.S. Water not reading the meter correctly and back-billing Snooze N Scoot for one year).
- June 24, 2019 (Monday) Robert (Maintenance) and Irish (Maintenance) dug trenches, exposing water lines near the water meter and water main..
- June 25, 2019 (Tuesday) Robert (Maintenance) and Dennis's Grandson dug trenches; removed valve under green manhole cover, replacing valve, remove 3/4" grey piping installed by Jerrell in May, replacing grey piping to match same size as white flush point pvc. Installed new auto-flush and blue hose line scheduled for auto-flush every 12 hours (Midnight and Noon). Blue hose runs under the wood fence, connected to T which runs into the flush point blow-off post (near the big rock and end of the fence line).
- June 26, 2019 (Wednesday) 10:30 p.m. Jesse Levesque Site 29 reported no water. Jesse called Mitzie's office and left a message and later knocked on our camper door. I called U. S. Water at 1-888-228-2134 to report no water. I called the Emergency number for after hours at

1-727-847-8857 to report no water. I called Joe Boyd at 1-352-630-2017 to report no water. Robert returned my call and said he would get dress and check on it. Robert lives in Weirsdale, FL.

- June 27, 2019 (Thursday) 2:00 a.m. I noticed the water was back on.
- June 27, 2019 (Thursday) I received a phone from OPUS21 (U.S. Water-Minnesota) 651-255-0916. Darren is my representative. Darren is calling about the 10:30 p.m. call from the night before. I told him ^{we} we are without water. Darren said to call him at 651-905-0400 in the future.
- June 27, 2019 (Thursday) 3:30 p.m. Saw a U.S. Water Truck head South with Dennis's Grandson as a passenger. Assume the driver is Robert.
- June 27, 2019 (Thursday) 6:50 p.m. Brown water in the pavilion. Tony DiMichel is filling the white ice cube trays and has brown water. Mitzie called the U.S. Water Emergency at 1-727-847-8857
- June 27, 2019 (Thursday) 6:55 p.m. Mitzie called Joe Boyd at 352-630-2075. Left a message on his voicemail. Pavilion first, filling white ice cube trays and noticeable in the laundry room and rest rooms.
- June 27, 2019 (Thursday) U.S. Water Truck arrived. Robert. Robert flushed at the flush point into the retention pond. Started out light discolor and became darker. We turned off U.S. Water supply to run the water from our Well, to prevent the darker water filtrating our water system to the campers. Robert informed the auto-flush would be 4:00 a.m. and 4:00 p.m. Talked with Joe Boyd on Robert's phone. Joe said U.S. Water plans to have a Hard-Flush July 9th. U.S. Water has to have approval from DEP before proceeding.
- June 28, 2019 (Friday) 2:10 p.m. Received phone call from U.S. Water-Darren (Minnesota office) to follow up. We talked about the circuit breaker malfunction. No water. No boil notices. He told me it sounds like I know more than he does regarding the procedures. Darren told me the auto flush is scheduled from any time after Midnight through 5:00 a.m. Told him in the last three days, it has gone from midnight/noon to 4:00a.m./4:00 p.m. and now with his update (once) between midnight and 5:00 a.m.
- June 28, 2019 (Friday) I emailed Eric at Sumter County Health to ask for the test kits. Eric delivered two test kits, explaining to let the water flush for 10 minutes before taking the sample, then deliver to the Sumter County Health department by 11:30 a.m. The fee is \$30.00. I showed Eric the Gatorade container of "Tea-color" water with contaminates. Eric suggested contacting City of Bushnell Utilities Bruce Adkinson (352-793-2591) about extending the Water Line coming from Bushnell to Webster along Hwy. 301. Eric suggested contacting EPA-Rebecca about installing a filtration system for potable (drinkable) water at the campground. Eric suggested "Reverse Osmosis". Eric suggested to contact Rich at the Drinking Water Microbial

Sample Collection & Laboratory in Fruitland Park, FL. Office 352-787-2944; Rich at the LAB 352-787-6112.

- June 29, 2019 (Saturday) Using well water.
- June 30, 2019 (Sunday) Using well water.
- July 1, 2019 (Monday) Mitzie took U.S. Water's sample from the flush point post outside of the campground which was yellow (10:15 a.m.). Mitzie took Snooze N Scoot's WELL water sample from the office which was clear (10:30 a.m.). Took both samples to the Department of Health, paid \$30.00 for each sample, Audit Control No. 60-PID-4004917. Talked with Fay Phillips. Fay filled out the paperwork for the test samples. Fay suggested contacting DEP and asking for the reverse Osmosis. Her mother-in-law had problems in Clermont. The state installed the system at each household in the 90's and is still maintaining the system. Faye called the City of Bushnell to inquire about the waterline installed along Hwy. 301. The City of Bushnell's water line will not continue any further. I went to City of Bushnell and talked with Kelly, the receptionist, who gave me a printout of the Property Appraiser showing Snooze N Scoot is out of range for the water line. Tom, Maintenance, walked in after me, as he saw me carrying the Gatorade container of discolored water. He was concerned, thinking the water is from Bushnell's system. Tom said the sediment looks like iron. Tom said U.S. Water needs to flush more often with a high velocity. Tom said it looks like PO4 is being used, also known as Aqua Gold 170 which is 70/30 poly phosphate and ortho phosphate. Tom said U.S. Water could use a "Ice-Piggying" in the line to flush out sediment. Tom said the MCL acceptable number is 5, U.S. Water's water looks like 40, possibly even 60 or 80. Tom said to contact U.S. Water's "Operator of Record", and follow through with the DEP to verify the "Operator of Record" person's name, as that person should know of all of the above information. IF we use the well, obtain a PWS #, for permits. "Swiftmud-Mary Ellen Fugat 813-985-7481, ext. 7694 would be another contact for detailed information regarding the shallow wells that we have, as we are concerned about the capacity.
- July 1, 2019 (Monday) John put a cable with a padlock on Snooze N Scoot's Water Main shut-off valve to prevent U.S. Water to flow into the campground.
- July 3, 2019 (Wednesday) or maybe July 2, 2019 (Tuesday) 11:51 a.m. Saw the U.S Water truck driving North. Same day at 1:00 p.m., saw the U.S. Water truck driving South.
- July 4, 2019 (Thursday) 4:38 p.m. (SECO Energy) We lost power from 4:38 p.m. to 6:30 p.m. Incident # 68494-1. At the time, we were having our Fourth of July Dinner. We had BBQ chicken wings. We are on well water. I don't know if U.S. Water lost power or not at the plant.
- July 5, 2019 (Friday) 9:30 a.m. John saw a "SUV" U.S. Water turn onto CR 675. Drove by the flush point area very slow, observing.

- July 7, 2019 (Sunday) maybe a day earlier or a day later. Took a meter read: 04489000
- July 8, 2019 (Monday) approximately 9:50 a.m. Brianna of Sumter County Health arrived to take a sample from the same flush post outside of the campground. U.S. Water sample from Monday, July 2, 2019 had fecal bacteria. Snooze N Scoot's well water did not have any issues. Brianna took the second sample of U.S. Water to confirm. The sample Brianna took appeared to be milky. Brianna will take another sample Wednesday, July 11th after the hard flush scheduled by U.S. Water Tuesday, July 10th.
- July 8, 2019 (Monday) 3:40 p.m. approximately, I called Joe Boyd at 352-630-2075, leaving a message, asking time will the flush start scheduled for July 9, 2019 (Tuesday). (The auto-flush was installed June 25, 2019)
- July 8, 2019 (Monday) 4:30 p.m. Joe Boyd returned my phonecall, the flushing will start at 9:00 a.m.
- PER DOCKET LETTER OF SEPTEMBER 18, 2019, PAGE 3 & 4, JULY 9, 2019 THE WOODS CONDUCTED A SYSTEM WIDE UNI-DIRECTIONAL FLUSHING OF THE DISTRIBUTION SYSTEM, ETC
- July 9, 2019 (Tuesday) 9:20 a.m. U.S. Truck turned off Hwy. 301 onto C.R. 675.
- July 9, 2019 (Tuesday) 2:00 p.m. Joe Boyd started flushing at Snooze N Scoot flush point. Per the photos, between 2:03 p.m. - 2:29 p.m., appeared clear, then dark-orange rust color.
- July 9, 2019 (Tuesday) Joe said they have been auto-flushing scheduled for 5:00 a.m. and 4:30 p.m.
- July 9, 2019 (Tuesday) Joe said they have done repairs, there aren't any galvanized pipes.
- July 9, 2019 (Tuesday) We took two white containers and filled with U.S. Water. The small sour cream has the flush point out of the PVC; the larger Cool Whip container has the water out of the flush post outside of the campground fence.
- July 9, 2019 (Tuesday) 3:53 p.m. Another U.S. Water truck turned from Hwy. 301 onto C.R. 675, heading towards the water plant. Joe Boyd is still at the water plant.
- July 9, 2019 (Tuesday) 4:00 p.m. Previously, I had asked Joe to let me know when he was turning off the flushing at the PVC. When I arrived, he had already turned off the flushing. Joe said it was clear. Joe wants us to let him know, when we turn U.S. Water back on, as he wants to be here. At this point, why should I call. Joe did not call when he started the flush at 2:00 p.m., nor did he call when he shut off the flush at 4:00 p.m.
- July 9, 2019 (Tuesday) 5:10 p.m. Two U.S. Water trucks plus one white unmarked truck parked across C.R. 675 at the Vaughn's Cowbell Store.
- July 10, 2019 (Wednesday) approx. 11:00 a.m. Eric from Sumter County Health arrived.

Eric was going to take a sample of U.S. Water. We have not turned off our well and turn on U.S. Water. We agreed, next time U.S. Water flushes, I will notify Sumter County Health and they will take a test sample. I showed Eric "clear water" and "dirty water" after running the flush point for half an hour.

- July 10, 2019 (Wednesday) 4:13 p.m. Saw a U.S. Water truck turn off Hwy. 301 onto C.R. 675, towards the U.S. Water Plant.
- July 10, 2019 (Wednesday) 4:30 p.m. Joe said auto-flush is scheduled for 5:00 a.m. and 4:30 p.m. No auto-flush occurred at 4:30 p.m.-4:37 p.m. per photos.
- July 11, 2019 (Thursday) 11:45 a.m. Saw a U.S. Water truck turn off Hwy. 301 onto C.R. 675, towards the U.S. Water Plant.
- July 11, 2019 (Thursday) 12:50 p.m. One U.S. Water truck at the water main. Freddie and another person to read the meter. Mud covered the meter and they had to clear the mud away.
- July 11, 2019 (Thursday) 1:50 p.m. Saw a U.S. Water truck turn off Hwy. 301 onto C.R. 675, towards the U.S. Water Plant.
- July 11, 2019 (Thursday) 4:30 and 4:37 No auto-flush.
- July 12, 2019 (Friday) Received a Notice To Disconnect Service. The payment was processed through my commercial checking account July 9, 2019. The letter is dated July 10, 2019. I called 1-888-228-2134 to confirm payment received. Darren returned my call at 4:17 p.m., stating the payments have been posted to the account. Disregard the letter. Note: on the letter it states: "It is the intent of The Woods Utility to provide you with the highest quality utility service." Highest quality? When? Not in the last two years.
- July 12, 2019 (Friday) 4:41 p.m. No auto flush. Have not seen any U.S. Water trucks today.
- Sent pictures of July 1, 2019 of the two samples; July 9, 2019 14:03, 14:10, 14:20, 14:29; June 27, 2019 19:59, 20:22; June 21, 2019 11:58, 12:34
- July 18, 2019 (Thursday) 11:45 a.m. Saw U.S. Water Maintenance Truck drive North on Hwy. 301
- July 18, 2019 (Thursday) 3:12 p.m. Saw U.S. Water truck drive North on Hwy. 301
- July 18, 2019 (Thursday) 3:30 p.m. Received an email from Florida Department of Environmental Protection, Sirena Davila, Environmental Manager, Compliance Assurance Program, Central District, 407-897-2958, sirena.davila@dep.state.fl.us Sirena states: "the Woods facility takes and submits results for total coliform on a monthly basis and there has not

been a sample marked out of compliance in over 10 years; Water discoloration is typically due to iron from the pipes and the last samples taken by the Woods facility for iron came back as not having been detected; The Woods facility is considering installing an orthophosphate feed system to coat the pipes and seal any potential rust and reduce scaling; they are also regularly flushing the system to improve the discoloration issues; while the facility continues to work on possible measure to mitigate the discoloration concerns, it is important that the campground also implement measures to help with the issues since the age of the pipes within the campground can contribute to the concerns; to please ensure regular flushing of all lines within the campground including those leading up to the RV's."

