

HC WATERWORKS, INC.

May 26, 2021

FILED 5/26/2021
DOCUMENT NO. 04289-2021
FPSC - COMMISSION CLERK

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. – *First Quarterly Status Report*

Dear Commission Clerk,

Pursuant to Order No. PSC-2021-0089-S-WS, issued February 22, 2021 in the above referenced docket, HC Waterworks, Inc. hereby submits its First Quarterly Status Report. The Commission approved a Settlement Agreement between HC Waterworks and the Office of Public Counsel. Pursuant to this approved settlement, HC Waterworks is to file quarterly status reports in PSC Docket No. 20190166 beginning three months after the Final Order approving rates is entered and ending one year after the Final Order is entered. The quarterly status reports shall include details regarding (a) all customer complaints received by HCW from August 1, 2020 to the end of the reporting period, and (b) all other communication between HCW and its customers (individual and system-wide customer communications) from August 1, 2020 to the end of the reporting period.

Attached hereto is the First Quarterly Status Report pursuant to the Commission's Order. The spreadsheet is available to be sent via electronic mail or on a USB through the U.S. Mail. The customers' names, addresses, and phone numbers will be filed separately under request for confidentiality.

Respectfully Submitted,



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

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	OPldrost 08/21/2020: VALERIE CALLED IN, LM. IS UPSET ABOUT HER BILL. ADMITS SHE CALLS IN REGULARLY B/C OF HIGH BILL. DISCUSSED READS - ARE CONSISTENT MO TO MO. SAYS 3 PEOPLE IN HOME. 9TGAL IN 1 MO IS ON THE HIGH SIDE. DISCUSSED IN-HOME LEAK TEST. WILL TRY IT. WILL ALSO CONSIDER HOW SHE CAN BE MORE CONSERVATIVE W/ WATER. NFNANOpldrost 04/29/2021: DAVID CALLED IN YELLING LOUDLY, INSISTING ON SPEAKING W/ A MGR. ASKED WHY, SAYS HE WANTS SOMEONE TO CHK HIS METER. AFTER ASKING ALL NEIGHBO RS, THEY ALL PAY LESS THAN HIM. ADV HE USES WATER CONSISTENTLY FROM MO TO MO (7-9 TGAL) NO INDICATION THAT ANYTHING WRONG W/ METER. THREATENED TO TAKE "ADDITIONAL MEASURES" IF SOMEONE DOESN'T COME OUT. ADV WOULD NEED A REASON TO COME OUT BUT ACCT AND BILL REFLECT CONSISTENT USAGE, ETC. WILL NOT BE SENDING SOMEONE OUT. NFNAN	OPldrost	04/29/2021 09:26 AM	54800418	
D 3.2 Bill Dispute	OPmrodgers 04/01/2021: KEVIN CALLED DOES HAVE A LEAK ALSO HAVING ALL PLUMBING REPLACED IN HOME / OPcbrann 05/06/2021: SPK TO KEVIN PATTERSON @863-471-7000;HE WAS CALLING TO MAKE SURE THE WATER DOES NOT GET SHUT OFF;HE IS MAKING PYMTS OF \$100.00 & WILL BE HAVING THE WHOLE HOUSE REPLUMBED ON MAY 17TH & MAY 18TH;*****DO NOT DISCONNECT***	OPmrodgers	04/01/2021 12:23 PM	1191182	
D 3.2 Bill Dispute	OPldrost 03/29/2021: ROBIN CALLED IN SAYING HER METER IS MOVING - FORWARD AND BACKWARD - WHEN NOT USING WATER. WANTS METER INSPECTED. ASKED HER WHAT CURRENT READ IS, COULDN'T TELL ME. SAYS IT'S BROKEN. ADV WE'LL NEED RESULTS OF IN-HOME LEAK TEST B/4 WE SEND SOMEONE OUT. WAS COMBATIVE AND REFUSED. ADV WE JUST HAD SOMEONE OUT THERE ON 3/12 AND HAVE HAD TECHS RET TO PPTY APPROX 20 TIMES IN LAST FEW YRS. LAST TECH NOTE SAYS LEAK @ PPTY. SAYS SHE REFUSES TO PAY BILL AND WILL CALL "ANOTHER DEPT.". DEMANDED MY LAST NAME, DID NOT PROVIDE. NFNAN / USWealicea 04/01/2021: called Robin Fossazi and informed her, the service order to inspect for a possible leak has been canceled as the tech was at her property on 3/12 and confirmed the leak is on her side of the meter. The usage consumption for billing on 3/25 is showing the usage has gone down - the customer is going to monitor her usage daily.	