

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: April 14, 2020

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Clayton Lewis, Engineering Specialist, Division of Engineering *CL, MR, LK*

RE: Docket No. 20190166-WS - Application for increase in water rates in Highlands County by HC Waterworks, Inc.

Please file the attached email, "2020 complaints against HC Waterworks," in the above mentioned docket file. Thank you.

CL/jp

Attachment

From: Troy Rendell [trendell@uswatercorp.net]
Sent: Wednesday, April 08, 2020 1:36 PM
To: Clayton Lewis
Cc: Marissa Ramos; Laura King
Subject: RE: 2020 complaints against the HC Waterworks

Here you go. As you can see the vast majority of these complains – 44 of them are from mid-January when we had to by-pass the aeration treatment to make the repairs to the ground storage tank. The customers we met with after the customer meeting stated that the water was better after the January event.

By the way – we are down in the system today taking the secondary water sample tests.

Troy Rendell
Vice President - Investor Owned Utilities



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(E-Mail) trendell@uswatercorp.net

From: Clayton Lewis [mailto:CLewis@PSC.STATE.FL.US]
Sent: Tuesday, April 7, 2020 1:02 PM
To: 'Troy Rendell'
Cc: Marissa Ramos; Laura King
Subject: 2020 complaints against the HC Waterworks

Hello Troy,

We are getting close to finalizing the recommendation. Please provide a report listing the customer complaints received by the utility since January 1, 2020.

Thank you sir.