- July 19, 2019 (Friday) 4:00 p.m. approximately I called Joe Boyd (352-630-2075) to ask about the scheduled times of the auto-flushing. Last I heard it was supposed to be at 4:30 p.m. and 5:00 a.m. I have not seen an evidence of an auto-flush at 4:30 p.m. I left the message on Joe's voice mail.
- July 20, 2019 (Saturday) Have not received a return phone call from Joe Boyd regarding the auto-flush scheduled times.
- July 22, 2019 (Monday) 11:03 a.m. Received an email from U.S. Water, Troy Rendell
- July 23, 2019 (Tuesday) Received a phone from Sumter County Health Department, Brianna. Brianna was contacted by Florida EPA, Jill Farris. Advising if I continue to use our well water, then U.S. Water will turn off their water service to the campground, EPA will have to provide "regulation" paperwork for Snooze N Scoot to use our well water.
- July 23, 2019 (Tuesday) 3:34 p.m. I responded to U.S. Water, Troy Rendell's email, sending cc: contact@psc.state.fl.us; rcastill@psc.state.fl.us; sirena.davila@dep.state.fl.us; rebecca.Bowden@floridadep.gov; JillFarris@dep.state.fl.us; spurviance@uswatercorp.net; brianna.Peeler@flhealth.gov; and eric.witzgall@flhealth.gov
- July 24, 2019 (Wednesday) 6:30 p.m. Saw a U.S. Water truck turn off CR 675 and North on Hwy. 301
- July 25, 2019 (Thursday) 12:52 p.m. Have not received a response from U.S. Water, Troy Rendell nor any other contacts
- July 25, 2019 (Thursday) approximately call U.S. Water Billing 1-888-228-2134. Left a message to call me back regarding the billing of 07/16/2019. Charged another late fee and calculations on the bill do not add up correctly.
- July 27, 2019 (Saturday) 10:42 a.m. U.S. Water truck came from CR 675, turning North onto Hwy. 301
- July 30, 2019 (Tuesday) 5:15 p.m. approximately. Saw a U.S. Water truck stop on CR 675, a little farther West than normal, from where the U.S. Water truck normally stops by the flush

point. The truck appeared to be stuck in the mud on the shoulder of the road. We just had an hour downpour of rain. I saw Tech. Brooks, trying to get out of the rut. A good Samaritan stopped to help him. Why did Brooks stopped on the shoulder, appearing to hide from our sight? Brooks headed to the plant.

- August 2, 2019 (Friday) 12:30 p.m. Snooze N Scoot turned U.S. Water back on. Rusty colored at first. Cleared eventually after a couple hours.
- August 3, 2019 (Saturday) 12:16 p.m. Saw a U.S. Water truck turn from CR 675 onto Hwy. 301 North
- August 5, 2019 (Monday) 6:15 p.m. Saw a U.S. Water truck park on the south side of CR 675. Did not see anyone get out of the truck. The U.S. Water truck left at 6:34 p.m., from CR 675 onto Hwy. 301 North
- August 15, 2019 (Thursday) 5:30 p.m. Saw a U.S. Water truck turn from CR 675 onto Hwy. 301 North
- AUGUST 16, 2019 AQUA GOLD WAS INSTALLED PER DOCKET LETTER OF SEPTEMBER 18, 2019 PAGE 4 OF 4
- August 16, 2019 (Friday) Robert Young of U.S. Water was checking on the auto flush. Robert said he received an email from U.S. Water to check on the auto flush because there was not any time on it. Robert checked the manhole of the auto flush. The auto flush was not flushing. Robert manually flushed at our flush point. Dirty water. Robert and I talked about the auto flush. Robert said it is set up to flush at 3:00 a.m. for 15 minutes, and again at 5:00 p.m. for 15 minutes. I am assuming, if there is not any time on it, then it has not been flushing ever since the installation of June 25, 2019 (Tuesday), or does the time(r) reset every day for a new reading? Robert said there is one more flush point after ours, which is Vaughn's store across the street. Vaughn is the only customer on that auto flush, which is way across the parking lot on the other side of the store. If Vaughn does not use his water often, the sediment settles. When we use the water, the water and sediment is siphoned from Vaughn's and runs into our water supply. A back-flow preventer is needed at Vaughn's. Robert and I talked about the auto flush to flush for 30-45 minutes. When the flush occurs, it takes 20-25 minutes for the sediment to flush through. IF Snooze N Scoot's connected with U.S. Water then the dirty infiltrates Snooze N Scoot's water system within the campground. Robert will email with U.S. Water advising to set the auto flush for 30-45 minutes. I took several pictures of the dirty water in a clear cup and of the flush point.
- August 16, 2019 (Friday) 12:05 p.m. Saw a U.S. Water truck traveling on Hwy. 301 North, assuming the driver was Robert Young.
- September 4, 2019 Installed Water Filtration System
- September 18, 2019 FDEP claims Woods is in compliance

- **SEPTEMBER 24, 2019 11:00 A.M.-11:30 A.M. DOCKET PAGE 42 OF 76 BROWN WATER REPORTED BY U.S. WATER CUSTOMER "URDUJA DE LA CUEVA"**
- **SEPTEMBER 25, 2019 DOCKET PAGE 42 OF 76 BROWN WATER REPORTED BY U.S. WATER CUSTOMER "URDUJA DE LA CUEVA"**
- **SEPTEMBER 26, 2019 11:00 a.m. DOCKET PAGE 42 OF 76 BROWN WATER REPORTED BY U.S. WATER CUSTOMER "URDUJA DE LA CUEVA"**
- **September 30, 2019 (Monday) 5:25 p.m. P.S.I is 10 (Ten). Mitzie emailed Troy Rendall and Sharon Purviance of the 10 p.s.i. and asked U.S. Water to issue boil alert notices to each one of my 30 campers.**
- **September 30, 2019 (Monday) Per email from Troy Rendall dated October 2, 2019 (Wednesday): "On September 30th, the water treatment plant experienced a tripped electrical breaker that had to be reset. This resulted in the water pressure dropping to 23 psi in the system. However, this pressure is still above the required pressure pursuant to FDEP rules. In addition, there were no main/line breaks that occurred." Troy quotes the FDEP states "suppliers of water shall maintain a minimum gauge pressure of 20 pounds per square inch throughout their drinking water distribution system UP TO EACH CUSTOMER'S POINT OF CONNECTION to the water supplier's distribution system. Note UP TO EACH CUSTOMER'S POINT OF CONNECTION. Snooze N Scoot was at 10 p.s.i. For comparison: when U.S. Water claims the p.s.i. is 52 at the plant and Snooze N Scoot is receiving approximately 40 p.s.i. that is a difference of 12 p.s.i. Following that comparison, the water pressure dropping to 23 psi in the system less the 12 p.s.i. would calculate 11 p.s.i. received at Snooze N Scoot. Troy also responds "since the pressure never dropped below the required pressure of 20 psi, no Precautionary Boil Water Notice was required. Troy also replies "It is conceivable that the pressure within your RV park may have dropped below the minimum due to (a) the back flow preventer, and (b) the newly installed filtration inside of the park." Note the water pressure gauge is located before the "newly installed filtration". Since when does the back flow preventer reduce the p.s.i.? Troy also states U.S. Water is not required to provide notice to anyone past the point of connection. Aqua Water used to but a notice on everyone's door.**

OCTOBER 1, 2019 1:30 P.M. DOCKET PAGE 42 OF 76 BROWN WATER REPORTED BY U.S. WATER CUSTOMER "URDUJA DE LA CUEVA"

**OCTOBER 2, 2019 DOCKET PAGE 43 OF 76 U.S. WATER'S CUSTOMER CUERVA WRITES NEVER HAVE DIRTY WATER IN MORNING AFTER SITTING IN PIPES OVERNIGHT. ONLY GET DIRTY WATER AFTER SOMEONE WORKS ON THE TANK FROM 9 A.M.-5:00 P.M.
NOTE: TROY RENDELL KEEPS INSISTING RESIDUALS IN HOT WATER TANK**

OCTOBER 2, 2019 DOCKET PAGE 44 OF 76 PICTURES OF BROWN AND CLEAR WATER 9/24; 9/25; 9/26;9/30 AND 10/01 INSIDE U.S. WATER'S CUSTOMER CUERVA'S HOME

OCTOBER 3?, 2019 DOCKET PAGE 45/46 OF 76 TO MITZIE: CHECK RECORDS FOR OCTOBER 3, 2019, U.S. WATER SHARON PURVIANCE TOOK SAMPLES AT URDUJA DE LA CUEVA HOUSE. SHARON CLAIMS WATER IS CLEAR.

OCTOBER 10, 2019 DOCKET PAGE 53 OF 76, PHOTOS OF 10/03/2109 OF PLANT AND HYRO TANK WATER AND 5 DOORS AWAY FROM URDUJA DE LA CUEVA'S HOUSE...CLAIMING "AQUA GOLD AND FLUSHING IS WORKING" PER TROY RENDELL.

OCTOBER 10, 2019 DOCKET PAGE 54 OF 76 CUPS

OCTOBER 10, 2019 DOCKET PAGE 56 OF 76 URDUJA DE LA CUEVA WRITES SHE DID NOT COMPLAIN ABOUT HAVING BROWN WATER LAST WEEK OR THIS WEEK. SHE WRITES PICTURES WERE NOT TAKEN "WHEN" SHE COMPLAINED OF BROWN WATER.

- October 21, 2019 (Monday) 4:40 p.m. Saw two U.S Water trucks traveling on Hwy. 301 North
- October 23, 2019 (Wednesday) approximately 4:00 p.m. U.S. Water truck at the flush point site. I spoke with Tech. "Brooks". I asked him what the schedule for the auto-flush was

he said most auto-flushes are set for 10 or 20 minutes. I said, please set it at least 20 minutes, again saying, he knows it takes at least 20 minutes for the sediment to flush through when it comes from the plant to our location. Brooks set the auto-flush for 12:01 a.m. for 20 minutes at 10%. I asked when the ^{was?} last flush was from the plant to here, he said he did not know, to ask Sharon Purviance. I emailed Sharon, with the response, since the auto-flush was installed, they are flushing over 200,000 gallons every month through the auto-flush. They are not flushing every two weeks like before. Sharon said they have not had any complaints in several weeks.

- October 25, 2019 (Friday) 9:30 a.m. U.S Water truck at the flush point site. I noticed the flush point was flushing into the retention area, as if performing a flush. I met Tech. Michael, to tell him I have asked to be notified when a flush was to occur. Michael was not flushing. Michael was checking the auto flush mechanism to make sure it was set properly. I am making a point: Prior to October 23, 2019 at 4:00 p.m., the auto flush was set at 12:01 a.m. for FOUR MINUTES (once every 24 hours) at 10%. FOUR MINUTES, I shower longer than FOUR MINUTES, twice a day. After October 23, 2019 at 4:00 p.m., Brooks set the auto flush for 12:01 a.m. for 20 minutes at 10%. From October 23 at 4:00 p.m. to October 25 at 9:30 a.m., only 41.5 hours, the auto-flush flushed for 20 minutes once October 24th at 12:01 a.m. and the second time October 25th at 12:01 a.m. Forty minutes in the last two days vs. forty minutes in the last 10 days prior. Again to make a point, was the auto flush set at 12:01 a.m. for four minutes at 10% since AUGUST 16, 2019? Any sediment moving in U.S. Water's waterline with that minimal pressure? Michael emailed "Tony" to find out the schedule for the auto flush. Tony said to set the auto-flush for 4:30 p.m. and 5:00 a.m. for 20 minutes at 10%. October 25, 2019 at 4:30 p.m., it will be the first day of flushing, twice a day.

- October 25, 2019 between 4:30 p.m. and 5:00 p.m. the auto-flush flushed. Have pictures of the off-on-off, along with pictures of a clear cup and the p.s.i. meter readings.
- NOVEMBER 14, 2019 (SATURDAY) DOCKET PAGE 58 OF 76 U.S. WATER'S CUSTOMER: CUERVA NOTED 11/14/19 YELLOWISH WATER ABOUT 10:00 P.M.
- NOVEMBER 15, 2019 (SATURDAY) DOCKET PAGE 58 OF 76 U.S. WATER'S CUSTOMER: CUERVA NOTED 11/15/19 YELLOWISH WATER; CLAIMS THE WATER WAS CLEAR FOR ABOUT A MONTH UNTIL LAST NIGHT (11/14/19) ABOUT 10:00 P.M.
- NOVEMBER 19, 2019 (TUESDAY) DOCKET PAGE 63 OF 76 TROY RENDELL ADMITS OF AN AIR ISSUE AT THE WATER PLANT; U.S. WATER CREDIT U.S. WATER'S CUSTOMER CUERVA'S ACCOUNT FOR FLUSHING WATER AND WASTEWATER CHARGES. TROY RENDELL IS OFFERING ANOTHER CREDIT TO CUSTOMER CUERVA FOR EVENTS CAUSED BY AN AIR ISSUE AT THE PLANT. (Any one else been offered a credit? Mitzie has not been offered a credit.)
- NOVEMBER 19, 2019 (TUESDAY) DOCKET PAGE 64 OF 76 U.S. WATER'S CUSTOMER CUERVA EMAIL OF DARK BROWN MUDDY WATER FLOWING FROM FAUCET PUSHED BY STRONG AIR. TECH/DRIVER JUAN ALSO SAW THE DARK BROWN MUDDY WATER.
- November 19, 2019 (Tuesday) 2:30 p.m. Snooze N Scoot's Water Filter system discharged discolored water which is coming from U.S. Water's supply.
- November 19, 2019 (Tuesday) 4:40 p.m. Saw the U.S. Water truck head northbound on Hwy. 301

NOVEMBER 20, 2019 (WEDNESDAY) 4:41 P.M. DOCKET PAGE 66 OF 76 U.S. WATER'S CUSTOMER CUERVA EMAILED. TROY RENDELL RESPONDS "WE HAD A MECHANICAL ISSUE AT THE PLANT AND HAVE BEEN OUT THERE THE LAST TWO DAYS FLUSHING. THE WATER IS NOW CLEAR. I'LL CONSIDER ANOTHER CREDIT..." (Any one else been offered a credit? Mitzie has not been offered a credit.)
- November 20, 2019 (Wednesday) Saw three U.S. Water trucks at different times going to the water plant. One small pick-up truck, one pick-up truck with equipment and one large truck with equipment. At 1:05 p.m. saw one U.S. Water truck head northbound on Hwy. 301. At approximately 6:00 p.m. saw the U.S truck head northbound on Hwy. 301
- November 21, 2019 (Thursday) 7:00 a.m. -7:30 a.m. Campers of Site 05A saw the U.S. Water truck parked inside the campground inside the fence line by the water meter. The U.S. Water truck entered the campground unannounced, without our permission. The U.S. Water truck drove through an unauthorized area, which snagged a DirecTV cable disabling DirecTV service,

and drove over the campground's Septic Tank. Mitzie emailed Troy Rendall and Sharon Purviance asking why the truck was inside the campground, stating the truck damaged our property.