OPldrost	03/29/2021 11:54 AM	1191199	INSPECT METER FOR USAGE ON AN ACCOUNT THAT WAS DISCONNECTED LAST MONTH FOR NON-PAYMENT PROVIDE METER READ WITH ALL DIALS INSPECT FOR POSSIBLE LEAK - 2105 Grisham st customer has a leak on his side of the meter, plumbers truck was at the property...Chris Berish / NOTES FROM TECH FOR BELOW S/O- xxxx spoke with customer and there was a leak in foundation of home. cust. paid \$10k to a plumber to re-due all plumbing in whole house. all is fixed -meter & ert test -ert read= 8364 manual read= 00836471 dial spins fine when using water everything tested good no leaks...Carlos Pedro 4/2/21
D 3.2 Bill Dispute	OPmrodgers 03/26/2021: GILBERT CALLED RE STMT ADV S/O TO REPLACE METER ONCE ALL IS COMPLETE ALONG WITH POSSIBLE ADJ CUST WILL BE NOTIFIED. GILBERT AND WIFE CONTINUED TO INTERRUPT. ADV AS BEST AS POSSIBLE REPEATING MYSELF A FEW TIMES / OPdjohnson 03/30/2021: CHALRES CI REGRDING HIGH BILL. WANTED TO KNOW IF THEY WOULD BE DOING ANY ADJ. I ADV FROM THE NOTES WE HAVE TWO THINGS GOING ON CUT WIRE ON THE ERT AND THE REQUEST FROM THE LL/OWNER TO RELOCATE THE METER. I ADV JUST BECAUSE HE REQUEST TO HAVE THE METER MOVE DOES NOT MEAN THERE IS ANYTHING WRONG WITH THE METER. I ADV NEW READ SHOW ANOTHER 1STGAL HAVE GONE THROUGH THE METER WHICH IS LESS THAT THE PREVIOUS 21TGAL BUT THE READS ARE IN LINE. I ADV TO REACH OUT TO HIS CONTACT AT USW TO FIND OUT THE STATUS OF HAVING METER RELOCATED AND CAN BRING UP CREDIT ADJ AT THAT TIME. I ADV REVIEW THE NOTES I BELIEVE THE METER IS WORKING BUT THE ERT IS NOT WHICH MEANS THE PROBLEM MAY STILL BE ON THE PROPERTY. I ADV HOW DISCONNECTS WORK FOR NON PAYMENT. I ADV HOW PAYMENT ARRANGEMENTS WORK. HE STATED WILL REACH OUT TO USW. NFNAN	OPmrodgers	03/26/2021 01:02 PM	54825811	OPdjohnson 03/30/2021: LMOM FOR CHARLES REGARDING METER CHANGE OUT. I ADV ERT NO WORKING SO THEY ARE GOING TO REPLACE BOTH AT THE SAME TIME. THE METER IS STILL WORKING PROPERLY. I ADV HE IS WELCOME TO STILL REACH OUT TO USW. I ADV I JUST WANTED TO GIVE HIM THE HEADS UP IN CASE HE DIDNT WANT TO WAIT ANY LONGER TO HIRE PROFESSIONAL. I ADV ESTIMATE COMING IN THE MAIL FOR METER RELOCATION NEXT WEEK RO SO. NFNAN // HCWW - INSPECT ERT DUE TO MULTIPLE METER REREADS CHANGE ERT OUT IF NOT WORKING PROPERLY. CUST CALLED UNABLE TO FIND LEAK ON PROPERTY. PLEASE VISIBLY CHECK FOR LEAKS, PROVIDE READ AND NOTES. CALL CHARLES (863)446-1861 - xxxx meter needs to be replaced. handheld registering a cut cable in meter. METER/56575932 METER READ/1051660 ERT/57764579/ METER/ERT CHANGE OUT - XXXX OLD METER# 56575932 OLD METER READ IS 1059870 NEW METER/39960660 NEW ERT/75100452 NEW READ/00000252 8DIGIT PRO CODER COMPLETED BY PEDRO AND CARLOS // USWealicea 04/07/2021: PER T.R. APPROVED ADJUSTMENT FOR DISPUTED AMOUNT OF USAGE ON THE APRIL BILL BY OWNER (S/O SCHEDULED FOR METER CHANGE OUT)CUST BILLED 21 K - AVG OF 6K = 15K/ 2 = 8K X 11.42 = 91.36 + 45.68 ADJUSTMENT = 137.04 - 288.27BILLED = CREDIT 151.23 / OPmrodgers 05/04/2021: CHARLES CALLED RE STMT READINGS AND NEW METER INSTALL
D 3.2 Bill Dispute	OPldrost 01/20/2021: MRS RUSHLO CALLED IN INSISTING SOMEONE COME OUT AND CHK METER. SAYS SHE'S BEEN PAYING 2 AND 3X MORE/MO THAN IN THE PAST. SAYS SHE HAD SOMEONE COME OUT AND CHK METER AND THEY SAID IT'S WORKING FINE AND SHE HAS NO LEAKS. LOOKED AT READS - HAD HIGH READS OF 8 AND 9 - 3 OR 4 MO AGO BUT HAS GONE BACK DOWN TO 4 AND 5, SIMILAR TO THE PAST. ATTEMPTED TO ADV AND SHE CONTINUED TO YELL. SAYS SHE JUST TOOK A NEW READ OF METER AND IS AT 411 TODAY (1/20). ADV LAST READ TAKEN ON 12/23 WAS 407 - SO HAS USED 4 TGAL THIS MO. CONTINUED TO DEMAND WE SEND SOMEONE OUT. AFTER BEING PREV WARNED NOT TO YELL, ETC., COULD NOT COMPLETE CALL. NFNAN	OPldrost	01/20/2021 02:02 PM	54800175	