Clayton K. Lewis
Division of Engineering
850 413-6578

Account		Label	Comment	Date
54801479	LAKE JOSEPHINE	A 0.1 Supervisor Review	OPldrost 01/06/2020: MAX CALLED IN - SAW THAT THE REPAIR OF METER STILL HASN'T TAKEN PLACE. KNOWS THAT ISSUE IS NOT ON HIS SIDE OF METER BUT WANTED TO INFORM US. EVELYN CREATED A S/O TO RETURN AND COM	01/06/2020 12:13 PM
1190457	SEBRING LAKES	A 0.1 Supervisor Review	OPldrost 03/31/2020: HCWW - DICK CALLED BACK IN. DID IN-HOME LEAK TEST, NO LEAK, CAME BACK 0429 - SAME AS TECH GOT 3 DAYS AGO. ADV IF I SUBMIT S/O TO RE-READ FOR HIGH USAGE ON LAST BILL (\$141+) WILL P	03/31/2020 09:39 AM
54797038	LAKE JOSEPHINE	F 5.0 No Water - Sewer / Service Interruption	OPldrost 02/11/2020: CATHERINE CALLED IN - NO WATER. ACCT IN GOOD STANDING. INFORMS HER NEIGHBORS DON'T, EITHER. WILL CONTACT MMONN TO FIND OUT IF WORK IS BEING DONE IN AREA. NFAN	02/11/2020 01:39 PM
54799203	LAKE JOSEPHINE	F 5.1 Pressure Issue	OPdjohnson 03/25/2020: GENNY CI. STILL HAS LOW PRESSURE. FOLLOWED UP WITH TECH. HE STATED WILL STOP BY TOMORROW TO PULL METER AND INSPECT FOR BLOCKAGE. CUST IS AT THE END OF A LINE AND WITH MORE PEOP	03/25/2020 04:56 PM
1190507	LAKE JOSEPHINE	F 5.1 Pressure Issue	OPmrodgers 03/25/2020: JESSICA CALLED LMOM RE LOW PRESSURE RETURNED CALL NO ANSWER LMOM ADDED PH# TO ACT	03/25/2020 03:45 PM
54799203	LAKE JOSEPHINE	F 5.1 Pressure Issue	OPdjohnson 03/24/2020: GENNY CI TO UPDATE LAST NAME AND REPORT PRESSURE ISSUES SINCE LAST WEEK. I ADV WOULD SUBMIT SO FOR METER/PRESSURE INSPECT. NFAN	03/24/2020 05:51 PM
54797970	LAKE JOSEPHINE	F 5.1 Pressure Issue	OPmrodgers 03/09/2020: BETTY CALLED LOW PRESSURE/ADV WORK IN AREA	03/09/2020 09:23 AM
54800418	LAKE JOSEPHINE	F 5.1 Pressure Issue	OPldrost 03/09/2020: VALERIE CALLED IN ABOUT LOW PRESSURE. ADV OF WORK BEING DONE IN THE ARE THIS MORNING. NFAN	03/09/2020 08:34 AM
54799035	LAKE JOSEPHINE	F 5.1 Pressure Issue	OPldrost 03/09/2020: HEATHER CALLED IN B/C OF LOW PRESSURE. ADV WORK BEING DONE IN THE AREA THIS MORNING. NFAN	03/09/2020 08:27 AM
54798041	LAKE JOSEPHINE	H 7.2 Condition of Meter	OPmrodgers 02/18/2020: DAVID CALLED TURN OFF METER FOR REPAIR / ALSO METER INSPECTION.REPAIR / NO ONE HAS BEEN OUT TO REPAIR/REPLACE BROKEN METER	02/18/2020 11:28 AM
54798041	LAKE JOSEPHINE	H 7.2 Condition of Meter	OPldrost 02/11/2020: DAVID CALLED IN. BACK IN DECEMBER THEY CALLED THE AFTER HRS EMERG # AND SOMEONE CAME OUT TO TURN METER BACK ON. WHILE USING KEY, PART OF METER BROKE OFF AND TECH SAID THEY'D HAVE	02/11/2020 09:14 AM
54795625	LEISURE LAKES	H 7.2 Condition of Meter	OPmrodgers 01/21/2020: ELBERT CALLED METER ISSUE SPINS WITH NO USAGE 1GAL EVERY 2HRS. HAD PLUMBER INSPECT PROPERTY INSIDE AND OUT. WHEN METER VALVE OFF METER DOES NOT SPIN. CALL 30MIN AHEAD SO HE C	01/21/2020 02:41 PM
1190890	LAKE JOSEPHINE	I 8.0 Leak at Meter	OPdjohnson 03/30/2020: DANNY CI. STATED VERY WET SPOT NEAR METER. I ADV WOULD SUBMIT SO FOR INSPECTION. NFAN	03/30/2020 10:25 AM
54800093	LAKE JOSEPHINE	I 8.0 Leak at Meter	OPjaczarnik 03/11/2020: SUSAN CALLED REGARDING LEAK ON PROPERTY; SHE SAYS LEAK APEARS WHERE HER DRIVEWAY MEETS THE STREET; ADV WOULD FILL OUT S/O FOR TECH TO COME INVESTIGATE;	03/11/2020 02:35 PM
1189905	LAKE JOSEPHINE	I 8.0 Leak at Meter	OPmrodgers 02/20/2020: LADY CALLED LMOM NO NAME/PH# JUST STATED WATER IS BUBBLING FROM THE METER S/O COMPLETE	02/20/2020 08:17 AM
54798072	LAKE JOSEPHINE	I 8.0 Leak at Meter	OPrstanton 01/29/2020: JOHN METTNER CALLED AND SD THERE IS A LEAK AT METER; CREATED S/O	01/29/2020 10:51 AM
1190811	LAKE JOSEPHINE	I 8.05 Leak - Customer Side	OPjaczarnik 03/16/2020: MAUREEN CALLED REGARDING HIGH USAGE ON BILL; THEY HAD A LEAK AND ARE HAVING IT REPAIRED; ADV TO FAX PLUMBING INVOICES WHEN REPAIR IS FINISHD AND WE WILL SUBMITT TO BILLING FOR	03/16/2020 03:20 PM
54796170	LAKE JOSEPHINE	I 8.05 Leak - Customer Side	OPldrost 02/14/2020: OWNER, MARY K DAVIS, CALLED IN. HELPING RENTER CINDY TAKE CARE OF LEAK AT PPTY. WANTED TO KNOW WHAT OPTIONS TO REDUCE BILL NOW THAT LEAK IS FIXED. REPAIRED METER ON CUST SIDE, TOI	02/14/2020 09:25 AM