- **NOVEMBER 21, 2019 (THURSDAY) DOCKET PAGE 66 OF 76 1:39 P.M. U.S. WATER'S CUSTOMER CUERVA EMAILED "LOOKS LIKE MILK WAS POURED ON THE WATER"**
- **NOVEMBER 21, 2019 (THURSDAY) DOCKET PAGE 71 OF 76 10:23 A.M. TROY RENDELL RESPONDS TO SNOOZE N SCOOT. "THEY HAD AN ISSUE AT THE PLANT THAT STARTED 2 DAYS AGO. THE AIR COMPRESSOR GOT STUCK ON WHICH CAUSED EXCESSIVE AIR IN THE WATER & LINES. WE SENT TECHNICIANS OUT THE PAST TWO DAYS TO FLUSH OUT THE LINES. WE HAD SEVERAL CALLS FROM CUSTOMERS THROUGHOUT THE DISTRIBUTION SYSTEM. YESTERDAY AFTERNOON THEY COMPLETED THE FLUSHING PROCESS AND THE WATER WAS CLEAR." AIR IN LINE PSI 30**
- **NOVEMBER 21, 2019 (THURSDAY) DOCKET PAGE 71 OF 76 2:26 P.M. TROY RENDELL RESPONDS "THE WATER LEAVES THE WTP (WATER TREATMENT PLANT) AROUND 52 PSI. AT THE SNOOZE N SCOOT YOU HAVE BOTH AN RPZ BACK FLOW DEVICE AS WELL AS THE NEWLY INSTALLED FILTER. THE PRESSURE REDUCES UP TO 10 POUNDS ACROSS THE RPZ, ALSO YOUR FILTER MAY NEED TO BE BACKWASHED OR CHANGED. THE SEDIMENT THAT WAS STIRRED UP IN THE LINES THE PAST TWO DAYS MAY HAVE GOTTEN INTO YOUR FILTER."**
- **November 21, 2019 (Thursday) 7:20 p.m. Mitzie called 1-888-228-2134 (Darrell) to report low water pressure of 30 p.s.i. Darrell said he would contact Tony the Maintenance Tech.**
- **NOVEMBER 22, 2019 (SATURDAY) DOCKET PAGE 47 OF 76 U.S. WATER'S CUSTOMER CUERVA REPORTS OF LONGEST AND WORST WATER POLLUTION. STRONG AIR PRESSURE WHICH BROKE HER PIPE UNDER HER HOUSE AND NEXT DOOR NEIGHBOR (TO HER) HAD BROKEN WATER PIPES; SEVERAL NEIGHBORS HAVE DARK BROWN WATER**
- **NOVEMBER 22, 2019 (FRIDAY) DOCKET PAGE 48 OF 76 U.S. WATER'S CUSTOMER CUERVA FILED A COMPLAINT WITH BBB (BETTER BUSINESS BUREAU)**
- **November 24, 2019 (Sunday) 10:20 a.m. Called U.S. Water Dispatch at 1-888-228-2134 to report white, milky water squirting out of my camper's faucet. Assuming it is air in U.S. Water's waterline.**
 - **DOCKET PAGE 51 OF 76**
- **November 25, 2019 (Monday) 3:40 p.m. Water is clear at auto flusher. PCV pipe is not bouncing. 3:50 p.m. PCV pipe is shaking up and down. Assuming it is air in U.S. Water's waterline.**
- **NOVEMBER 26, 2019 (TUESDAY) DOCKET PAGE 47 OF 76 SAMPLES TAKEN AT U.S.**

WATER'S CUSTOMER CUERVA HOUSE AT 2:11 P.M. AND 2:26 P.M. SHOWING WATER IS CLEAR ON HER STREET

- **NOVEMBER 26, 2019 (TUESDAY) 2:21 P.M. DOCKET PAGE 47 OF 76 (ADDRESS) 11624 C.R. 675W PICTURE OF TEST TUBE OF CLEAR WATER CUERVA HOUSE IS 11587 C.R. 675W**
- **November 26, 2019 (Tuesday) Previous to 3:40 p.m., John saw two U.S. Water trucks come from the plant heading North on Hwy. 301. At 3:40 p.m., Mitzie saw one U.S. Water truck head Northbound on Hwy. 301.**
- **November 27, 2019 (Wednesday) 11:39 a.m. A U.S. Water pick-up truck drove out of the campground. Did not know the U.S. Water truck was in the campground until he drove away.**
- **November 27, 2019 (Wednesday) 3:26 p.m. Saw a U.S. Water truck head Northbound on Hwy. 301**
- **December 3, 2019 (Tuesday) 10:20 a.m. Saw a U.S. Water truck head Northbound on Hwy. 301**
- **DOCKET LETTER OF DECEMBER 4, 2019 END OF LETTER-WATER CLEAR**
- **December 11, 2019 (Wednesday) 9:32 p.m. Mitzie turned on the water tap in our trailer to rinse a dish. NO WATER, not a drop. Mitzie called U.S. Water Dispatch at 1-888-228-2134. We left the faucet open, so when the water came back on from U.S. Water, we would know the time. It was 10:13 p.m. with low water pressure. We were without a drop of water for at least 41 minutes. At 10:47 p.m., when we had already had water for 34 minutes, a U.S. Water tech. called John and I on our cell phone. The U.S. Water tech. said the water pressure is at 40 p.s.i. The U.S. Water tech did not know what the problem was, it must be our filter system. I am the only one who called and reported it. As John and the U.S. Water tech. stayed on the phone, both were angry. We want to know what the problem is, and the U.S Water tech. said he drove an hour to get to our location. The U.S. Water tech. would go back to the plant to check on the problem as soon as we stopped yelling.**
- **December 12, 2019 (Thursday) 9:49 a.m. Mitzie emailed U.S. Water Troy Rendell and Sharon Purviance stating we did not have any water pressure last night starting approximately 9:30 p.m., asking them to please advise. 5:00 p.m. Mitzie emailed a second request regarding the zero water pressure. 5:07 p.m. U.S. Water Troy Rendell responded "We sent out our operator today and the water pressure leaving the plant was 52 psi so I'm not sure why you are the only customer experiencing low water pressure. You were the only one that called last night and we found no issue at the plant."**
- **Please note: I am accustomed to hearing from U.S. Water that: the water is clear at the plant; the water pressure leaving the plant was 52 psi; they are not sure why I am the only customer experiencing the problem; the problem is within our campground; and the latest**

phrase is...it must be because of my "newly installed filter system".

- December 13, 2019 (Friday) Mitzie called SECO (Sumter Electric) to inquire if a transformer was out December 11, 2019 approximately 9:00 -9:30 p.m. Per SECO, Jim 352-793-3801, a tree fell on a transformer at 9:10 p.m., with 86 SECO members without electric. SECO could not determine if the U.S. Water plant was affected or not.
- December 15, 2019 (Sunday) 9:31 a.m. 37 p.s.i.
- December 16, 2019 (Monday) 9:40 a.m. 39 p.s.i.
- December 16, 2019 (Monday) 14:00 (2:00 p.m.) Saw a U.S. Water truck on Hwy. 301 turning onto C.R. 675 to go back to the plant
- December 16, 2019 (Monday) 20:19 34 p.s.i.
- December 17, 2019 (Tuesday) 9:37 a.m. 41 p.s.i.
- December 17, 2019 (Tuesday) 15:30 Scheduled 3:30 p.m. auto flush discharging light brown water. The sample shown at the U.S./Woods meeting held December 18, 2019 regarding a proposed rate increase.
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- December 17, 2019 (Tuesday) 15:38 Dirty water
- December 17, 2019 (Tuesday) 15:39 40 p.s.i.
- December 17, 2019 (Tuesday) 15:39 Snooze N Scoot Water Filters
- December 17, 2019 (Tuesday) 15:39 Snooze N Scoot Water Main
- December 17, 2019 (Tuesday) 15:40 Dirty water auto flushing
- December 17, 2019 (Tuesday) 15:42 Dirty water auto flushing
- December 17, 2019 (Tuesday) 15:49 Dirty water auto flushing
- December 17, 2019 (Tuesday) 15:54 Dirty water auto flushing
- December 17, 2019 (Tuesday) 15:55 53 p.s.i.
- December 18, 2019 (Wednesday) 9:43 a.m. 52 p.s.i.
- December 18, 2019 (Wednesday) 10:25 a.m. Saw the U.S. Water truck head back to the water plant
- December 18, 2019 (Wednesday) 11:00 a.m. Saw the U.S. Water truck leave the water

plant area and head South on Hwy. 301

- December 18, 2019 (Wednesday) 3:30 p.m. Scheduled 3:30 p.m. auto flush discharging light brown water. The sample shown at the U.S./Woods meeting held December 18, 2019 (today's) regarding a proposed rate increase.
- December 18, 2019 (Wednesday) 15:37 (3:37 p.m.) Dirty water auto flushing
- December 18, 2019 (Wednesday) 4:00 p.m. Saw the U.S. Water head Northbound on Hwy. 301
- December 18, 2019 (Wednesday) 5:00 p.m. John and I attended a meeting at Webster Community Center. The purpose of the meeting is for the Woods customers to comment on the quality of the service the Woods is providing and to also, as I did, strongly object to the proposed rate increase requested by The Woods. See Public Service Commission Docket No. 20190125-WS December 18, 2019. Rachel Levesque had to speak on my behalf as I had a sore throat. At the meeting, we had questions to ask the U.S. Water representative attending, who was Troy Rendell. We were not allowed to ask U.S. Water any questions. The meeting was for the customer to speak. The questions we wanted to ask: 1) When the plant breaks down, why aren't we notified that the water has to be boiled? 2) Why are we still receiving unsatisfactory water and service after two years? 3) Why doesn't U.S. Water fix the problem, rather than bandage the problem? Replace the galvanized pipes, removing the rust. 4) When the electric power is shut off or there is another type of electrical problem, is there a backup system in place to provide water immediately?
- December 19, 2019 (Thursday) I, Mitzie am ill. Stayed in bed all day.
- December 20, 2019 (Friday) I, Mitzie am ill. Stayed in bed until 4:30 p.m. I washed my hair at 4:30 p.m. The water is soft, oily. Hair texture feels mushy.
- December 21, 2019 (Saturday) 9:58 a.m. 50 p.s.i.
- December 21, 2019 (Saturday) 15:32 At flush point, waiting for auto flush
- December 21, 2019 (Saturday) 15:33 40 p.s.i.
- December 21, 2019 (Saturday) 15:34 Start of auto-flush, appears clear
- December 21, 2019 (Saturday) 15:35 Auto-flush, appears clear, 3 pictures
- December 21, 2019 (Saturday) 15:36 Auto-flush-light yellow-plastic cup
- December 21, 2019 (Saturday) 15:37 Auto flush, appears clear
- December 21, 2019 (Saturday) 15:37 Auto-flush-light yellow-plastic cup

- December 21, 2019 (Saturday) 15:38 Auto-flush-light yellow-plastic cup
- December 21, 2019 (Saturday) 15:41 Auto flush-getting darker yellow water-white styrofoam cup Darker dirty water than 12/17/19 and 12/18/19, 2 pictures
- December 21, 2019 (Saturday) 15:42 Auto-flush-light yellow water-white styrofoam cup
- December 21, 2109 (Saturday) 15:43 Auto flush-light yellow water-white styrofoam cup
- December 21, 2019 (Saturday) 15:44 Auto flush-light yellow water-white styrofoam cup, 2 pictures
- December 21, 2019 (Saturday) 15:45 Auto flush appears same-light yellow
- December 21, 2019 (Saturday) 15:45 Auto flush-light yellow water-white styrofoam cup
- December 21, 2019 (Saturday) 15:46 Auto flush appears same light yellow
- December 21, 2019 (Saturday) 15:46 Auto flush-light yellow-white styrofoam cup
- December 21, 2019) (Saturday) 15:49 Auto flush appears same light yellow
- December 21, 2019 (Saturday) 15:49 Auto flush-light yellow water-white styrofoam cup, 3 pictures
- December 21, 2019 (Saturday) 15:50 White styrofoam cup to show the “white cup” purity without water or stains
- December 21, 2019 (Saturday) 15:50 Auto flush-light yellow water-white styrofoam cup
- December 21, 2019 (Saturday) 15:50 Yellow water in white styrofoam cup
- December 21, 2019 (Saturday) 15:50 Auto flush appears same light yellow
- December 21, 2019 (Saturday) 15:51 Auto flush appears same light yellow
- December 21, 2019 (Saturday) 15:51 Auto flush-light yellow water-white styrofoam cup, 2 pictures
- December 21, 2019 (Saturday) 15:52 Auto flush-light yellow water-white styrofoam cup, 5 pictures
- December 21, 2019 (Saturday) 15:53 Auto flush-light yellow water-white styrofoam cup
- December 21, 2019 (Saturday) 15:54 End of auto-flush NOTE: auto flush was from 15:34 to 15:54, exactly 20 minutes. The water is still light yellow after flush 20 minutes.
- December 21, 2019 (Saturday) 15:54 End of auto-flush-light yellow water-white styrofoam

cup, 5 pictures of the water dribbling from auto-flush tube

- December 22, 2019 (Sunday) 10:09 a.m. 54 p.s.i. 2 pictures Great p.s.i. !!!
- December 23, 2019 (Monday) 9:42 a.m. 48 p.s.i.
- December 23, 2019 (Monday) 10:30 a.m. Noticed U.S. Water truck go back to the plant
- December 23, 2019 (Monday) 11:25 a.m. Noticed U.S. Water truck head North on Hwy. 301
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- December 23, 2019 (Monday) 15:36 Auto flush -yellow water-white plastic container
- December 23, 2019 (Monday) 15:37 Auto flush-light yellow water
- December 23, 2019 (Monday) 15:51 Auto flush-light yellow water
- December 23, 2019 (Monday) 15:57 Auto flush-yellow water-white plastic container