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	OPmrodgers 01/20/2021: PAMELA CALLED HIGH USAGE NO LEAK ... S/O FOR REREAD / USWealicea 01/26/2021: CREDIT ACCOUNT 3K DUE TO METER OVER READ ON THE JANUARY BILL CORRECT METER READ IS 0104140 - (3 X 14.27 = \$42.81) / OPjaczarnik 01/29/2021: PAMELA CALLED REGARDING ADJ; ADV ADJ WAS MADE AND THE NEW BALANCE IS \$71.89; SHE ADV STILL SEEMS LIKE THE USAGE IS HIGH BUT SHE WILL FOLLOW UP AGAIN IF THE NEXT BILL HAS HIGH USAGE AGAIN;	OPmrodgers	01/20/2021 10:14 AM	1189894	HCWW - REREAD/INSPECT. CUST USAGE SPIKED TO 7T GAL. READ ON 12/23/20 WAS 107.000. PLEASE INSPECT METER IS WORKING PROPERLY, CHECK FOR LEAKS, DO 10GAL BUCKET TEST, PROVIDE READ AND NOTES. CALL PAMELA // (315)813-3080 xxxx/start/read/0103840/end/read/0103850/pedro/land/carlos/m (Meter passed bucket test)
D 3.2 Bill Dispute	OPmrodgers 01/05/2021: JOSE CALLED HIGH USAGE ADV LEAK TEST/CALL WITH RESULTS / OPdjohnson 02/23/2021: JOSE CI. HAD A LEAK REPAIRED AND WANTS TO SUBMIT RECEIPTS. I ADV IS DISCONNECTED AND WILL WANT TO PAY PD BAL. HE STATED JUST GOT OUT OF THE HOSPITAL. I ADV IF HE PAYS \$250 AND SEND ME THE REPAIR INVOICE I WOULD SUBMIT SO FOR RECONNECT AND SEND ACCT TO USW FOR LEAK ADJ REVIEW. I ADV WILL NEED TO MAKE A PAYMENT OF AT LEAST \$250 FOR RECONNECT EITHER WAY. NFAN / OPldrost 03/08/2021: JOSE CALLED IN - WANTED TO KNOW IF WE REC INVOICES FROM ROTO ROOTER, ETC. WE DID NOT. MAY NOT HAVE TAKEN DOWN EMAIL ADD CORRECTLY. PROVIDED EMAIL ADD AND SAID WE WOULD LOOK FOR THEM AND APPLY ASAP. NFAN // OPldrost 03/31/2021: JOSE CALLED IN. NOW THAT ALL REPAIRS MADE AND ADJ TO ACCT HAS BEEN MADE, WANTED TO KNOW BAL. DID NOT KNOW HOW MUCH ADJ WAS FOR. PROVIDED ADJ AMT AND NEW BAL OF \$24+. NFAN	OPmrodgers	01/05/2021 10:32 AM	54821912	USWealicea 03/09/2021: LEAK ADJUSTMENT FOR 4 MONTHS - LEAK ADJUSTMENT FOR SEPT. CUST. BILLED FOR 22 TGAL - AVG. = 17 TGAL/2= 9TGAL X 14.27 = \$128.43, LEAK ADJUSTMENT FOR NOV. CUST. BILLED FOR 14 TGAL - AVG. = 9 TGAL/2= 5 TGAL X 14.27 = \$71.35, LEAK ADJUSTMENT FOR DEC. CUST. BILLED FOR 32 TGAL - AVG. = 27 TGAL/2= 14 TGAL X 14.27 = \$199.78, LEAK ADJUSTMENT FOR JAN. CUST. BILLED FOR 19 TGAL - AVG. = 14 TGAL/2= 7 TGAL X 14.27 = \$99.89 TOTAL LEAK ADJUSTMENT \$499.45 / OPldrost 03/09/2021: FOLLOW UP: CALLED JOSE, LMOM, INFORMING OF LG CR ON ACCT DUE TO METER ISSUES AND LEAK ADJ. NFAN
D 3.2 Bill Dispute	OPldrost 12/21/2020: MR TAYLOR CALLED IN CONCERNED ABOUT RECENT BILL. INFORMS NO ONE HAS LIVED IN HOUSE FOR A YEAR, HAS BEEN RENTING IN W PALM WHILE THEY TEAR DOWN HOME, SAYS WATER AND SEWER INCL. ASKED HIM IF HE KNEW WHAT THE READ WAS ON METER. HE DIDN'T. ASKED HIM TO HAVE SOMEONE GET RECENT READ SO WE CAN COMPARE IN CASE THERE'S A DISCREPANCY. WAS CONFRONTATIONAL BUT AGREED TO CALL BACK W/ READ. SAYS "OTHERWISE YOU CAN TAKE ME TO COURT BECAUSE YOUR COMPANY IS CRAZY". AM SUSPECTING CONSTR CO MAY HAVE HIT METER OR LINE TO CAUSE THIS CONSUMPTION. NFAN / USWealicea 12/30/2020: TRAVIS TAYOR CALLED CONCERNED WITH THE HIGH BILL AMOUNT, STATING THE USAGE AMOUNT IS INCORRECT, I EXPLAINED A BUCKET TEST COULD NOT BE PREFORMED AS THE METER WAS SPINNING VERY FAST WHEN THE WATER WAS TURNED ON. (METER WAS TURNED BACK OFF) CUSTOMER PROVIDED HER PNONE NUMBER FOR CHRIS TO CALL HER AND COORDINATE A TIME TO MEET TO PREFORM THE BUCKET TEST AS SHE IS STATING THERE IS NO LEAK AT HER PROPERTY.	