Account		Label	Comment	Date
54796170	LAKE JOSEPHINE	I 8.05 Leak - Customer Side	OPcbrann 01/31/2020: SPK TO CINDY HARRIS @863-243-4799;SHE WAS CALLING ABOUT THE TECH CHECKING THE METER;I ADV S/O #43616 SHOWS DISPATCHED BUT NOT COMPLETED YET;ADV TO RTRN THE CALL FROM THE MSG THAT	01/31/2020 03:37 PM
54797033	LAKE JOSEPHINE	I 8.2 Main Break	OPdjohnson 03/30/2020: CHARLOTTE CI. NO WATER. I ADV MAIN BREAK IN THE AREA. TECH ARE DISTRIBUTING BWN. WATER SHOULD BE BACK ON AROUND 12PM 03/30/20. NFAN	03/30/2020 09:15 AM
54797038	LAKE JOSEPHINE	I 8.2 Main Break	OPdjohnson 02/11/2020: CALLED CATHERINE IN REGARD TO NO WATER SO. I ADV TECHS WORKING ON MAIN BREAK IN THE AREA AND ARE TRYING TO GET WATER RESTORED. NFAN	02/11/2020 02:57 PM
54822369	LAKE JOSEPHINE	J 9.0 Water Quality	OPmrodgers 03/09/2020: JENNIFER CALLED STATED WATER SMELLS LIKE CHLORINE (POOL) FOR THE PAST FEW WKS S/O COMPLETE	03/09/2020 08:49 AM
54823841	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 02/12/2020: RICHARD CI REGARDING WATER QUALITY; STATES HIS WATER TASTES HEAVILY CHLORINATED; ADV WILL FILL OUT S/O FOR TECH TO COME TEST WATER QUALITY;	02/12/2020 02:17 PM
1189792	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/24/2020: SPK TO EPIFANIO GOMEZ @863-214-1560;HE WAS CALLING ABOUT GRAY SMELLY WATER;I ADV THE TECH'S ARE WORKING ON FLUSHING THE LINES;SHOULD BE RESTORED IN 24 HOURS;NFAN	01/24/2020 01:14 PM
1190803	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/24/2020: BARBARA CI REGARDING WATER QUALITY; ADV TECHS ARE WORKING TO TREAT THE WATER AND FLUSH THE LINES; ADV SHOULD CLEAR UP SOON; NFAN	01/24/2020 11:03 AM
54823295	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/24/2020: SANDRA CI REGARDING WATER QUALITY; ADV TECHS ARE WORKING TO TREAT THE WATER AND CLEAR LINES; ADV SHOULD BE CLEARED UP SOON, NO TIMETABLE; NFAN	01/24/2020 10:06 AM
54821000	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO SEMONETTE JEAN PHILLIP @863-253-9402;SHE WAS CALLING ABOUT GRAY SMELLY WATER;I ADV THE TECH'S ARE WORKING ON GETTING THE LINES FLUSHED;S/B CLEAR IN APPROX 24 HOURS;NFAN	01/23/2020 07:11 PM
54821859	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: KAREN CI ABOUT BROWN SMELLY WATER. I ADV TECHS WERE FILLING UP TANKS THIS AFTERNOON, TREATING THE WATER AND HEADING OUT TO FLUSH LINE. I ADV WATER QUALITY ISSUES SHOULD CLEAR UP	01/23/2020 06:03 PM
1190917	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO JACOB ECKBLAD @863-381-1619;HE WAS CALLING ON THE GRAY STINKY WATER;I ADV THE TECH'S ARE WORKING ON FLUSHING THE LINES & SHOULD BE CLEARED UP IN 24 HOURS;NFAN	01/23/2020 05:56 PM
1190899	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO DAVID DUNIHUE@863-655-4415; SON OF LEWIS & DARLENE DUNIHUE;HE WAS CALLING AGAIN ON THE WATER QUALITY;I ADV THE TECH'S ARE WORKING ON THE GRAY SMELLY WATER & FLUSHING THE LI	01/23/2020 05:40 PM
1190899	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/23/2020: LEWIS CI REGARDING WATER QUALITY; ADV TECHS ARE TREATING THE WATER AND CLEARING THE LINES; ADV SHOULD CLEAR UP IN THE NEXT 24 HRS; NFAN	01/23/2020 05:30 PM
54821193	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO DAWN SOOY @561-843-3427;SHE WAS CALLING ABOUT THE WATER QUALITY;I ADV THERE WAS A TANK THE TECH'S WERE WORKING ON & ARE CURRENTLY FLUSHING THE LINES;WATER S/B CLEARED UP IN	01/23/2020 03:54 PM
1189565	LAKE JOSEPHINE	J 9.0 Water Quality	OPIldrost 01/23/2020: RENTER BILL CALLED BACK IN. WANTED A TIMELINE ON WHEN HE SHOULD START FLUSHING LINES ON PPTY. ADV TO WAIT UNTIL FRIDAY AFTERNOON. TECH INDICATED THEY WOULD BE FLUSHING CITY LINES	01/23/2020 03:46 PM
54800999	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/23/2020: ADELA CI REARDGING WATER QUALITY; ADV TECHS ARE TREATING THE WATER AND THEN THEY WILL CLEAR THE LINES; ADV SHOULD CLEAR UP WITHIN THE NEXT 24 HRS; NFAN	01/23/2020 03:40 PM