- December 24, 2019 (Tuesday) No information. Had a doctor's appointment in Tampa.
- December 25, 2019 (Wednesday) Christmas Day 10:38 a.m. 42 p.s.i.
- December 26, 2019 (Thursday) 8:29 a.m. Noticed U.S. Water truck drive fast back to the plant
- December 26, 2019 (Thursday) 9:43 a.m. 35 p.s.i.
- December 26, 2019 (Thursday) 9:43 a.m. Noticed the U.S. Water truck drive away from the water plant on C.R. 675, heading North on Hwy. 301
- December 26, 2019 (Thursday) 9:43 a.m. 34 p.s.i.
- December 26, 2019 (Thursday) 10:28 33/34 p.s.i. 2 pictures
- December 26, 2019 (Thursday) 11:13 a.m. Noticed U.S. Water truck go back to plant
- December 26, 2019 (Thursday) 15:34 Auto flush-not flushing yet
- December 26, 2019 (Thursday) 15:34 Auto flush just started-light yellow water in clear (pickle) container, 2 pictures
- December 26, 2019 (Thursday) 15:35 33 p.s.i. during auto-flush
- December 26, 2019 (Thursday) 15:37 Picture of clearing in the weeds and brush where U.S. Water tech.'s have entered into the water main/flush site

- December 26, 2019 (Thursday) 15:38 Flush appears clearer than it has been previous weeks
- December 26, 2019 (Thursday) 15:38 Flush appear clear-light yellow water with clear plastic cup
- December 26, 2019 (Thursday) 15:42 Flush appears clear-light yellow water with clear plastic cup
- December 26, 2019 (Thursday) 15:45 Flush appears clear-better than most flushes, at least since December 17, 2019 with clear plastic cup
- December 26, 2019 (Thursday) 15:47 Flush appear clears- with clear plastic cup
- December 26, 2019 (Thursday) 15:50 Flush appears clear-with clear plastic cup
- December 26, 2019 (Thursday) 15:50 Flush water-light yellow
- December 26, 2019 (Thursday) 15:51 Flush-light yellow with clear plastic cup
- December 26, 2019 (Thursday) 15:52 Flush-light yellow with clear plastic cup, 2 pictures
- December 26, 2019 (Thursday) 15:53 Flush-light yellow with clear plastic cup
- December 26, 2019 (Thursday) 15:54 Flush appears clearer with clear plastic up, 4 pictures
- December 26, 2019 (Thursday) 15:55 40 p.s.i.
- December 26, 2019 (Thursday) 15:57 Brought container of yellow water to the office from 15:34 flush to show light yellow water in the clear pickle container
- December 26, 2019 (Thursday) 16:15 (4:15 p.m.) Noticed U.S. Water truck head North on Hwy. 301
- December 27, 2019 (Friday) 9:43 a.m. 48 p.s.i.
- December 27, 2019 (Friday) 1:25 p.m. Noticed U.S. Water truck head North on Hwy. 301
- December 27, 2019 (Friday) 15:30 (3:30 p.m.) Container of yellow water after 20 minutes of flush
- December 27, 2019 (Friday) 15:47 Flush appears as clear water
- December 27, 2019 (Friday) 15:47 Flush-light yellow-water in clear plastic cup, 4 pictures
- December 27, 2019 (Friday) 15:54 36 p.s.i.
- December 27, 2019 (Friday) 15:55 Auto flush done

- December 27, 2019 (Friday) 15:55 42 p.s.i.
- December 27, 2019 (Friday) 16:35 Brought back to the office, the pickle container of yellow water taken earlier at the flush point
- December 27, 2019 (Friday) 16:36 In the office, took picture showing the comparison of U.S. Water's dirty water in the pickle container at the flush compared to Mitzie's tap water, which Mitzie's tap water has gone through our Filters near the water main.
- December 28, 2019 (Saturday) 9:41 a.m. 40 p.s.i.
- December 29, 2019 (Sunday) 5:00 a.m. Very little water pressure, noticed while flushing toilet. Called 1-888-228-2134, left a message. Per the recording, "For emergency" call 1-866-753-8292. I did call. I reported very little water, almost no water. 5:26 a.m. I turned on the faucet, very little water pressure. 5:35 a.m. 10 p.s.i, 2 pictures; 5:36 a.m. 10 p.s.i. Better picture than the previous at 5:35 a.m.; 6:25 a.m. I called 1-866-753-8292 to report no water. Dispatcher reported someone is on their way. 6:27 a.m. very little pressure at my trailer's water tap, 2 pictures; 7:31 a.m. I turned on the faucet, very little water pressure. 8:15 a.m. Turned on the faucet, we have water pressure. 8:30 a.m. Saw the U.S. Service Truck (not pick-up truck) turn North on Hwy. 301, leaving the water plant. 9:20 a.m. Took a shower, low water pressure, barely enough to feel the temperature of the water; barely enough water pressure to rinse out facecloth. 9:30 a.m. p.s.i 35; 9:37 a.m. picture of 31/32 p.s.i.; 9:55 a.m. picture of 30 p.s.i.; 10:00 a.m. I called 1-888-228-2134. I did not leave a message to report the low water pressure. Approximately 10:25, John noticed at 10:09 a.m. John received a text message on his cell phone 313-468-2877 to call Robert at 352-278-8389. Approximately, 10:25 a.m., I called Robert from the office phone 352-568-2003. Robert said the problem was a valve at the U.S. Water plant that was hung up after the backflush cycle. I told Robert the p.s.i was low, at 9:30 a.m. it was 35 p.s.i. Per Robert, Monday, it is scheduled to change the filters at the water plant. At 10:29 it was 36 p.s.i. I am to call Robert back at 10:45 a.m. to let him know of the p.s.i. At 10:46 a.m., the p.s.i. is 28. I called Robert back at 1-352-278-8389 to let Robert know the p.s.i. is 28. Robert said he is on his way back. At 11:16 a.m., the p.s.i. is at 34. The next time I checked the p.s.i. was in the evening, did not write the p.s.i.. Due to lack of water, U.S. Water is required to issue "Boil Alert" notices to all its service customers. Snooze N Scoot known as the "General Service" did not receive a boil alert notice. To date, January 7, 2020, we have not received notification if the water is okay to consume.
- December 30, 2019 (Monday) 9:38 a.m. 36 p.s.i.
- December 30, 2019 (Monday) 3:55 p.m. End of Auto flush-yellow water, 3 pictures
- December 30, 2019 (Monday) 3:56 36 p.s.i.
- December 30, 2019 (Monday) 4:12 p.m. I called U.S. Water Dispatch 1-888-228-2134 (Connie) to report yellow water observing the scheduled 3:30 p.m. auto flush for 20 minutes. Per Connie someone should be out Tuesday.

- December 30, 2019 (Monday) 5:05 p.m. Sent an email to Troy and Sharon with a picture of the yellow water after the 20 minutes flush scheduled at 3:30 p.m.
- December 30, 2019 (Monday) 5:11 p.m. Troy emailed thanking for the notification; and asking for dates for a meeting with the President/Owner of U.S. Water Services.
- December 30, 2019 (Monday) 5:12 p.m. 44 p.s.i.
- December 31, 2019 9:42 a.m. 38 p.s.i.
- December 31, 2019 3:45 p.m. Auto flush
- December 31, 2019 3:46 p.m. Auto flush
- December 31, 2019 3:46 p.m. Auto flush-light yellow water-white plastic container, 2 pictures
- December 31, 2019 3:47 p.m. Auto flush-light yellow water-white plastic container, 2 pictures
- December 31, 2019 3:47 p.m. 48 p.s.i.
- December 31, 2019 3:48 p.m. Auto flush-light yellow water-white plastic container
- December 31, 2019 3:50 p.m. Auto flush-light yellow water-white plastic container
- December 31, 2019 3:52 p.m. Auto flush-light yellow water-white plastic container
- December 31, 2019 3:54 p.m. Auto flush-light yellow water-white plastic container, 3 pictures
- December 31, 2019 3:55 p.m. Auto flush-light yellow water-white plastic container, end of Auto flush, 5 pictures
- December 31, 2019 (Tuesday) 3:55 p.m. Discolored water after 20 minutes of flushing. 4:12 P.M. sent an email and picture to Troy and Sharon of the discolored water and noted the p.s.i. was at 48 during the flush. It would be great to maintain the p.s.i. at 48 at all times. Normally, not during the flush, the p.s.i. is at 38. I responded to Troy's question to reply with available dates for the U.S. Water President/Owner to meet with us. The dates available are Tuesday, January 7, 2020 at 10:30 a.m. or Thursday, January 9, 2020 at 3:00 p.m.
- January 01, 2020 (Wednesday) 11:00 a.m. 50 p.s.i.
- January 01, 2020 (Wednesday-New Year's Day) (Mitzie-not available) Jesse Levesque, a camper within the campground, noticed a U.S. Water truck at our (Snooze N Scoot's) water main. Jesse did not approach to find out what was going on at our water main.
- January 02, 2020 (Thursday) 9:34 a.m. 38 p.s.i.
- January 02, 2020 (Thursday) 3:46 p.m. 42 p.s.i.

- January 02, 2020 (Thursday) 3:46 p.m. Auto flush-light yellow water-white plastic container
- January 02, 2020 (Thursday) 3:46 p.m. Yellow water-white plastic container
- January 02, 2020 (Thursday) 3:47 p.m. Auto flush-light yellow water-white plastic container
- January 02, 2020 (Thursday) 3:48 p.m. Auto flush-light yellow water-white plastic container
- January 02, 2020 (Thursday) 3:48 p.m. Auto flush-discolored water
- January 02, 2020 (Thursday) 3:51 p.m. Auto flush-yellow water-white plastic container
- January 02, 2020 (Thursday) 3:51 p.m. Yellow water-white plastic container, 3 pictures
- January 02, 2020 (Thursday) 3:53 p.m. Auto flush-yellow water-white plastic container
- January 02, 2020 (Thursday) 3:54 p.m. Auto flush-yellow water-white plastic container
- January 02, 2020 (Thursday) 3:54 p.m. Auto flush-yellow water-white plastic container, End of Flush
- January 02, 2020 (Thursday) 3:55 p.m. 44 p.s.i.
- January 02, 2020 (Thursday) I sent a picture by email of the darker yellow water to Troy Rendell and Sharon Purviance at U.S. Water/The Woods.
- January 02, 2020 (Thursday) 4:50 p.m. I called U.S. Water dispatch 1-888-228-2134 to report the yellow water today is darker than the water dirty water I reported December 31, 2109 (Tuesday). Per "Lisa", they were supposed to be out here this past Tuesday. Lisa said if I don't see someone by (Friday) Noon, since it will be a Friday, to call back to get someone out here. Lisa said the work ticket is still open, indicating the tech. has not filed the paperwork regarding my previous call, which would have been December 31, 2019 (Tuesday).
- January 03, 2020 (Friday) I showered at 9:00 a.m. with low water pressure. At 9:40 a.m., I took a picture of the pressure gauge reading 20 p.s.i. At approximately 9:56 a.m., I called U.S. Water dispatch at 1-888-228-2134. I received a recorded message to hold, stating that all operators were busy. Lisa answered, and asked if I could hold. I said "yes". Less than a minute, Lisa and I spoke. I told Lisa we had low water pressure. Lisa said to give them a chance to get to the plant, call back at Noon if no one has arrived, thinking I was complaining about yesterday's problem. I said this is a different problem from yesterday's yellow dirty water. This morning, we have low water pressure. The first three people I saw in the campground, all complained of low water pressure. I didn't even make it to the office without being confronted. I told Lisa the water pressure COMING INTO the campground was at 20 p.s.i. That is not the water pressure WITHIN the campground, it is the water pressure COMING INTO the campground.
- January 03, 2020 (Friday) 10:28 a.m. Took a picture of the water gauge reading 11-12 p.s.i.

At the same time, I saw a U.S. Water truck turn from Hwy. 301 onto C.R. 675 to head back to the water treatment plant. At 10:36 a.m. I sent and emailed a picture of the 11-12 p.s.i. to Troy Rendell and Sharon Purviance, asking what is the problem.

- January 03, 2020 (Friday) 11:10 a.m. 46 p.s.i.
- January 03, 2020 (Friday) 11:33 a.m. U.S. Water/Sharon Purviance emails Tony was in our area, the pressure was at 54 p.s.i., no problem found.

•Sharon's Quote: "As the pressure gauge is at the back end of your RPZ and drop across an RPZ is about 10 lbs the pressure coming in off our line was over 20#. We are going to have a pressure recorder placed on our line prior to your meter to record pressures and determine what is causing you to have drops at the end of this line as no other customers have called regarding low pressure. I don't have information about your filters but I would assume there may be some pressure loss there as well. Again, I strongly recommend calling our toll free number 866-753-8292 number when you have any problems as the phones are answered 24/7 and response is faster, Troy is on vacation this week and I am not always sitting at my desk to get emails quickly."