OPldrost	12/21/2020 09:48 AM	54800662	USWealicea 01/11/2021: TRAVIS TAYOR CALLED THIS MORNING WANTING TO SET UP A TIME AND DATE TO HAVE A BUCKET TEST PERFORMED AT HIS PROPERTY - CALLED C.B. AND PROVIDED HIM WITH THE CUSTOMER PHONE NUMBER TO COORDINATE. / USWealicea 02/05/2021: RONNY TAYOR CALLED INFORMING HIS HOME HAS NEW WATER LINES INSTALLED AFTER LEAK IN BOTH BATHROOMS AND IN WALLS - WILL CALL WHEN PLUMBER HAS COMPLETED REPAIRS TO HOME FOR POSSIBLE LEAK ADJUSTMENT. WOULD LIKE A BUCKET TEST - INFORMED ALL REPAIRS MUST BE DONE IN ORDER FOR PREFORM A BUCKET TEST - CUSTOMER INSISTING THE METER IS BAD AND WILL CONTACT HIS LAWYER. // PLEASE PERFORM A 10 GALLON BUCKET TEST DUE TO THE HIGH USAGE - SPOKE WITH OWNER TYLOR TRAVIS, OWNER STATED THERE SHOULD NOT BE CONSUMPTION. WATER WAS SHUTT OF DUE TO LEAK BEHIND BEDROOM WALL, CUST. STATED HE MOVED OUT TWO MONTHS AGO- Chris turned the meter on to perform the bucket test meter was spinning fast called ower left a message to return his call as there could still be a leak in home. / PLEASE MEET OWNER TRAVIS TAYOR AT PROPERTY TO PERFORM A 10 GALLON BUCKET TEST-xxxx 1411 Wilson Dr met with the grandson of owner Travis Tylor I told him I need to do a bucket test Travis informed me there two broken pips in the house wanted me to go in, told him I can not do that cant can not do a bucket test with an active leak he informed me he is on his way to Home Depot to get parts to fix the leak than call me...Chris Berish // PLEASE MEET JOE AT PROPERTY TO PERFORM A 10 GALLON BUCKET TEST - xxxx/on/1/11/21/met/with/joe/the/grandson/of/home/owner/at/1411/wil son/to/do/bucket/test/he/inform/me/that/there/was/two/broken/pipes/i n/home/he/said/he/was/going/to/home/depot/to/get/materials/to/fix/lin es/in/home/he/called/me/said/repairs/were/done/on/1/12/21/went/back /to/do/bucket/test/met/joe/there/meter/still/spinning/when/i/turned/me ter/on/told/joe/could/not/do/buckrt/test/until/leak/is/fixed/read/0641300
D 3.2 Bill Dispute	OPmrodgers 11/20/2020: BARB CALLED LMOM RE HIGH USAGE RETURNED CALL NO ANSWER LMOM / OPjaczarnik 11/20/2020: BARBARA CALLED REGARDING BILL; ADV 3 TGAL IS PRETTY LOW FOR TWO PEOPLE FOR A MONTH SO THE METER IS MOST LIKELY READING CORRECTLY; ADV SHE CAN ALWAYS TRY AND IN HOME LEAK TEST IF SHE SUSPECTS HIGH USAGE; NFAN /	OPmrodgers	11/20/2020 12:25 PM	1190568	
D 3.2 Bill Dispute	OPdjohnson 09/29/2020: RAMONA CI. NEW BILL FOR 12T GAL. 3 MONTHS ZERO USAGE. ERT WAS REPLACED. SUBMITTED TO USW TO ADJ 12T GAL BILL INTO LOWEST TIER. NFAN / OPdjohnson 09/29/2020: I CALLED RAMONA. NO ANSWER. LMOM. I ADV ADJ OF \$22.80 HAS BEEN APPLIED TO THE ACCT. PROVIDED NEW BAL. I ADV CALL BACK IF SHE HAS ANY FURTHER QUESTIONS. NFAN	OPdjohnson	09/29/2020 02:18 PM	1189789	USWealicea 09/29/2020: ADJUSTMENT FOR 8 TGAL AT THE LOWER TIER AS ERT WAS NOT REGISTERING USAGE FOR PAST 6 MONTHS- 8 TGAL X 11.42 = 91.36. (CUST. WAS CHARGED 114.16 - 91.36 = \$22.80).