Account		Label	Comment	Date
1189830	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/23/2020: SHELLIE CI REGARDING WATER QUALITY; ADV TECHS ARE TREATING WATER AND THEN WILL FLUSH THE LINES; ADV SHOULD CLEAR UP WITHIN THE NEXT 24 HRS; NFAN	01/23/2020 03:24 PM
1195201	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 01/23/2020: JEFF BRONSING CALLED ABOUT WATER QUALITY	01/23/2020 03:00 PM
1190922	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 01/23/2020: VERA NIGH CALLED ABOUT WATER QUALITY	01/23/2020 02:47 PM
1189849	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/23/2020: KATHY CI REGARDING WATER QUALITY; ADV TECHS ARE TREATING THE WATER AND SHOULD BE CLEARING THE LINES SOON; ADV WATER SHOULD E CLEARED UP WITHIN 24 HRS; NFAN	01/23/2020 02:21 PM
54823758	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/23/2020: LINDA CI REGARDING WATER QUALITY; ADV TECHS ARE TREATING THE WATER AND SHOULD BE CLEARING THE LINES SOON; ADV TO GIVE A FEW DAYS AND CALL BACK IF WATER STILL SMELLS;	01/23/2020 02:13 PM
54796170	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/23/2020: CINDY CI REGARDING WATER QUALITY; ADV THEY HAVE BEGUN TREATING THE WATER AND WILL CLEAR THE LINES SOON; ADV SHOULD BE CLEAR WITHIN THE NEXT 24 HRS; NFAN	01/23/2020 02:09 PM
54797038	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/23/2020: CATHERINE CI REGARDING SMELLY WATER; ADV DUE TO TECHS FIXING TANK; ADV SHOULD CLEAR UP WITH IN THE NEXT DAY;	01/23/2020 02:04 PM
1189608	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: JANE LMOM REGARDING BLACK SMELLY WATER. I CALLED I ADV TECHS ARE FILLING TANKS AND TREATING WATER. I ADV TECH WILL BE OUT FLUSHING LINES AND WATER QUALITY ISSUES SHOULD CLEAR UP	01/23/2020 01:55 PM
1190027	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: RODGER CI REGARDING BLACK SMELLY WATER. I ADV TECH ARE FILLING TANKS, TREATING WATER AND WILL BE OUT FLUSHING LINES TODAY. I ADV WATER QUALITY ISSUES SHOULD CLEAR UP WITHIN 24 H	01/23/2020 01:51 PM
1189819	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: SUSAN LMOM REGARDING BLACK SMELLY WATER. I CALLED NO ANSWER LMOM. I ADV TECH ARE FINISHING UP WORK THEY STARTED YESTERDAY. FILLING THE TANKS AND TREATING THE WATER. I ADV THEY W	01/23/2020 01:31 PM
1189565	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: BILL LMOM REGARDING BLACK SMELLY WATER. I CALLED. NO ANSWER. LMOM. I ADV TECH ARE FILLING TANKS AND TREATING WATER. THEY WILL BE OUT FLUSHING LINE AND HIS WATER QUALITY ISSUES S	01/23/2020 01:25 PM
1190890	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: DANNY LMOM REGARDING BLACK/SMELLY WATER. I CALLED. I ADV TECH ARE FINISHED WORKING ON TANK AND ARE IN THE PROCESS OF FILL AND TREATING THE WATER. THEY WILL BE OUT FLUSHING LINES	01/23/2020 01:23 PM
1189267	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 01/23/2020: DAVID SMITH CALLED ABOUT WATER QUALITY ADV TECHS WORKING ON TANK YESTERDAY FLUSHING LINES TODAY NFAN	01/23/2020 01:15 PM
1190877	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: DANNY CI BECAUSE WATER IS STILL SMELLY/DISCOLORED. I ADV TECH ARE TREATING/REFILLING TANKS AND WILL BE OUT FLUSHING LINES TODAY. I ADV WATER QUALITY SHOULD IMPROVED BY TOMORROW.	01/23/2020 01:13 PM
54798051	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/23/2020: SPK TO NORMA WHITE @941-525-8455;SHE WAS CALLING ON THE GRAY SMELLY WATER;I ADV THEY ARE WORKING ON THE ISSUE;IT IS BEING FLUSHED OUT BUT MAY BE A FEW DAYS BEFORE IT'S BACK TO NOR	01/23/2020 12:58 PM
54821633	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/23/2020: WAYNE CI ABOUT BLACK SMELLY WATER. I ADV TECHS ARE FILLING THE TANKS AND THIS SHOULD CLEAR UP ONCE THEY FLUSH THE LINES. NO BWN HAS BEEN ISSUED. NFAN	01/23/2020 12:48 PM
54799035	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 01/23/2020: HEATHER MILLS CALLED ABOUT WATER QUALITY ADV TECHS WORKING ON TANK NFAN	01/23/2020 11:24 AM
54801012	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 01/23/2020: MARTHA MEYER CALLED ABOUT ODOR ADV TECHS WORKING ON TANK	01/23/2020 11:10 AM