- January 03, 2020 (Friday) 11:43 a.m. 50 p.s.i. GREAT WATER PRESSURE
- January 03, 2020 (Friday) 12:39 p.m. Sent an email to Troy and Sharon, asking why doesn't "Tony" stop in and talk with us; showing pictures of the 11:43 p.m. water pressure of 50 p.s.i., note this is the pressure "COMING" into the campground not involving the RPZ or our two newly installed filters; asking when is the last time U.S. Water/The Woods changed the water filters at the water plant; what is RPZ and what service does the RPZ provide; commented on the phone number to call, which I call 1-888-228-2134 repeatedly; notified U.S. Water that John drove back to the water plant and saw two U.S. Water trucks with open tool boxes, though U.S. Water claims there are not any problems back at the plant, then what are they doing?; and commenting we are paying for a service which we don't receive. Why does U.S. Water claim we are the only ones to complain, when other U.S. Water/Woods customers have the same complaints, which are posted online.
- January 03, 2020 (Friday) 12:40 p.m. 45 p.s.i.
- January 03, 2020 (Friday) 12:41 p.m. Pictures to show placement of the water pressure gauge, then our filters, not causing any effect on the water pressure (p.s.i.) readings, as claimed by U.S. Water, 2 pictures.
- January 03, 2020 (Friday) 1:11 p.m. I am washing dishes in my office. I noticed a strong smell of chlorine.
- January 03, 2020 (Friday) 3:30 p.m. I approached the U.S. Water employee at the water main site, who was reading the water meter. The meter reader employee manually reads the meter, posting a number in a spiral paper notebook. This is a malfunction of U.S. Water's equipment, the electronic meter reader should be read from the road.

- January 03, 2020 (Friday) 3:31 p.m. Auto flush not started yet
- January 03, 2020 (Friday) 3:31 p.m. 50 p.s.i. GREAT WATER PRESSURE
- January 03, 2020 (Friday) 3:35 p.m. Two U.S. Water trucks appear at the flush point. One tech. is kneeling on the ground with an electronic device in his hands. I asked if he is Tony. No, he is not. I checked to see if the auto flush was on. It was, then shut-off within seconds of taking a picture at 3:38 p.m. of light yellow water with a white styrofoam cup. The second truck pulled away. I heard the first tech. say that was customer service. A few minutes later, as I was talking with the Tech., a U.S. Water came by on C.R. 675 heading towards Hwy. 301. I waved and motioned to come and talk. The truck kept going. The person looked like "Brooks" a tech. I have talked with several times. Talking again with the tech, Per Tony, the auto flush is scheduled for 20 minutes at 11:00 p.m. I asked what other time. He said just one. I asked to call and find out the other time because two auto flushes have occurred within a 24-hour time period. The time is scheduled for 11:00 p.m. (and six hours later) at 5:00 a.m., Note: both flushes just so happen to occur in the dark hours, so I may not observe the clarity of the flushing. I asked and told the tech. to tell Tony to change one flush so I may observe the flush during the daylight. Reluctantly, he said he would tell him. I said, give me the phone, I'll tell him. The tech. did not call Tony in my presence, and the tech. started to leave. I said I want to see him back here, to change the time. At 3:55 p.m., I took a picture of the light yellow water in the clear plastic cup which I contained at 3:38 p.m. when the tech. turned off the scheduled auto flush. At 3:58 p.m., I called U.S. Water dispatch at 1-888-228-2134. Recording: all operators are busy. The phone rang several times. Another recording came on saying the business hours are Monday through Friday 8:00 a.m.-7:00 p.m. If it is an emergency, call another number 1-866-753-8292. Otherwise, (assuming during business hours) leave a message. I left a message for the hours to be rescheduled for the auto flush so I may observe it during the day. I left my phone number for a return call. I called the emergency number and left the same message, for the auto flush to be reset to the 3:30 p.m. afternoon flush. At 4:10 p.m., I emailed Troy and Sharon, with an exclamation point, indicating immediate attention, writing upon receipt of the email to contact Tony to have time to contact the tech. who has the opportunity to reset the auto flush time before he leaves The Woods area. As of Tuesday, January 7, 2020, I have not received a return phone call.
- January 3, 2020 (Friday) 5:08 p.m. I have not received a phone call from U.S. Water. I have not received a return email from Troy or Sharon, which had required immediate attention.
- January 3, 2020 (Friday) 5:40 p.m. 36 p.s.i.
- January 4, 2020 (Saturday) 9:38 a.m. 34/35 p.s.i.
- January 4, 2020 (Saturday) I was not available to determine if the auto flush had been rescheduled for the previously scheduled 3:30 p.m. 20 minute auto flush in the afternoon.
- January 5, 2020 (Sunday) 9:32 a.m. 44 p.s.i.
- January 5, 2020 (Sunday) Per Larry and Judy D'Hert, they noticed low water pressure at Noon.

Per camper Jesse Levesque, he noticed low pressure at about 1:15 p.m. After about 15 minutes, his wife used the water and had no water pressure. Jesse walked through the campground, with numerous people asking why there was not any water. Jesse, on my behalf, called U.S. Water dispatch at 1-727-847-8857 at around 1:50 p.m. At 2:04 p.m., Jesse received a return phone call that someone would be out in about an hour. At 3:20 p.m., a U.S. Water employee drove by the campground and headed towards the water plant. Jesse kept an eye on the water pressure. Per Larry and Judy D'Hert the water was back on at 4:11 p.m. At 4:16 p.m. the pressure gauge was holding a steady 45 p.s.i. after a few minutes of fluctuating. At 4:34 p.m. U. S. Water employee called Jesse again and said the repair he did should take care of the problem. As of 8:00 p.m., the water pressure has been good. U.S. Water did not issue boil alert notices.

- January 6, 2020 (Monday) 9:42 a.m. 45 p.s.i.
- January 6, 2020 (Monday) 12:23 p.m. Saw the U.S. Water truck head South on Hwy. 301 to head back to the Water Plant.
- January 6, 2020 (Monday) 1:30 p.m. I called U.S. Water dispatch at 1-888-228-2134, talking with Darren to report white milky color water in my office, indicating air in U.S. Water's main water line, 3 pictures.
- January 6, 2020 (Monday) 3:37 p.m. 37 p.s.i.
- January 6, 2020 (Monday) 3:37-3:38 p.m. The scheduled afternoon 20 minute auto flush did not occur, three pictures.
- January 6, 2020 (Monday) 3:45 p.m. The water is white milky looking in my office.

- January 6, 2020 (Monday) 4:10 p.m. Received an email from Troy Rendell.
 - In December 2019, Troy Rendell had asked me to provide available dates to me, to schedule a meeting at my convenience with the President/Owner of U.S. Water to discuss the water issues. In a timely manner, I had provided dates of January 7, 2020 and January 9, 2020. What follows is an example of non-compliance from customer service, not conforming and making the effort to meet the customer's schedule. In turn, just yesterday, Monday, January 6, 2020, one day prior to my proposed date, Troy counters with dates of January 22nd or January 23rd. Troy's counter dates are not available.

U.S. Water's water issues are a detriment to my well-being, as well as other customers of U.S. Water.

- Since September 11, 2017, Snooze N Scoot has been given several reasons from U.S. Water/Troy Rendall of the non-compliance issues of receiving poor quality, discolored, milky water with inadequate water pressure or no water pressure. The majority of Troy's responses and reasons have been declared, accused and blamed stating the problems are WITHIN Snooze N Scoot RV Campground. Reality, the problems are with U.S. Water's water COMING into the campground, as seen at the flush point before the water main, before the p.s.i. gauge and before Snooze N Scoot's water filters installed August 2019. In the past, and perhaps, again in the supposed scheduled meeting with the President/Owner of U. S. Water, U.S. Water has proposed to utilize Snooze N Scoot RV Campground's well system. Snooze N Scoot has rejected the proposal, and continues to reject U.S. Water's proposal to utilize the campground's well system. The problems, the issues...remains with U.S. Water to fix the equipment and water lines, which service U.S. Water's fifty-eight (58) residential household accounts of varying numbers of family members; and one (1) General Service (Snooze N Scoot) account of currently sixty (60) campground customers, utilizing the water service for RV campers, laundry, restrooms, showers and clubhouse.
- April 2019, I contacted several governmental agencies, asking what governmental department performs inspections and enforces the quality control and compliance regulations of the water utility pipelines. May 8, 2019, Florida Public Service Commission, Angela Calhoun, responded, reference Case Number 1307621W.
- U.S. Water has declared improvement of installing a new filter media, of installing Aqua-Gold to coat the pipelines and scheduling five auto-flushers through out the U.S. Water's distribution plant and system. To date January 7, 2020, the improvements have not resolved the problems of receiving discolored water; nor consistent, constant water pressure.
- December 18, 2019, I attended a public meeting for the purpose for U.S. Water customers an opportunity to offer comments to the Public Service Commission staff regarding the quality of service and water which U.S. Water supplies; to strongly object to a water rate increase proposed by U.S. Water, reference Public Service Commission Docket No. 20190125-WS.
- Should the proposed meeting with U.S. Water's President/Owner focus on utilizing Snooze N Scoot's well system, this is to notify U.S. Water of the rejection to test for Snooze N Scoot's well system for iron, in addition, the rejection for U.S. Water's utilization of Snooze N Scoot's well system. U.S. Water's utilization of Snooze N Scoot's Well, because of close proximity of the campsites, would eliminate several campsites revenue, as well as infringe on the campsites privacy, peace and quiet expected from campground customers.

- Should U.S. Water's President/Owner propose to discuss our problems and means to resolve the water issues, please accept to meet Thursday, January 9, 2020 at 3:00 p.m.

- With or without a meeting with U.S. Water's President/Owner, I am pursuing legal counsel, to resolve Snooze N Scoot's issues regarding U.S. Water's poor quality of water and poor quality of service. **END OF EMAIL TO TROY RENDELL, SHARON PURVIANCE AND STEPHANIE MORSE**

- January 7, 2020 (Tuesday) 9:40 a.m. 44 p.s.i.
- January 7, 2020 (Tuesday) 9:41 a.m. Auto flush did not occur during the night, 2 pictures
- January 7, 2020 (Tuesday) 1:47 p.m. Saw the U.S. Water truck head North on Hwy. 301, coming from the water plant
- January 7, 2020 (Tuesday) 4:51 p.m. Sent an email to Troy, Sharon and Stephanie Morse (The Florida Legislature) regarding the water issues and rescheduling from Sunday, December 29, 2019 through Sunday, January 5, 2020. (See the indent of January 6, 2020, 4:10pm) I have not been notified of auto-flushing to occur during daylight hours for my observation to confirm the clarity of the water received from U.S. Water. Reminding this is only one week. These problems have been ongoing since September 11, 2017.
- January 7, 2020 (Tuesday) 8:30 a.m. The auto flush is removed. I was told "there is nothing in the box and there is a lock". Did not know this until January 10, 2020 (Friday) that the U.S. Water Tech did not re-connect the pipes. Possibly it was the pipe connection from the water main to the flush point into the retention pond.
- January 8, 2020 (Wednesday) 10:03 a.m. 40 p.s.i.
- January 8, 2020 (Wednesday) 10:04 a.m. Auto flush did not occur during the night, no green slime had dispersed in the retention area since picture of 01/06/2020 at 3:37 p.m.
- January 8, 2020 (Wednesday) 12:25 p.m. A U.S. Water truck is parked across the street from the office on Hwy. 301 facing Northbound; 12:29 p.m., the U.S. Water truck left, heading Northbound. John and I are sitting in the office and noticed the truck.
- January 8, 2020 (Wednesday) 5:39 p.m. 45 p.s.i.
- January 8, 2020 (Wednesday) 5:40 p.m. Auto flush did not occur, no green slime had dispersed in the retention area
- January 9, 2020 (Thursday) 9:28 a.m. 40 p.s.i.
- January 9, 2020 (Thursday) 1:52 p.m. 43/44 p.s.i.
- January 9, 2020 (Thursday) 3:00 p.m. Saw a U.S. Water truck drive by the office on Hwy. 301

Southbound, turning right onto C.R. 675 to head back to the water plant.

- January 9, 2020 (Thursday) 1:56 p.m. Snooze N Scoot Water Filter showing patio paver with rock to indicate Snooze N Scoot's filters flushing
- January 9, 2020 (Thursday) 1:59 p.m. Snooze N Scoot's filter PCV tubing showing orange stain from U.S. Water's water coming into Snooze N Scoot water filters and then being discharged. The orange is discharged after processing through Snooze N Scoot filters. Details for first filter of two filters to flush for today:
 - January 9, 2020 (Thursday) 2:03 p.m. Snooze N Scoot patio paver with rock and clear water
 - January 9, 2020 (Thursday) 2:04 p.m. Rock moved, water discharging clear water, 2 pictures
 - January 9, 2020 (Thursday) 2:05 p.m. Clear plastic cup-lightly discolored water
 - January 9, 2020 (Thursday) 2:06 p.m. Clear plastic cup-water appears clear
 - January 9, 2020 (Thursday) 2:06 p.m. Clear plastic cup-lightly discolored water
 - January 9, 2020 (Thursday) 2:09 p.m. 48 p.s.i.
 - January 9, 2020 (Thursday) 2:09 p.m. Clear plastic cup-lightly discolored water
 - January 9, 2020 (Thursday) 2:10 p.m. Clear plastic cup-lightly discolored water
 - January 9, 2020 (Thursday) 2:11 p.m. Clear plastic cup-lightly discolored water
 - January 9, 2020 (Thursday) 2:12 p.m. Snooze N Scoot's flush lightly discolored water
 - January 9, 2020 (Thursday) 3:12 p.m. Details for second filter of two filters to flush today, flush lightly discolored water
 - January 9, 2020 (Thursday) 3:12 p.m. Clear plastic cup-lightly discolored water
 - January 9, 2020 (Thursday) 3:13 p.m. 40 p.s.i.
 - January 9, 2020 (Thursday) 3:13 p.m. Snooze N Scoot's flush lightly discolored water
 - January 9, 2020 (Thursday) 3:13 p.m. After Snooze N Scoot's flush-excess water on ground
 - January 9, 2020 (Thursday) 5:11 p.m. 37 p.s.i.
- January 10, 2020 (Friday) 9:41 a.m. I noticed a leak by the black wrapped pipe, which is our side of the water meter before our filtration system, three pictures. I called Mike Scott Plumbing company to repair.
- January 10, 2020 (Friday) 9:42 a.m. 44 p.s.i.