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	OPmrodgers 08/03/2020: CARLOTA CALLED WANTED A NOTE ON THE ACT THAT A TECH REPLACED VALVE ON 7/27 // OPmrodgers 09/24/2020: CARLOTA CALLED STATES SHE DOES NOT OWE FOR A LEAK THAT IS NOT HER ISSUE AS A TENANT. ADV TO CONTACT THE HOMEOWNER LEAK WAS NOT ORIGINALLY ON USW SIDE. ADV COULD SUBMIT REPAIR RECIEPT AS WELL. // OPcbrann 09/24/2020: SPK TO OWNER MARISOL GONZALEZ VARGAS @619-550-9913;SHE WAS CALLING ON BEHALF OF TENANT CARLOTA SOLTERO;S/O ON 8-4-20 CUSTOMER REPAIRED THE LEAK ON THEIR SIDE;TECH NOTES NO LEAK ON EITHER SIDE;THEY ARE DISPUTING THE VIOLATION CHARGE & ALSO ADV THEY LEFT 2 MSG'S ON 8-31-20 & DIDN'T REC ANY RTRN CALLS;THEY ARE EMAILING IN PHOTOS BEFORE & AFTER;MARISOL ALSO STATES CARLOTA CAN NOT PAY THE PAST DUE OF \$221.62;I ADV TO PAY 1/2 OR \$110.81;DO NOT DISCONNECT UNTIL THIS ISSUE IS RESOLVED; / OPmrodgers 09/24/2020: CARLOTA CALLED STATES SHE DOES NOT OWE FOR A LEAK THAT IS NOT HER ISSUE AS A TENANT. ADV TO CONTACT THE HOMEOWNER LEAK WAS NOT ORIGINALLY ON USW SIDE. ADV COULD SUBMIT REPAIR RECIEPT AS WELL.	OPcbrann	09/24/2020 01:52 PM	54823562	Sunday afternoon answering service call out for leak at this property on customers side. Meter was shut off Read. 0440360 ERT. 74213446...Angel Rivera - (CUSTOMER COMPLAINT IN ATTACHMENT) // HCWW - NON PAY RECONNECT. CUST REPORTS HAVE FIXED LEAK. SAYS METER IS STILL LEAK ON USW SIDE. PLEASE RECONNECT SERVICE, INSPECT SOURCE OF LEAK, PROVIDE READ AND NOTES.- 2346 preston ave water is on meter read is 0441640 when customer repaired the leak on his side of the meter he loosened the nut on usw side of meter - replaced the gasket no leak on either side of meter...Angel Rivera // // HCWW - NON PAY RECONNECT. CUST REPORTS HAVE FIXED LEAK. SAYS METER IS STILL LEAK ON USW SIDE. PLEASE RECONNECT SERVICE, INSPECT SOURCE OF LEAK, PROVIDE READ AND NOTES.- 2346 preston ave water is on meter read is 0441640 when customer repaired the leak on his side of the meter he loosened the nut on usw side of meter - replaced the gasket no leak on either side of meter...Angel Rivera
D 3.2 Bill Dispute	OPmrodgers 09/24/2020: GEORGE CALLED HIGH USAGE ADV LEAK TEST/S.O COMPLETE	OPmrodgers	09/24/2020 08:05 AM	1189769	CWW - METER INSPECT. CUST REPORTS HIGHER THAN NORMAL USAGE BILLED 10TGAL. AVG USAGE 4TGAL. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST, PROVIDE READ AND NOTES. xxxx read 0644020 checked with hand held meter and ert are registering meter is located br across driveway of 1268 lake josephine ct chris b
D 3.2 Bill Dispute	OPldrost 03/26/2021: RON CALLED IN AFTER NOTICING BILL FROM USAGE BTWN 11/24/20 AND 12/23/20 WAS VERY HIGH. USUALLY ONLY USED 0-1 TGAL/MO. IS AWAY FOR 6 MO OUT OF YR. WANTS TO KNOW WHY HE WAS BILLED FOR SO MUCH USAGE. ARR AT PPTY 12/4/20. ADV UNKNOWN. USAGE SINCE HAS GONE BACK DOWN AND S/O TO CHK METER HAVE COME BACK AS METER WORKING PPLY. CONF HE WAS CHKING HIS METER (PROVIDED METER#) AND COMPARED READS. HIS READ AND TECH READ ARE BOTH "59". ADV TECHS ARE NOT PLUMBERS AND NOT ALLOWED ON PPTY. WOULD NOT KNOW SOURCE OF ISSUE. NFAN	OPldrost	03/26/2021 09:16 AM	54795489	
D 3.2 Bill Dispute	OPldrost 03/22/2021: BETTY CALLED IN - SAYS SHE HAD NEIGHBORS SHUT METER OFF MONTHS AGO BECAUSE SHE'S UP NORTH FOR THE SUMMER MONTHS. ADV 1 TGAL IS STILL GOING THRU METER. ADV TO CHK TO MAKE SURE WATER IS OFF AT METER, NOT HOUSE, AND IF THERE IS A LEAK ON CUSTOMER SIDE OF METER. TRIED TO ADVISE ON HOW NEIGHBOR CAN CHK METER# AND THEN RETURN LATER TO CHK METER# AGAIN BUT SHE SAYS SHE'LL TALK TO NEIGHBOR BUT IS DISPUTING IT. NFAN	OPldrost	03/22/2021 02:59 PM	54799815	
D 3.2 Bill Dispute	OPmrodgers 02/24/2021: KAREN CALLED HIGH USAGE ADV LEAK TEST/CUST WILL CALL WHEN COMPLETE // OPjaczarnik 03/26/2021: KAREN CALLED REGARDING HIGH BILL; SHE ADV THEY DID HAVE A RUNNING TOILET THAT THEY JUST FIXED; ADV MOST RECENT READ ON 3/25/21 INDICATES THE USAGE HAS GONE BACK DOWN; ADV IF SHE CAN SEND THE REPAIR RECEIPTS FOR THE TOILET, THEN THEY ACC CAN BE REVIEWED FOR A COURTESY ADJ; ADV TO MAIL RECEIPTS TO THE ADDRESS ON HER BILL STUB;	OPmrodgers	02/24/2021 02:33 PM	54800421	
D 3.2 Bill Dispute	OPcbrann 02/22/2021: SPK TO WANDA DICKSON @863-633-8036;SHE WAS CALLING ON A HIGH BILL;ADV CURRENT BILL IS @4 TGALS;USUAL USEAGE 1-2 TGALS;ADV TO DO THE LEAK TEST;NFAN // Pldrost 02/23/2021: WANDA CALLED BACK. IS UPSET HOW MUCH IS BEING CHARGED. CHKD READ, AND 4TGAL/MO HAS BEEN USED BY HER IN THE PAST, MULT TIMES. SAYS SHE DOESN'T HAVE A LEAK. ADV SHE'S PROBABLY CORRECT. PROVIDED FL PUB SVC COMM 800# IF SHE WANTS TO DISCUSS RATES FURTHER. NFAN	OPldrost	02/23/2021 11:09 AM	54822042	PREFORM A 10 GALLON BUCKET TEST TO VERIFY METER IS REGISTERING PROPERLY - xxxx/start/read/0127540/end/read/0127540/chris/b /// Meter change out Old read/ 127540 S/n/69737109 Ert/71038068 New read/00000252/8 digit pro coder S/n/39960665 Ert/75089377...Chris Berish