Account		Label	Comment	Date
54799866	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/23/2020: MRS PORTER CALLED IN. WATER BLACK/DIRTY AND SMELLY. ADV OF WORK BEING DONE ON TANK AT PLANT. NFAN	01/23/2020 09:54 AM
1191467	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 01/23/2020: RANDY ARROWSMITH CALLED ABOUT PRESSURE; SMELL; & DISCOLORATION OF WATER ADV TECHS WORKING ON TANK NFAN	01/23/2020 09:49 AM
1189497	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/23/2020: GLORIA CALLED IN B/C TOILETS HAVE DIRTY WATER AND STRONG SULFUR SMELL. ADV OF WORK BEING DONE IN AREA. DON'T HAVE AN UPDATE YET ON COMPLETION OR BWN. NFAN	01/23/2020 09:10 AM
54822369	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/23/2020: JENNIFER CALLED BACK IN. WANTED TO KNOW IF WORK WAS BEING DONE IN THE AREA B/C HER WATER IS STILL DIRTY AND SMELLY. ADV THERE IS WORK BEING DONE. WE DON'T HAVE AN UPDATE YET AS TO	01/23/2020 08:59 AM
1190899	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/22/2020: TRIED CALLING LEWIS DUNIHUE @863-655-4415 TO ADV THE S/O WOULD NOT BE DONE AS I EARLIER HAD TOLD HIM;THEY ARE WORKING ON A TANK IN THE AREA & MAY HAVE LOW PRESSURE/SMELL ISSUES/WA	01/22/2020 05:27 PM
1190899	LAKE JOSEPHINE	J 9.0 Water Quality	OPcbrann 01/22/2020: SPK TO LEWIS DUNIHUE @863-655-4415;HE WAS CALLING ON HIS WATER QUALITY;STATES WATER IS DINGHY & SMELLING AND NOT DRINKABLE;S/O CREATED;NFAN	01/22/2020 04:44 PM
54800999	LAKE JOSEPHINE	J 9.0 Water Quality	OPjaczarnik 01/22/2020: ADELA CI REGARDING COLORED WATER; ADV TECHS ARE WORKING TO RESOLVE ISSUE, NO TIMETABLE FOR WHEN IT WILL BE FIXED; NFAN	01/22/2020 04:18 PM
1191381	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/22/2020: ROLLINE CALLED IN B/C WATER IS DIRTY AND VERY SMELLY. ADV OF WORK BEING DONE ON HOLDING TANK BUT DON'T HAVE AN UPDATE YET ON COMPLETION OR BWN. NFAN	01/22/2020 02:59 PM
1190929	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/22/2020: JOHN CI REGARDING BLACKISH SMELLY WATER. I ADV TECH WORKING ON TANK AT PLANT AND THIS SHOULD BE TEMPORARY AS THEY PLAN ON FLUSHING THE LINES AFTER THE WORK IS COMPLETE. NFAN	01/22/2020 01:44 PM
1190192	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/22/2020: CAROL LMOM HAVING GRAY WATER. NO NUMBER PROVIDED IN MESSAGE. CALLED NUMBER ON FILE. NO ANSWER. LMOM. I ADV WORK BEING DONE AT PLANT AND ANY WATER QUALITY ISSUES SHOULD BE TEMPOR	01/22/2020 01:08 PM
1189300	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/22/2020: TRACY CALLED IN ABOUT WATER QUALITY - DARK AND SMELLY. ADV OF WORK BEING DONE ON TANK TODAY. WAITING FOR UPDATE ON STATUS. NFAN	01/22/2020 12:49 PM
1189769	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/22/2020: GEORGE CALLED IN B/C WATER IS BLACK AND SMELLY. ADV OF WORK BEING DONE ON TANK TODAY. NO NEW UPDATES ON COMPLETION YET OR BWN. NFAN	01/22/2020 12:18 PM
1191021	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/22/2020: CATHERINE CALLED IN ABOUT DIRTY SMELLY WATER. ADV OF WORK BEING DONE ON STORAGE TANK. SHE TOOK PICTURES AND WANTED TO SEND THEM TO SOMEONE IN AUTHORITY. ADV WE DON'T HAVE THE ABIL	01/22/2020 09:39 AM
1191175	LAKE JOSEPHINE	J 9.0 Water Quality	OPrstanton 01/22/2020: THOMAS CALLED ABOUT WATER QUALITY ISSUES ADV TECHS WORKING ON TANK; NO BWN AS OF RIGHT NOW HOWEVER MAY CHANGE LATER AND EACH RESIDENT WILL BE NOTIFIED IF A BWN IS ISSUED	01/22/2020 09:15 AM
1190877	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/22/2020: DANNY, GLORIA'S SON, CALLED IN. WATER IS DARK GREY AND SMELLS OF SULFUR. ADV THAT THEY ARE WORKING ON A TANK IN THE AREA TO CORRECT PROBLEM. ADV TO FLUSH LINES. SHOULD BE CORRECTE	01/22/2020 09:06 AM
54795310	LAKE JOSEPHINE	J 9.0 Water Quality	OPdjohnson 01/17/2020: SHEILA CI TO SEE IF SO FOR WATER QUALITY INSPECT HAS BEEN COMPLETED. I ADV NO NOTES IN SYSTEM YET FROM TECH. SHE STATED WATER HAS IMPROVED AND WILL CALL BACK NEXT WEEK TO CHECK	01/17/2020 12:59 PM