- January 10, 2020 (Friday) 9:46 a.m. Noticed Disconnected pipes which was previously done by U.S. Water
- January 10, 2020 (Friday) 9:46 a.m. Water Leak at black wrapped pipe
- January 10, 2020 (Friday) 11:38 a.m. Water Leak at black wrapped pipe, 2 pictures
- January 10, 2020 (Friday) 2:29 p.m. Leaked Water in containers inground-waiting for repairs with Mike Scoot Plumbing and U.S. Water
- January 10, 2020 (Friday) Approximately, 2:30 p.m. Mike Scott's tech. Leslie and John discovered previously when the auto flush was removed by U.S. Water, U.S. Water did not re-connect the pipes, possibly it was the pipe connection from the water main to the flush point into the retention pond. The cause for the water leak on Snooze N Scoot's side of the water meter is unknown. U.S. Water's shut-off valve on U.S. Water's side of the water meter does not shut-off completely. Mike Scott's technicians do not want to touch U.S. Water's shut-off valve, eliminating blame and liability. At this time, due to U.S. Water's inadequate and mal-function equipment, we hired Mike Scott to install a shut-off valve on our side of the water meter. This is ^{the} second time, we had to contact U.S. Water to co-ordinate the date and time to shut-off the water, for our contractor Mike Scott Plumbing, paid by the hour, to maintain Snooze N Scoot's equipment.
- January 10, 2020 (Friday) 2:51 p.m. (Friday) Leaked Water in containers inground-waiting for water to be shut-off by U.S. Water, 2 pictures
- January 10, 2020 (Friday) 2:52 p.m. Leaked Water in containers inground-waiting for water to be shut-off by U.S. Water
- January 10, 2020 (Friday) 2:54 p.m. U.S. Water's tech. Wong, having to dig, turned off the water supply to the campground. 2 pictures. Mike Scott's tech. Leslie had left just at the time of turning off the water. I called Mike Scott dispatch to call back Tech. Leslie. Tech. Leslie returned and fixed the problem. U.S. Water tech. Wong left leaving the water on. Tech. Leslie returned, turned off the water and fixed the problem with Snooze N Scoot paying Mike Scott for possibly U.S. Water's error of not connecting the back flow. Again, aggravation and time for something Snooze N Scoot has to pay for, for an error of U.S. Water
- January 10, 2020 (Friday) 3:37 p.m. Leaky pipes, 2 pictures
- January 10, 2020 (Friday) 3:38 p.m. U.S. Water's equipment in mud, 3 pictures
- January 10, 2020 (Friday) 5:34 p.m. U.S. Water's equipment in mud, 4 pictures
- January 10, 2020 (Friday) 5:35 p.m. U.S. Water's equipment in mud
- January 10, 2020 (Friday) 5:35 p.m. Snooze N Scoot's shut-off valve
- January 11, 2020 (Saturday) 9:31 a.m. 44 p.s.i.

- January 11, 2020 (Saturday) 9:59 p.m. I turned on the faucet in our trailer to rinse a glass. No Water. I called U.S. Water dispatch at 1-888-228-2134 receiving a recording, I left a message stating NO Water. I called the U.S. Water Emergency at 1-866-753-8292. Talked with Terry. When I reported no water, she said "Oh, oh, again!" The water came back on sometime between 11:30 p.m.-midnight.
- January 11, 2020 (Saturday) 10:07 p.m. 6 p.s.i. see above 9:59 p.m.
- January 11, 2020 (Saturday) 10:09^{PM} Our trailer Faucet-no water
- January 12, 2020 (Sunday) 9:43 a.m. 35 p.s.i.
- January 12, 2020 (Sunday) 10:35 a.m. 39 p.s.i.
- January 12, 2020 (Sunday) 10:26 a.m. I contacted my campground customers to boil water for the next two days for consumption.
- January 12, 2020 (Sunday) 11:01 a.m. I emailed U.S. Water Troy and Sharon stating this is the third (3rd) weekend in a row, when we have not had water, a time frame from at least 1-1/2 hours to 4 hours for each occurrence. Asking, please let me know the reason for no water, and when can I let my customers know the water is good for consumption.
- January 13, 2020 (Monday) 9:45 a.m. 36 p.s.i.
- January 13, 2020 (Monday) 1:25 p.m. 50 p.s.i. (no picture)
- January 13, 2020 (Monday) 2:22 p.m. Saw a U.S. Water truck turn off Hwy. 301 onto C.R. 675 to go to the Water plant
- January 13, 2020 (Monday) 5:16 50 p.s.i. GREAT!!!
- January 14, 2020 (Tuesday) 9:39 a.m. 40 p.s.i.
- January 14, 2020 (Tuesday) 5:15 p.m. 35 p.s.i.
- January 15, 2020 (Wednesday) 9:38 a.m. 38 p.s.i.
- January 15, 2020 (Wednesday) 9:38 a.m. U.S. Water has not replaced boxes to contain their equipment in the ground, equipment is exposed since January 10, 2020 (Friday)
- January 15, 2020 (Wednesday) 9:39 a.m. Snooze N Scoot shut-off valve
- January 15, 2020 (Wednesday) 5:24 p.m. 49 p.s.i.
- January 15, 2020 (Wednesday) 6:32 p.m. 22 p.s.i. Within 68 minutes that I had noted and taken pictures, the water pressure dropped 27 p.s.i.

- January 15, 2020 (Wednesday) 6:48 p.m. 20 p.s.i.
- January 15, 2020 (Wednesday) 7:02 p.m. I called U.S. Water dispatch twice. I emailed my campground customers; Troy and Sharon of U.S. water, Stephanie Morse of Florida Legislature and Public Service Commission of the low water pressure. Do not know why the pressure dropped.
- January 15, 2020 (Wednesday) 8:01 p.m. 50 p.s.i.
- January 15, 2020 (Wednesday) 8:02 p.m. 50 p.s.i.
- January 16, 2020 (Thursday) 9:32 a.m. 38 p.s.i.
- January 16, 2020 (Thursday) 11:35 a.m. 42 p.s.i.
- January 16, 2020 (Thursday) 12:37 p.m. Received an email from Stephanie Morse from Florida Legislature informing the Commission Staff has contacted the utility (U.S. Woods) to request a formal response to the issues raised during the customer meeting of December 18, 2019.
<http://www.psc.state.fl.us/library/filings/2020/00288-2020/00288-2020.pdf>
- January 16, 2020 (Thursday) 12:55 p.m. Saw a U.S. Water truck turn off Hwy. 301 onto C.R. 675 to go to the Water plant
- January 16, 2020 (Thursday) 1:30 p.m. Saw one U.S. Water truck leave from the plant area, heading North on Hwy. 301. Saw one U.S. Water truck turn off Hwy. 301 onto C.R. 675 to go to the water plant.
- January 17, 2020 (Friday) 9:34 a.m. 44 p.s.i.
- January 29, 2020 (Wednesday) 1:06 p.m. Saw U.S. Water truck turn off Hwy. 301 onto C.R. 675 to go to the Water plant
- January 30, 2020 (Thursday) a.m. Mitzie noticed water sitting in one of the holes dug January 10, 2020. The leak fixed by Mike Scott Plumbing January 10, 2020^{2:00} was leaking again. Mitzie called Mike Scott Plumbing for repairs. Mitzie emailed U.S. Water (Troy and Sharon) to arrange for U.S. Water's tech. to meet Mike Scott Plumbing to turn off the water scheduled between 11:00 a.m. and 3:00 p.m. Though Sharon emailed, stating Tony was having someone come out around 11:00 a.m., no one showed all day to turn off the water. Mike Scott Plumbing arrived, repaired the leak and left.
- January 30, 2020 (Thursday) p.m. Couple emails to Sharon and Troy regarding water turn off and their shut off valve does not shut off properly
- January 30, 2020 (Thursday) 3:00 p.m. Two U.S. Water's truck arrived. One U.S. Water tech. (same one from January 03, 2020) walked between John and Jesse who were watching Mike Scott Plumbing repair the leak. The U.S. Water tech. did not turn off the water, as we had telephoned the ~~work~~ order at 9:55 a.m. The U.S. Water tech. did not check the shut off valve, which does not shut off properly. The U.S. Water tech. checked the valve for the back flow to check if it was moved and left

the premise. Mike Scoot repaired the leak and left at 3:53 p.m.

- **January 31, 2020 (Friday) 9:58 a.m. Saw U.S. Water truck turn off Hwy. 301 onto C.R. 675 to go to the Water plant**
- **January 31, 2020 (Friday) 10:29 a.m. Saw the U.S. Water Work truck head North on Hwy. 301**
- **January 31, 2020 (Friday) 11:58 Saw two U.S. Water trucks turn off Hwy. 301 onto C.R. 675 to go to the Water plant**
- **February 3, 2020 (Monday) 11:15 a.m. Saw two U.S. Water trucks and one U.S. Water Work truck head South on Hwy. 301 onto C.R. 675 to go to the Water plant**
- **February 3, 2020 (Monday) 12:50 p.m. Saw two U.S. Water trucks head North on Hwy. 301 coming from the plant**
- **February 3, 2020 (Monday) 3:05 p.m. Saw one U.S. Water Work Equipment truck head North on Hwy. 301 coming from the plant**
- **February 3rd through February 10th, continued to take pictures of the p.s.i. which is satisfactory, average 38 p.s.i.**
- **February 10, 2020 (Monday) 2:00 p.m. I observed Snooze N Scoot's Water Filter system discharge the sediment processed from receiving U.S. Water's water. The water has a light yellow discoloration. Snooze N Scoot continues to pay for discolored water received from U.S. Water.**
- **February 11, 2020 To date, U.S. Water has not replaced the boxes and hatch covers to contain their equipment in the ground, equipment has been exposed since January 10, 2020 (Friday),**
- **February 11, 2020 (Tuesday) Sending this to Florida Legislature, Office of Public Counsel, Attn. Stephanie Morse, Associate Public Counsel. This report contains a reference log of emails, telephone calls and pictures to strongly object to the proposed rate increase requested by U.S. Water/The Woods.**

Complaint Log Attachments

Snooze N Scoot RV Campground, Inc.

THE WOODS UTILITY COMPANY

September 29, 2017

John Hodgson
Snooze N Scoot RV Campground, Inc.
11380 S US HIGHWAY 301
Webster, FL 33597-5630

RE: Hurricane Irma Water Outage

Dear Mr. Hodgson:

I am in receipt of your letter dated September 27, 2017 concerning the most recent water outage caused by Hurricane Irma. First and foremost, let me begin by offering my sincere apologies of the events which occurred during and immediately after the passing of this hurricane.

Hurricane Irene caused extensive damage to the service area of The Woods and also caused a system-wide power outage. Due to the extensive damage caused around the entire State of Florida, resources were out in force after the hurricane determining damage and working on restoration. U.S. Water Services was able to obtain a generator from Florida Rural Water Association and had it delivered to The Woods' water plant on September 15, 2017. The generator was hooked into the water system. However, due to what was believed to be leaks in the distribution system caused by the hurricane, the utility was unable to maintain water pressure above 15 psi. The commercial power was restored approximately September 18, 2017.

U.S. Water Services personnel walked the system on September 18th, and 19th. The main leak was finally discovered on September 19, 2017 which was caused by an uprooted tree tearing a portion of the main. Once the break was repaired the water service was restored back to normal.

Concerning the boil water notice. There was a boil water notice issued on September 12, 2017 to the News Channel 13 (local media). 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 FDEP/DOH memorandum, for community systems (such as The Woods) 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 were dedicated to conduct damage assessment and work to restore water service as soon as possible. We were 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. The rescind notice was also issued once the test results were received. Under the FDEP/DOH guidelines this rescind notice has to follow the same methodology as the boil water notice was issued.

Upon reflection, the utility could have contacted you directly; however, it would have been next to impossible to contact each customer affected by this hurricane throughout the entire state of Florida. Also, after the water service was restored, the utility could have sent an employee out to flush your line. Be assured that the water was tested as safe during this entire event.

4939 Cross Bayou Boulevard, New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

I would be more than acceptable to come meet with you personally and bring my utility manager to discuss the events which transpired. We can also work out a future contingency plan for any potential future events which may cause this situation to occur. Just contact me at your earliest convenience to schedule a mutually available date and time.

Again, my apologies and my contact information is: e-mail trendell@uswatercorp.net phone (727) 848-8292, ext. 245.