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	<p>USWealicea 12/23/2020: KAY APPLGATE CALLED STATING SOMETHING MUST BE WRONG WITH HER METER BECAUSE HER NEIGHBORS ARE PAYING LESS THEN SHE IS FOR WATER AND WASTEWATER AS SHE IS THE ONLY PERSON LIVING IN THE HOME- I EXPLAINED A BUCKET TEST WAS PREFORMED, AND THE RESULTS SHOW THE METER IS WORKING PROPERLY, SHE SAID THERE MUST BE SOMETHING WRONG WITH THE METER AND WOULD LIKE A NEW METER - I INFORMED THE COST OF A NEW METER IS \$250.00, SHE ASKED ME TO SEND HER AN INVOICE FOR THE NEW METER. TROY WILL SEND CUSTOMER A LETTER WITH THE COST OF THE NEW METER. // OPcbrann 01/08/2021: SPK TO KAY APPLGATE @863-464-1208;SHE WAS CALLING ABOUT A CHECK FOR \$210.00 SENT FOR A NEW METER;ADV CHK HAS NOT BEEN APPLIED;SHE ADV SHE WILL CALL TROY // SWealicea 01/21/2021: LEFT KAY APPLGATE A VOICE MESSAGE INFORMING HER HER NEW METER WAS INSTALLED YESTERDAY - PROVIDED CUSTOMER WITH MY CONTACT INFORMATION FOR A CALLBACK.;NFANOPdjohnson 02/22/2021: KAY CI TO DISPUTE HER CHARGES. STATED HAD A NEW METER PUT IN. I ADV THE NEW BILL ONLY HAS NEW METER DATE FROM 1/21/21-1/22/21 SO WE WILL SEE NEXT MONTH WHERE HER USAGE IS AT BECAUSE THE WHOLE POINT OF PUTTING IN A NEW METER WAS TO SHOW THAT SHE IS USING THE WATER. I ADV KEEP AN EYE ON THE NEXT BILL WHICH WILL HAVE HER NEW USAGE ON NEW METER. SHE STATED NO WAY TECHS ARE READING THAT METER IN THE GROUND. I ADV THEY PICK UP READ ELECTRONICALLY. SHE STATED THAT IT SEEMS OUT CONVERSATION IS NOT GOING ANYWHERE AND SHE TOLD ME TO HAVE A GOOD DAY AND DISCONNECTED THE CALL. // OPldrost 05/20/2021: KAY CALLED IN TO INFORM MOVE OUT EFF 6/3/21. SUBMITTED S/O. REFUSED TO PROVIDE FWDING ADD. SAYS WILL HAVE MAIL FWDED. NFAN</p>	OPdjohnson	02/22/2021 10:17 AM	54823678	<p>HCWW - METER INSPECT. CUST THINKS SOMETHING WRONG WITH METER WAS ADV TO GET BUCKET TEST. CUST 12MONTH AVG 4TGAL. WAS BILLED FOR STGAL TWO MONTHS IN A ROW. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST, PROVIDE READ AND NOTES. PLEASE CALL KAY (863)464-1208. XXXX/START/READ/0048650/END/READ/0048660/CARLOS.M/AND/PEDRO/L // METER AND ERT CHANGE OUT AS CUSTOMER PAID FOR NEW METER AND ERT C.B. CALL EVELYN WITH NEW METER INFO- xxxx/old/read/0055050/s/n/35833960/ert/7256288/new/read/00000252/8/digit/pro/coder/s/n/39960685/ert/75089443/chris/b/angel/r</p>
D 3.2 Bill Dispute	<p>OPmrodgers 01/20/2021: DONNA CALLED STATED HIGH USAGE ADV LEAK TEST AND CALL WITH RESULTS // OPldrost 01/20/2021: DONNA CALLED BACK IN - THOUGHT SHE HAD DONE THE LEAK TEST CORRECTLY BUT ACTUALLY TURNED THE HOUSE VALVE OFF. IN SPITE OF THIS, METER KEPT SPINNING. ADV SHE MAY HAVE AN ISSUE BTWN METER AND HOUSE. WAS UNSURE WHAT TO DO NEXT, ADV TO SPEAK TO NEIGHBORS AND ASSOC TO INVESTIGATE FURTHER. MAY CALL BACK TO SET UP PMT ARR OR LEAK ADJ. NFAN // OPmrodgers 01/28/2021: DONNA CALLED STATED LEAK IN DITCH WAS REPAIRED PROVIDED EMAIL TO SUBMIT INFO FOR ADJ REVIEW</p>	OPmrodgers	01/28/2021 11:23 AM	1190014	
D 3.2 Bill Dispute	<p>OPmrodgers 01/02/2020: THOMAS CALLED HIGH USAGE NO VISIBLE LEAKS. UNABLE TO DO LEAK TEST METER BURIED. S/O METER INSPECTION REREAD. CALL PH#863.633.8968 30MIN AHEAD // Pdjohnson 01/02/2020: CALLED THOMAS TO REVIEW RECENT READ FROM 12/26 WHICH PUTS HIS NEWEST CONSUMPTION FOR 11/27-12/16 @ 1TGAL. I ADV WOULD STILL DISPATCH SO TO HAVE METER LOCATED/INSPECTED AND FOR TECHS TO PROVIDE PHYSICAL READ. NFAN // OPldrost 01/21/2021: THOMAS CALLED IN DEMANDING A METER INSPECT AND BUCKET TEST. SAYS HIS BILL KEEPS GOING UP. DIDN'T REMEMBER THAT WE DID THIS A YEAR AGO AND THERE WERE NO ISSUES. SINCE THEN, USAGE IS CONSISTENTLY 2 OR 3 TGAL/MO. ADV LAST TIME IT WAS @ 3TGAL WAS AUG 2020 BILL. ACCUSED USW OF "YOU PEOPLE ARE SCREWING ME OVER AGAIN" AND HUNG UP. NFAN // OPldrost 03/23/2021: THOMAS CALLED IN AGAIN WANTING A BUCKET TEST DONE. REMINDED HIM HIS CONSUMPTION HAS BEEN CONSISTENT AND WE DID A BUCKET TEST BACK IN JAN. NO CHANGE. EVERYTHING IS IN ORDER. WILL NOT BE SENDING ANYONE OUT. BELIEVES HE'S BEING OVERCHARGED COMPARED W/ CITY AND SURROUNDING AREA. NFAN // OPdjohnson 04/12/2021: NOTE ON STUB. CUST WROTE "WHY IS MY BILL THE SAME EVERY MONTH TO THE PENNY. PERSON ON THE PHNE WILL NOT LET ME TALK TO A SUPERVISOR" I CALLED (863)633-8968, NO ANSWER. LMOM. I ADV TO CALL BACK AND WE CAN TALK ABOUT HOW THE BILLING WORKS. NFAN</p>	OPldrost	01/21/2021 01:18 PM	1191100	<p>HCWW - METER INSPECT. CUST REPORTS METER IS BURIED AND WOULD LIKE A PHYSICAL READ. PLEASE LOCATE METER, INSPECT METER IS WORKING PROPERLY, PROVIDE NOTES AND READ. CUST REQ CALL 30MIN BEFORE ARRIVAL. THOMAS #8636338968-xxxx172 parkview cir Read/0123220 called no answer.. Chris Berish</p>
D 3.2 Bill Dispute	<p>OPldrost 01/18/2021: JAMES CALLED IN B/C HAS HIGH BILL AFTER MANY MONTHS OF VERY LOW BILL. ADV NO USAGE FOR LAST 9 MO AND NOW THERE'S USAGE. JAMES RET FROM UP NORTH ON 10/15/20. NO USAGE REG FOR THAT MO THEN ALL OF A SUDDEN - STGAL. SUSPECTS IT WAS ESTIMATED. HAS SPOKEN W/ CBERISH WHO SAYS THERE'S A WORK ORDER IN FOR METER REPLACE - TOLD JAMES SAND IN BOX AND CRACK IN METER FACE. ADV NO S/O IN HIS ACCT. WILL LOOK INTO IT FURTHER, CONF W/ CBERISH AND SUBMIT S/O IF NEEDED. NFAN // OPldrost 01/18/2021: EALICEA HAS ADJ ACCT TO LOWEST TIER (3MO USAGE) AND REMOVED LATE FEE. S/O SCHED TO REPLACE METER 1/19. CALLED JAMES, LMOM, W/ THIS INFO. NFAN</p>	OPldrost	01/18/2021 08:34 AM	54795764	<p>TIER ADJ PER USW. USAGE FOR THREE MONTHS ON ONE BILL. ADJ TO REFLECT ALL 5TGAL USAGE AT LOWEST TIER. 1 @ 14.21-11.42 = 2.85. // HCWW - METER CHANGE OUT. METER FACE CRACKED AND HARD TO READ. PLEASE REPLACE METER. PROVIDE READS AND NOTES. xxxx/old/read/0159210/s/n/56575289/ert/57764495/new/read/00000252/8/digit/pro/coder/s/n/10574094/ert/75101512/located/lf/carlos/m/and/pe dro/l</p>