Account		Label	Comment	Date
54795310	LAKE JOSEPHINE	J 9.0 Water Quality	OPldrost 01/13/2020: SHEILA CALLED IN. WATER SMELL IS GETTING PROGRESSIVELY WORSE. SMELLS LIKE SULFUR OVER THE PAST 2-3 WEEKS. SUBMITTED S/O FOR WED, 1/15. NFAN	01/13/2020 11:48 AM
1189951	LEISURE LAKES	J 9.0 Water Quality	OPmrodgers 03/30/2020: DONALD CALLED STRONG SULFUR SMELL WITH HOT WATER ONLY FOR THE PAST WEEK..ADV S/O FOR TECH CUST REFUSED STATED HE WILL CALL BACK IF DECEIDES TO	03/30/2020 10:01 AM
54800706	LEISURE LAKES	J 9.0 Water Quality	OPmrodgers 03/11/2020: GAIL CALLED STATED TOILET RUNS BECAUSE THE FILL VALVE KEEPS GETTING DEBRIS FROM WATER SYSTEM AND CLOGS. HAS HAD PLUMBERS OUT TO FIX AT LEAST 4x WITHIN THE LAST YR. S/O TO CHECK	03/11/2020 08:22 AM
1190463	SEBRING LAKES	J 9.0 Water Quality	OPldrost 04/03/2020: DONNA CALLED IN - FOR LAST 2 WEEKS, BLACK WATER. HAS BEEN HAVING TO BLEACH TOILET EVERY 2-3 DAYS. SUBMITTED S/O. NFAN	04/03/2020 08:22 AM