Sincerely,



Troy Rendell
Utility Manager
// for The Woods Utility Company

U.S. Water
Services Corporation

Water and Wastewater Utility
Operations, Maintenance,
Engineering, Management
Construction Services

Ron DeRossett
Utility Manager
Cell: 904-540-9765
RDeRossett@uswatercorp.net

4939 Cross Bayou Boulevard • New Port Richey, FL 34652
• Fax: 727-849-5467 • Toll Free: 866-753-8292

U.S. Water
Services Corporation

Water and Wastewater Utility
Operations, Maintenance,
Engineering, Management
Construction Services

Troy Rendell
Manager of Regulated Utilities
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TRendell@uswatercorp.net

4939 Cross Bayou Boulevard • New Port Richey, FL 34652
• Fax: 727-848-7701 • Office: 727-848-8292
www.uswatercorp.com

RE: The Woods Utility Company

September 27, 2017

To Whom It May Concern,

I am writing this letter for Health and Safety reasons to bring to your attention that, in my opinion, The Woods Utility Company's standards of operation do not meet local and federal government regulations. My wife and I own a RV Campground outside of Webster, FL of which The Woods Utility Company supplies water to thirty-five (35) RV sites, the pavilion, the office, the restrooms and the laundry rooms. Currently, two sites are occupied with people who have disabilities. Upon purchasing the property five years ago, Aqua Utilities Florida was the water supplier who acted very professional in handling low water pressure situations by notifying the campground management, plus notifying all thirty-five (35) sites by placing orange precautionary boil water notices on each door, followed by green tags to notify each site when the boil alert is over. Aqua Utilities Florida would come and flush out the water line prior to the campground's water meter on a regular basis. Since The Woods Utility Company has taken over, the lines are not flushed after low water pressure situations. We are not notified by The Woods Utility Company of the low water pressure in the lines, nor the loss of water supply. When the lines are flushed, it is not on a regular basis, causing the campground and the site holders panic with the low water pressure or loss of the water supply. Furthermore, I would like a representative, in person, to explain why the campground was out of water from the evening of September 10th or the morning of September 11th to the evening of September 20th, ten (10) days after Hurricane Irma. Sad to say, The Woods Utility Company, the water company, never offered any drinking water supplies to the campground for those ten (10) days, whereas SECO, the electrical company, offered cases of water to the campground. To date, the campground has not been notified of a boil alert since the return of the water. No one has come by to flush the lines out, of which the water was rusty and dirty in appearance, which is a health concern. Again, I would like a representative to visit the campground, in person, who is authorized to handle the questions of concern. If not, I shall notify the Health Department of Sumter County and the EPA Central District which regulates the water concerns when these situations occur. It is a shame the left hand does not know what the right hand is doing. Every telephone call and every person in the field has a different answer. Communication within the The Woods Utility Company between Management and the Employees would truly improve upon customer relations.

Yours Truly,

John Hodgson

Snooze N Scoot RV Campground, Inc.

Account 1189992

Telephone 352-568-2003

RE: The Woods Utility Company

September 27, 2017

To Whom It May Concern,

I am writing this letter for Health and Safety reasons to bring to your attention that, in my opinion, The Woods Utility Company's standards of operation do not meet local and federal government regulations. My wife and I own a RV Campground outside of Webster, FL of which The Woods Utility Company supplies water to thirty-five (35) RV sites, the pavilion, the office, the restrooms and the laundry rooms. Currently, two sites are occupied with people who have disabilities. Upon purchasing the property five years ago, Aqua Utilities Florida was the water supplier who acted very professional in handling low water pressure situations by notifying the campground management, plus notifying all thirty-five (35) sites by placing orange precautionary boil water notices on each door, followed by green tags to notify each site when the boil alert is over. Aqua Utilities Florida would come and flush out the water line prior to the campground's water meter on a regular basis. Since The Woods Utility Company has taken over, the lines are not flushed after low water pressure situations. We are not notified by The Woods Utility Company of the low water pressure in the lines, nor the loss of water supply. When the lines are flushed, it is not on a regular basis, causing the campground and the site holders panic with the low water pressure or loss of the water supply. Furthermore, I would like a representative, in person, to explain why the campground was out of water from the evening of September 10th or the morning of September 11th to the evening of September 20th, ten (10) days after Hurricane Irma. Sad to say, The Woods Utility Company, the water company, never offered any drinking water supplies to the campground for those ten (10) days, whereas SECO, the electrical company, offered cases of water to the campground. To date, the campground has not been notified of a boil alert since the return of the water. No one has come by to flush the lines out, of which the water was rusty and dirty in appearance, which is a health concern. Again, I would like a representative to visit the campground, in person, who is authorized to handle the questions of concern. If not, I shall notify the Health Department of Sumter County and the EPA Central District which regulates the water concerns when these situations occur. It is a shame the left hand does not know what the right hand is doing. Every telephone call and every person in the field has a different answer. Communication within the The Woods Utility Company between Management and the Employees would truly improve upon customer relations.

Yours Truly,

John Hodgson

Snooze N Scoot RV Campground, Inc.

Account 1189992

Telephone 352-568-2003

(Note: John Mitze on vacation)
Revised by Jim Roberts



Water and Wastewater Utility Operations, Maintenance, Engineering, Management

August 18, 2017

PREPLANNED OUTAGE PRECAUTIONARY BOIL WATER NOTICE

To: The Woods Subdivision
PWS ID # 660-0347

Water Service will be shutting down on **August 23, 2017**, at **9:00am** for a required inspection on the Ground Storage Tank and Hydro Tank for the system. It is expected to have the water service back on line by **5:00 pm**.

This Precautionary Boil Water Notice is a precaution until 2 consecutive days of test results are clear. We advise that all water used for drinking, cooking, making ice, washing dishes, or brushing teeth be boiled. A rolling boil of one minute is sufficient. As an alternative, **BOTTLED WATER MAY BE USED.**

This "Precautionary Boil Water Notice" will remain in effect until a bacteriological survey shows that the water is safe to drink, at which point the boil water notice will be rescinded. Testing normally takes two to three days to complete.

If you have any questions, please contact U.S. Water Services at (727) 848-8292.

All TENANTS NOTIFIED

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

Ph: 727-848-8292 Fax: 727-849-4219 Toll Free: 866-753-8292

US Water Hurricane IRMA

Sunday, September 10, 2017 Lost electric and water due to Hurricane IRMA.

Monday, September 11, 2017 Mitzie thought the electrical and water companies would know the campground was without service.

Monday, September 11, 2017 in the evening, Tony, a tenant of the campground told John and Mitzie that the news is telling everyone to make a phone call to let the electrical and water companies know we are without the services.

Tuesday, September 12, 2017, Mitzie calls US Water and SECO. Had to make several attempts all day long from the cell phone, and charge the cell phone with the generator. It was difficult to receive service from the phone line, as Service was not available, and possible overload on the phone lines. Finally contacted US Water to report no water.

Days after, US Water told us water would be back on. Every day I called to let US Water know we did not have water. Two technicians came into the campground, and asked if we had any leaks. Our response was how could we have leaks, if we don't have water. John offered the technicians water for drinking. Mitzie thought how ironic, we are offering the workers of the water company... drinks, when the water company should offer us, their customers, supplies.

Possibly Thursday, September 14th, The technicians told us, the plant was in operation, we should have water in a couple hours, the psi was 15. We did not have water.

Friday, September 15th, Mitzie called US Water. The person who answered thought "All of the Woods had water". We did not.

Monday, September 18th, Mitzie called US Water. We are without water.

Tuesday, September 19th, We are without water.

Wednesday, September 20th, at 7:15 p.m. We had water, after a Water tank inspector went to the water plant and asked if certain tests had been performed.

Thursday, September 21st, Mitzie did two loads of dark-color laundry in each washer.

Friday, September 22nd, Jeannie Wells washes a light-color load of laundry and it is stained.

Another day, Tony DiMichael washes a light-color load of laundry and it is stained.

Thursday, October 5th, Kay Quibell washes a light-color load of laundry and it is stained.

Thursday, October 5th, 4:20 p.m., Mitzie called US Water regarding the stains in the laundry. Katia or a name similar answers, and Mitzie asked to talk with Linda. Linda reports there is rust

in the lines, and she will put in a service order to flush the lines, and will provide a treatment "Iron-out" to put into the washers to clean the machines.

Friday, October 6th, two technicians from "Customer Service" arrive to flush the lines. They are not aware of the treatment. Mitzie called US Water and asked for Linda. Linda said it is written on the order and she was reading it, as the work order was just completed. Linda said she would call Mitzie back. Linda called back and said the "Iron-Out" is not issued to US Water customers, only one particular customer in a different area. Nor, There is not any compensation for the stained laundry. Linda will place an order for maintenance to come out and test the water.

Monday, October 9th, Mitzie called Troy to ask when is the appointment for our meeting. The meeting is October 11, 2105 between 10:00 a.m. and 11:00 a.m. Mitzie asked about the "Iron-out" and Troy will bring the "Iron-out" when he arrives . Troy also said, the plant is re-doing the filters, to rid of the iron and change the system to Green-span qualifications in the future. Troy instructed not to use bleach, or detergents with bleach.

US Water **Approximately 24 hours without water**

Tuesday, 08/30/2016 3:35 p.m. no water

Tuesday, 08/30/2016 4:45 p.m. Linda (Billing Department) just getting technician to find out problem

Wednesday, 08/31/2016 10:25 a.m. Julie no information

Wednesday, 08/31/2016 10:50 a.m. Julie no information

Wednesday, 08/31/2016 10:56 a.m. Julie called. Pump/Repair

Wednesday, 08/31/2016 11:30 a.m. Julie called. Fire at Pump station. Replacement around Noon. Water back on early evening.

Friday, 09/02/2016 10:30 a.m. Julie called. They did not know, Vickie emailing technician.

12/18/2015 I called Woods:

Stephanie said meter was not working since --
so they are charging back to 21061015.

Stephanie is sending message to "Vickie" to take a look
at the account.

I told Stephanie, there is very low volume from May-
October. I want details on what the usage was.

When I first talked with Stephanie, she recognized Bill is high
and said other customers have complained. (My thought, so it is
not just my meter, it is Woods problem.)

12/19/2015 Stephanie, agrees she sent email. Due to the holiday,

no one is in the office to discuss. She will get high priority on it,
for Monday (December 22nd)

011092016 Vickie returned call on John's call, ^{at 10:41am} 888-228-2134
691-255-2877 or 916

The Woods Utility Co

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number 1189992
Bill Date 12/15/2015
Due Date 01/04/2016
Total Amount Due \$830.95

For Service To:
11380 S US HIGHWAY 301

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	11/06/2015	1	226 Actual	226	TGAL
	11/07/2015		231 Actual	231	
	11/07/2015	31	231 Actual	231	TGAL
	12/08/2015		236 Actual	236	
	Total Days:	32		Total Usage: 100	TGAL

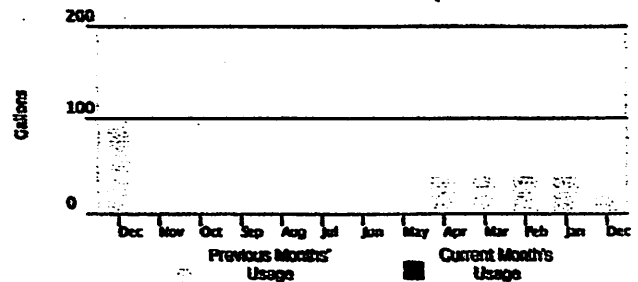
Billing Detail

Amount Owed From Last Bill \$95.95
Adjustments \$0.00
Total Payments Received \$95.95
Prior Balance \$0.00

New Charges
Base Charge \$95.95
100 @ 7.350000 \$735.00
Total Water 100 TGAL Charges \$830.95
Total Current Charges \$830.95

Total Amount Due 01/04/2016 \$830.95

Water Use History



Message Center

- Your statement reflects all payments received and posted through Dec 13, 2015. Any payments posted after that date will be reflected on your next statement.
- Please make checks payable to The Woods Utility Co. and include your account number on check.
- Bills are due when rendered, and delinquent if not paid within 20 days. Please remit by the due date to avoid a \$5.00 late charge.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

001189992 0083095

Make Checks Payable To:
The Woods Utility Co
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 1189992 11380 S US HIGHWAY 301

SNOOZE N SCOOT RV CAMPGROUND INC
11380 S US HIGHWAY 301
WEBSTER FL 33597-5630

Amount Due by 01/04/2016	\$830.95
Amount Enclosed: \$	

The Woods Utility Co
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



The Woods Utility Co

USW Utility Billing Center
 P.O. Box 151245
 Cape Coral, FL 33915

If you have any questions please contact our customer
 service number: 1-888-228-2134

Account Number 1189902
 Bill Date 01/13/2016
 Due Date 02/02/2016
 Total Amount Due \$1051.45

For Service To:
 11380 S US HIGHWAY 301

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	12/08/2015	31	238 Actual	236	TGAL
	01/08/2016		240 Actual	240	
Total Days:		31	Total Usage:		40 TGAL

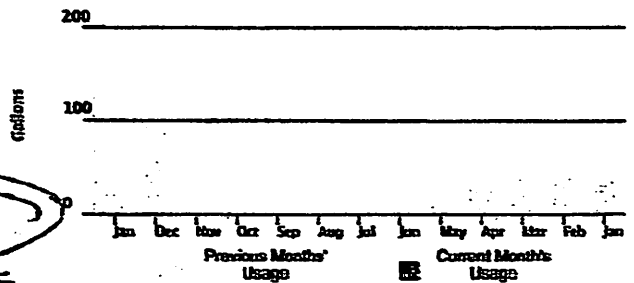
Billing Detail

Amount Owed From Last Bill \$830.85
 Adjustments \$0.00
 Total Payments Received \$169.48
 Prior Balance \$661.50

New Charges
 Base Charge \$95.95
 40 @ 7.350000 \$294.00
 Total Water 40 TGAL Charges \$389.95
 Total Current Charges \$389.95

Total Amount Due 02/02/2016 \$1051.45

Water Use History



Per Todd / Stephanie Arickie

*Meter was not working properly.
 Can pay installment =*

A/P

Ch # 1079 Dtd 01/29/2016 389.95
Ch # 1080 Dtd 01/29/2016 147.00
536.95

727

8857

~~11905
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291.1905~~

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12/2
be 11:25
Thurs 12:00
Jan 21~~

~~352 444 0575 15 years of
Glen~~

① 352-
633-9700

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Todd US water
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633-9716

same read
over

Transmiss
ERT - pulled data
every day
2007 bad

ER new can
reads
40 day usage

May - Nov 50 gal used

Readings Nov 7-20th 30K

Nov 20 - Dec 8th 20K

2 month meter
did register

③ Denny Orris
352 633 9700

④ 352 633 9700
Todd 9716

flushing air line

US Water Water Line Burst/Valve/Shut-off October 7, 2015-October 26, 2015

Wednesday, October 7, 2015 Approximately 10:00 p.m., Mitzie rinsed off her dessert plate with water; seconds later, attempted to rinse off John's dessert plate with water, of which there was not any water. Mitzie told John. John went outside and tried the spicket at our trailer. No water. John turned around, and looked at the water pipe which is in view behind our trailer, close to CR 675. The water pipe had come apart. John tried to shut off the water before the meter. John could not turn off the water by himself, as the water was gushing high into the air. Wife Mitzie and tenant Alice had to assist by putting weight on the pipe for John to get it back together to contain the gushing water. Mitzie called US Water 1-888-228-2134. The office is closed. Mitzie called the emergency number 1-727-847-8857. Mitzie called three more times. The last call was October 8, 2015 at 1:00 a.m. in the morning. Mitzie asked the dispatcher if someone was actually coming. The response was "Yes, once dispatched, they must arrive" and someone was "Dispatched 10:17 p.m." (October 7th). John and Mitzie sat outside in the golf cart past 1:00 a.m. in the morning, by the water line waiting for the technician to show. No one showed.