Label	Comment	User	Date	Account	Service Order / Resolution
D 3.2 Bill Dispute	OPdjohnson 01/04/2021: GENE CI REGARDING FINAL BILL THROUGH 11/23/20. I ADV THAT IS THE DAY HE CALLED. I ADV I SEE SOMEONE CALLED ON 10/19/20 BUT WHEN WE RETURNED THE CALL NO ONE ANSWERED AND WE HAD TO LEAVE A MESSAGE. I ADV WHEN THE MOVE OUT SERVICE ORDER CLOSED SHOULD HAVE PRORATED FINAL BILL. I ADV NO NEW BILL WILL GENERATE AND I WILL FOLLOW UP WHEN ADJ HAVE BEEN MADE. NFAN // OPdjohnson 01/05/2021: CALLED DAVI AND ADV BAL HAS BEEN ADJ BACK TO 10/19/20. PROVIDED BAL AND PAYMENT OPTIONS. NFAN	OPdjohnson	01/04/2021 02:28 PM	1189908	
D 3.2 Bill Dispute	OPldrost 12/18/2020: PATTYE CALLED IN UPSET AT HER HIGH BILL. ADV THAT METER DIDN'T REGISTER PPLY AND THE PREV 3 MO SHE WASN'T BILLED FOR ANY USAGE, ONLY BASE FEES. EXPLAINED 1.5 (HER AV USAGE) X 4 = 6 TGAL. ATTEMPTED TO OFFER TO MAKE SURE ALL TGALS ARE CHGD @ LOWEST RATE. SHE REFUSED TO DISCUSS, SAID SHE WAS CALLING HER LAWYER. NFAN // OPcbrann 12/21/2020: SPK TO PATTYE RONEY @863-452-1600;SHE WAS CALLING ABOUT HER CURRENT BILL & ADV NO WAY SHE HAS USED 6 TGALS;ADV TO DO THE LEAK TEST TO RULE OUT ANY PROBLEM;SHE WANTS THE TECH TO COME OUT & READ THE METER WITH HER;THREATENING TO HAVE HER LAWYER GET INVOLVED;S/O CREATED; // OPjaczarnik 12/23/2020: PATTYE CALLED REGARDING BILL; ADV S/O CONFIRMED THAT THE READING ON THE METER IS CORRECT; ADV SHE WAS NOT CHARGED ANY USAGE FOR THE PAST THREE MONTHS DUE TO ERT NOT READING; ADV SHE HAD TO BE CHARGED THE USAGE FOR THOSE MONTHS WHERE IT WAS REGSTERING; CUSTOMER THREATENED TO GET LAWYER INVOLVED, WAS UPSET, AND DISCONNECTED THE CALL; // 01/12/2021: PATTYE CALLED MOVE OUT EFF 1.29.21	OPcbrann	12/21/2020 11:31 AM	54822498	HCWW - METER INSPECT. CUST DOES NOT UNDERSTAND HER ERT WAS NOT WORKING FOR 3 MONTHS AND WAS REPLACED. SHE GOT A BILL FOR 4MONTHS AT 6TGAL. CUST AVG 1-2TGAL. CUST REQUEST TECH TO INSPECT METER. PLEASE DO 10GAL BUCKET TEST FOR CUST. CUST REQ CALL WHEN EN ROUTE. PATTYE(863)452-1600. xxxx/start/read/0125960/end/read/0125970/located/rf/pedro/l/and/carlos /m
D 3.2 Bill Dispute	OPmrodgers 02/22/2021: LAURA CALLED VERY RUDE RE STMT ADV PREVIOUS NOTE AVERAGE BILLING AND CURRENT STMT HAS USAGE UNDERBILLED AS WELL AS CURRENT USAGE. ADB PYMT ARR OF 1/2 NO 1/2 IN 30DAYS. CUST WAS UPSET AND DISCONNECTED CALL // USWealicea 02/22/2021: CUSTOMER WAS BILLED 14 TGAL- CHARGED ALL TGALS AT THE LOWER TIER DUE TO TECH UNABLE TO LOCATE METER WHEN ERT WAS NOT REGISTERING PROPERLY - CUST. CHARGED 14 TGAL = \$188.38 - 14 TGAL AT LOWER TIER \$159.88 = CREDIT \$28.50	OPmrodgers	02/22/2021 08:10 AM	1189474	
D 3.2 Bill Dispute	OPjaczarnik 10/19/2020: MARCUS CALELD REGARDING HIGH USAGE; USAGE SPIKED TO 10 TGAL; ADV TO TRY IN HOME LEAK TEST; ADV WOULD SUBMITT S/O TO INSPECT METER; // OPmrodgers 10/22/2020: MARCUS CALLED LMOM RETURNED CALL NO ANSWER LMOM // OPmrodgers 11/19/2020: MARCUS CALLED HIGH USAGE. CUST STATED PLUMBER FIXED ON 10/20 ADV STMT INCLUDES LEAK F OR EMAIL RECEIPT FOR POSSIBLE CURT ADJ // OPdjohnson 12/04/2020: CALLED MARCUS. NO ANSWER. I ADV LEAK ADJ HAS BEEN APPLIED. I PROVIDED NEW BAL FOR BILL THAT WAS DUE 12/03/20. NFAN	OPmrodgers	11/19/2020 08:31 AM	1190032	HCWW - METER INSPECT. CUST CONCERNED ABOUT HIGH USAGE. COULD NOT DETERMINE IF HE HAS LEAK. CUST AVG @ 1TGAL. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST, PROVIDE READ AND NOTES. xxxx read 0218440 upon arrival plumber was there fixing leak on customer side meter is located rf chris b // USWealicea 12/04/2020: LEAK ADJUSTMENT FOR SEPT.-CUST. BILLED FOR 4 TGAL - AVG. PER MONTH = 3 TGAL / 2 = 2 X 14.27 = \$28.54. LEAK ADJUSTMENT FOR OCT. - CUST. BILLED FOR 10 TGAL - AVG. PER MONTH = 9 / 2 = 5 X 14.27 = \$71.35. LEAK ADJUSTMENT FOR NOV. - CUST. BILLED FIR 57 TAGL - AVE. PER MONTH = 56 / 2 = 28 X 14.27 = \$399.56.
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 02/16/2021: MAUREEN CALLED REGARDING NO WATER; REACHED OUT TO TECH TO CONFIRM THERE WAS PLANNED WORK TODAY TO FIX THE MAINS; ADV THEY ARE WORKING ON FINISHING UP SOON AND THEN THE WATER SHOULD BE BACK ON;	OPjaczarnik	02/16/2021 10:47 AM	1190159	
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 11/13/2020: ELLEN CALLED REGARDING NO WATER; ADV MAIN BREAK THAT IS CURRENTLY BEING TENDED TO; ADV NO TIMETABLE FOR WHEN RPAIR WILL BE FINISHED; ADV BWN WILL BE IN EFFECT;	OPjaczarnik	11/13/2020 12:25 PM	54821208	
F 5.0 No Water - Sewer / Service Interruption	OPcbrann 11/11/2020: SPK TO A WOMAN @754-246-8821,SHE WAS CALLING FOR JOSE RIVERA;SHE ADV NO WATER;CHECKING & WILL RTRN CALL; // OPdjohnson 11/11/2020: CUST CI AND REPORTED NO WATER. NO DISCONNECT SO. CALLED TECH AN CORNFIRMED WOULD INSPECT 11/11/20. SUBMITTED SO . NFAN	OPdjohnson	11/11/2020 01:36 PM	54821912	
F 5.0 No Water - Sewer / Service Interruption	OPldrost 09/24/2020: LINDA CALLED IN - NO WATER. ADV OF POWER OUTAGE BEING WORKED ON. NFAN	OPldrost	09/24/2020 08:11 AM	54821833	
F 5.0 No Water - Sewer / Service Interruption	OPldrost 09/24/2020: LORETTA CALLED IN - NO WATER. ADV OF POWER OUTAGE BEING WORKED ON. NFAN	OPldrost	09/24/2020 08:10 AM	54795853	
F 5.0 No Water - Sewer / Service Interruption	OPldrost 08/04/2020: MAUREEN CALLED IN, LM. NO WATER. CALLED BACK, LMOM, ADV OF MAIN BREAK AND BWN. WATER SHOULD BE BACK ON BY 5PM. NFAN	OPldrost	08/04/2020 02:56 PM	1190159	
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 08/04/2020: JEFF CALLED REGARDING NO WATER; ADV TECHS ARE CURRENTLY WORKING ON MAIN BREAK THAT HAPPENED; ADV THAT BWN WAS SENT OUT; NFAN	OPjaczarnik	08/04/2020 02:04 PM	1195201	

