

HC WATERWORKS, INC.

April 30, 2020

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

Re: Docket No. 20190166-WU Application for increase in water rates in Highlands County by HC Waterworks, Inc. – *Supplemental Response Office of Public Counsel Letter*

Dear Commission Clerk,

HC Waterworks, Inc. (HCWW) hereby submits its supplemental response to the Office of Public Counsel (OPC) letter dated April 22, 2020. OPC referred to several documents filed in the docket file related to customer correspondences received by the Commission.

On April 29, 2020, HCWW sent the lead operator to the specific addresses to examine and analyze the water quality at each address. The attached schedule reflects his findings. There was one address that could not be found on Price Ave on the 29th, so he went back on April 30th. His observations are contained in the attachment. The water was clear at each house and the chlorine residuals were all around 2 ppm, which indicates good treatment. The operator left door tags at each residence and did not attempt to contact the customers directly due to the current COVID19 situation.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for HC Waterworks, Inc.

Address	Date	Time	Color
5416 Prince Avenue	4/29/20	2:30 PM	N/A
Notes: Did Not Find address			
1332 Josephine Ct	4/29/20	10:30 am	clear
Notes:			
1248 Josephine Ct	4/29/20	11:00 am	clear
Notes:			
1818 Sentinel Point Rd	4/29/20	11:30 am	clear
Notes:			
1906 Sentinel Point Rd	4/29/20	11:45 am	clear
Notes:			
527 Arcola Drive	4/29/20	10:00 am	clear
Notes:			
534 Arcola Drive	4/29/20	9:30 am	clear
Notes:			

Odor	Cl2 Residual
N/A	N/A
None	2.2 PPM
None	2.17 PPM
None	2.19 PPM
None	2.3 PPM
None	1.97 PPM
None	2.2 PPM

Address	Date	Time	Color
5416 Prince Avenue	4/20/20	11:15 am 1:30 pm	N/A clear
Notes: Did Not Find address			
1332 Josephine Ct	4/29/20	10:30 am	clear
Notes:			
1248 Josephine Ct	4/29/20	11:00 am	clear
Notes:			
1818 Sentinel Point Rd	4/29/20	11:30 am	clear
Notes:			
1906 Sentinel Point Rd	4/29/20	11:45 am	clear
Notes:			
527 Arcola Drive	4/29/20	10:00 am	clear
Notes:			
534 Arcola Drive	4/29/20	9:30 am	clear
Notes:			

Odor	Cl2 Residual
N/A none	N/A 2.3 ppm
None	2.2 ppm
None	2.17 ppm
None	2.19 ppm
None	2.3 ppm
None	1.97 ppm
None	2.2 ppm