Thursday, October 8, 2015 9:15 a.m. Mitzie called US Water at 1-888-228-2134. Per US Water, there was not a record of last night's calls. 9:20 a.m. Mitzie called the emergency number 1-727-847-8857, receiving the answering service. This lady did not work last night. Said US Water's office opens at 9:00 a.m., call 727-848-8292. 9:22 a.m. Mitzie calls 727-848-8292, prompt #3 for repair emergency or lift station. Mitzie left a message with Todd's voice mail. (No response from Todd.) 9:30 a.m. Mitzie called 727-848-8292 "0" for operator. Robin answered. Told Mitzie "Diane" has the account. Robin transferred Mitzie to Diane 866-753-8292, Ext. 244. 9:52 a.m. A man called Mitzie from US Water. "You have a problem?" Mitzie's response, "Yes, water was gushing out. We fixed it temporarily. It needs to be fixed properly". Later, time not written down, the US Water technician arrives and determines the problem is on the campground's side of the meter. He recommends Mike Scott Plumbing. Mitzie calls Mike Scott Plumbing at 352-748-9111. Per Katie at Mike Scott Plumbing, an appointment is scheduled for October 9, 2015 between 10:00 a.m. and 2:00 p.m.

Friday, October 9, 2015 Mike Scott Plumbing did not show between 10:00 a.m. and 2:00 p.m. Mitzie called Mike Scott Plumbing. The technician was held up on a job in Lady Lake. Mike Scott Plumbing arrives late afternoon. He is not the right technician for the job. We are told the PCV need to be replaced with metal because of the high pressure. Re-scheduled for Monday, October 12, 2015 between 10:00 a.m. and 2:00 p.m.

Monday, October 12, 2015 Mike Scott Plumbing arrives. The technician went to turn off the water. He noticed the shut-off valve needs to be replaced by US Water, because it is before the meter, and he notes it is missing the handle. Mike Scott Plumbing does not want to turn off the water with just a wrench because if he can not turn it back on the same way, we may be without water and he does not want to be responsible as the handle is missing, noting we need a whole new valve. Approximately 11:00 a.m., Mitize called US Water 1-888-228-2134. Told US Water the shut-off valve needs replacing. US Water said service will be today (Oct. 12) or tomorrow (Oct. 13). Mitzie says we need it repaired today. US Water said there will be service today (Oct. 12). 12:20 p.m. Mitzie called US Water 1-866-753-8292, Ext. 244 Diane

and left Diane a message that we need repair for the "shut off valve to be replaced before the meter". 1:10 p.m. US Water technician "Santos" arrives. Santos can not do the repair because he would have to leave by 2:00 p.m. US Water per Santos said only US Water could turn the water off. And US Water is not fixing the valve. Santos started to leave, then came back to explain to John and Mitzie that if we touch the valve, we are advised of a \$350.00 fine and a felony charge. John and Mitzie argued and questioned, if the water is leaking, why can't we turn it off? Santos said we (John and Mitzie) are supposed to call US Water. We told Santos it took 12 hours before someone showed up from last Wednesday night's water burst. Santos said it was a problem at that time, it shouldn't happen again. Mitzie said it happened once, it can happen again. 1:50 p.m.-2:00 p.m. Mitzie called US Water, Diane, letting Diane know the handle was not fixed by Santos as he had to leave, and letting Diane know Santos said per US Water we could not touch the handle, and if we did, we would get a \$350.00 fine and charged with a felony. Diane will make a few telephone calls, maintenance, to find out about fixing the handle. US Water is scheduled for the service call for Wednesday, October 14th between 8:00 a.m.-9:00 a.m. Mitzie agreed to call Mike Scott Plumbing to make the appointment for US Water and Mike Scott Plumbing to meet the same time for shutting off the water and making repairs for Wednesday, October 14th between 8:00 a.m.-9:00 a.m.

Wednesday, October 14, 2015 7:40 a.m. Wendy from Mike Scott Plumbing calls Mitzie. The repair kit for the back flow preventer is not in stock. We will have to wait until the kit comes in. (1-352-237-2888 or 1-866-314-4443) 8:50 a.m. Santos from US Water arrives. Santos will not fix or repair the handle on the shut off valve for the water. Santos will only turn the water off and on when the plumber has arrived. Santos told us (John and Mitzie) again, it is a felony for us to touch the handle. Mitzie asked for his (Santos) supervisor, who is Darrell Sweat 1-407-468-2214. 9:20 a.m. Mitzie called US Water Darrell Sweat at 407-468-2214. Darrell Sweat's voice box is not set up to receive messages. Mitzie called back to US Water 727-919-1534 and left a message with "Mal-lissa" to call me back. Mal-lissa calls Mitzie from 727-815-0737. 9:22 a.m. John goes to Bushnell City Hall regarding restrictions on the water handle for emergency situations. John is told there is not a jurisdiction. It is a Civil Matter. 9:22 a.m. Mitzie called US Water, Diane. Diane did not comment on the restriction, if we could or could not have access to the water shut-off. 9:50 a.m. Mitzie sees a US Water truck drive northbound on Highway 301, which does not come into the campground. 11:25 a.m. Todd from US Water talks with John (on the phone). Todd tells John someone in the past (?) had turned the water on and off. When Mike Scott Plumbing gets the part, we are to call US Water to coordinate the schedule. John told Todd, we can put a padlock on the shutoff so only US Water and/or John can turn it off and on. Todd did not agree. Mitzie looks up EPA (Environmental Protection Agency) on the web. Information: Central Florida Region 4, 1-404-562-9900 or 1-800-241-1754 Hours 8:00 a.m.-5:00 p.m. Monday through Friday; Florida Department of EPA 1-850-245-2011 Tallassee (Ashley) who is not sure which department to call, Central District or Southwest Florida Management. Mitzie called Florida Department of EPA Central District 407-897-4100 voice mail of Danielle Benson 407-897-4306. Mitzie left a message regarding the shut off valve (Note: as of 10-19-2015 12:40 p.m. Danielle has not called back). October 14th, Mitzie called Southwest Florida Water Management-Brooksville 1-352-796-7211 Hours 8:00 a.m.-5:00 p.m., call 888-953-2037 for emergency. Mitzie talked

with Water Restriction-Michael who transferred Mitzie to the Hydrologist, Luke 1-813-985-7481 Ext. 2053. 4:30 p.m. John talked to Luke, resulting with Luke to check into it.

Monday, October 19, 2015 12:20 p.m. Mitzie called Southwest Florida Water Management 1-813-985-7481 Ext. 2053. Luke answered. Had problem with each other. Luke put Mitzie on hold, as music started playing. Mitzie called back. Mitzie received Luke's voice mail and left a message. 3:20 p.m. Mitzie called Mike Scott Plumbing, Wendy 1-352-748-9111. The "Watkins" part is not in yet. Mitzie refreshed Wendy's memory regarding US Water demanding to be present when Mike Scott Plumbing works on pump. Wendy said they have 110 employees and has never heard of the water company needing to be present to turn off the water for the plumbers work to be done. 3:25 p.m. Mitzie called Southwest Florida Water Management-Brooksville, Luke 813-985-7481 Ext. 2053. Mitzie left second message to return the call. 3:35 p.m. Mitzie called Southwest Florida Department, Danielle Benson 407-897-4306. Mitzie left second message to return the call.

Tuesday, October 20, 2015 Mitzie received a call from Florida Department of EP(A) Central District, Manuel (Manny) Cardona 407-897-4134. Manny is calling for Danielle Benson, as Mitzie had called Danielle October 14 and October 19, 2015 and left messages without any responses. Manny is with the Compliance Management of Florida Department of EP(A) Central District. Manny listened to Mitzie's side of the story. Manny told Mitzie, Manny had talked with US Water-Area Management, Grant Foster. Grant Foster told Manny, that US Water will remove the valve or handle. Years ago, Oasis RV Park (Former name of Snooze N Scoot) was advised to put in a shut-off valve on the campground side of the meter, and apparently Oasis did not want to do that. Oasis did put a shut-off valve on, as there is one present. Apparently, "Aqua" previous water company to US Water, and "Oasis" had problems, and now has carried on through to John and Mitzie's Snooze N Scoot. Mitzie sent Manny pictures through the email: manuel.cardona@dep.state.fl.us of the water main, the rusted US Water shut-off valve, the leak, and the sleeve that water gushed out of. John and Mitzie left the campground at 11:00 a.m. and returned around 1:00 p.m. after running errands. In the meantime, Mike Scott Plumbing had arrived and repaired the leak on the back flow preventer and inspected the water main. Mitzie sent Manny pictures of the inspection tag and informed Manny of the repair by Mike Scott Plumbing. Mitzie called Mike Scott Plumbing, Wendy 352-748-9111. Wendy thought the dispatcher had called Mitzie to tell Mitzie the time Mike Scott Plumbing would arrived. Mitzie thanked Mike Scott Plumbing (Wendy) for repairing the leak. Wendy scheduled "Jose" to arrive at the campground for Wednesday, October 21, 2015 at 1:30 p.m. 2:25 p.m. Mitzie called US Water, Linda in Billing, 1-888-228-2134. Linda scheduled the appointment for October 21, 2015 at 1:30 p.m. for US Water to turn off the water and for Mike Scott Plumbing to fix the PVC Sleeve. 2:55 p.m. Mitzie called Florida Department of EP(A), Manny and left a message that Mike Scott Plumbing repaired and inspected, and that US Water and Mike Scott Plumbing are to arrive October 21, 2015 at 1:30 p.m. to shut off the water and repair the PVC Connection. Mitzie also asked about the shut-off restrictions.

Wednesday, October 21, 2015 10:04 a.m. Mitzie received a phone call from Luke (Hydrologist) of Southwest Florida Water Management 813-985-7481, Ext. 2053. Luke said there is not a statue to deal with the restriction. Luke's department deals with water coming out of the ground, and the waterways. Luke suggested calling the Department of Health.

1:30 p.m. Scheduled for Jose of Mike Scott Plumbing and someone from US Water to show up.
1:55 p.m. approximately, Jose of Mike Scott Plumbing and Jacob of US Water arrive within minutes of each other. Jacob of US Water attempts to turn off the water. Jose of Mike Scott Plumbing inserted a screwdriver into a fitting to see if the water is turned off. The water is not turned off. Jacob said he has turned the valve as far as it goes. Jacob checked the drain going into the drain-off. Jacob removes the cap. Water is flowing through the drain. Jacob and Jose agree the water cannot be turned off by US Water because the valve is broken and no service can be done. Jacob has constant contact with his office of US Water for advice. Jacob said he has put a service call in for the repair of the handle. US Water has known of the need to repair the handle since October 12th, it is now October 21st. **4:59 p.m.** Mitzie emailed Manny regarding the above of not turning off the water by US Water because of the broken handle/valve.

Thursday, October 22, 2015 9:02 a.m. Mitzie received an email from Manny stating Manny would try to get answers from the Regional Manager, and "US Water certainly needs to get the valve repaired. Suppliers of water are required to maintain all components so that they can function as needed." **4:26 p.m.** Mitzie received an email from Manny that Manny had contacted Ron Derosset of US Water. Ron is supposed to look into the matter immediately.

Friday, October 23, 2015 3:10 p.m. Mitzie called US Water 1-888-228-2134. Left a message to call back with a service date. No call back. **3:40 p.m.** Mitzie called US Water 1-888-228-2134 again. Linda from the billing department said the service order was put through. Someone in the office (not Linda) is emailing someone to find out the schedule. Mitzie asked Linda to call Mitzie back when Linda finds out. After **5:00 p.m.**, US Water, Linda calls John and Mitzie's cell phone and says Monday, October 26, 2015 at 8:00 a.m.- 10 a.m.

Monday, October 26, 2015 8:10 a.m. Mitzie received an email from Manny, stating a technician will be on site at 8:00 a.m. **8:50 a.m.** Santos of US Water shows up inside the campground at the water main. A minute later, another technician from US Water shows up from outside the campground, entering around the fence post through the weeds. Both technicians start to dig around the manhole cover. **10:12 a.m.** Santos and technician told Mitzie the water will be turned off for a half-hour if everything goes right. **11:30 a.m.** The shut-off valve repair is completed.

It took 20 days to complete a job that took one hour and eighteen minutes .

At a later date, not known if it was a day, week or month, Mitzie saw Santos return and test the meter to make sure it was reading properly. US Water should have a record of that date of inspection. Mitzie watched Santos discharge the water to see if the meter moved. Santos said the meter was operating properly.