Label	Comment	User	Date	Account	Service Order / Resolution
F 5.0 No Water - Sewer / Service Interruption	OPcbrann 11/30/2020: RTRN VM TO RANDY BENNETT @260-350-1135;HE WAS CALLING AS HE HAS NO WATER;HE DID ADV HE SPOKE W/SOMEONE & THEY WEREN'T SURE WHY HE HAS NO WATER BUT WILL BE BACK IN THE MORNING;NFAN	OPcbrann	11/30/2020 05:43 PM	54795503	
F 5.0 No Water - Sewer / Service Interruption	OPcbrann 01/22/2021: SPK TO YOLANDA ANDREWS @863-260-2268;SHE WAS CALLING W/NO WATER;ADV THERE WAS A CUSTOMER ON RIVERWAY DR WHO WAS TAKING OUT A TREE ROOT & HIT A WATER LINE;THE TECH IS ON HIS WAY OUT THERE	OPcbrann	01/22/2021 06:56 PM	1190285	
F 5.0 No Water - Sewer / Service Interruption	OPjaczarnik 11/13/2020: WILLIAM CALLED REGARDING NO WATER; ADV MAIN BREAK THAT IS CURRENTLY BEING REPAIRED; ADV NO TIMETABLE TO WHEN IT WILL BE FIXED AND BWN WILL BE ISSUED; NFAN	OPjaczarnik	11/13/2020 01:00 PM	54797801	
Interruption	OPldrost 09/24/2020: MARY JO CALLED IN ABOUT NO WATER. ADV OF POWER ISSUE. NFAN	OPldrost	09/24/2020 08:21 AM	54823640	
F 5.1 Pressure Issue	OPcbrann 04/15/2021: SPK TO RUSTY SHERMAN @863-655-0105;SHE WAS CALLING TO SAY THERE IS A PIPE STICKING OUT OF THE GROUND & THE WATER IS SPEWING OUT;CHECKING W/THE AFTER HOUR TECH THEY ADV IT IS AN AUTOMATIC FLUSH VALVE & WAS PLANNED & NOTHING TO WORRY ABOUT;NFAN // OPmrodgers 04/16/2021: RUSTY CALLED RE LOW PRESSURE S/O COMPLETE	OPmrodgers	04/16/2021 08:16 AM	1190921	Bucket test- beginning read =0176020 end read= 0176030 bucket test passed - ert test ert read 17600 meter read 0176010 dials do spin handheld passed- all info on meter correct, meter & ert passed inspection and bucket test...Carlos & CJ
F 5.1 Pressure Issue	OPmrodgers 03/24/2021: RUSTY CALLED STATED PRESSURE FLUCTUATES S/O COMPLETE	OPmrodgers	03/24/2021 08:05 AM	1190921	HCWW - PRESSURE ISSUE. CUST REPORTS FLUCTUATING PRESSURE FOR ABOUT A MONTH. PLEASE INSPECT PRESSURE ISSUE, PROVIDE READ AND NOTES. XXXX METER AND ERT IS WORKING PROPERLY. WATER PRESSURE WAS FLUCTUATING DUE TO AN ISSUE WITH HYDRO TANK AT OUR WATER PLANT. PROBLEM AT WATER PLANT WAS ADDRESSED THAT SAME DAY.ERT READ/17505 METER READ/0175060
F 5.1 Pressure Issue	OPmrodgers 03/10/2021: CUST CALLED STATED METER SPINNING LOW PRESSURE ADV TO LOOK FOR LEAK AT PROPERTY. // OPmrodgers 03/17/2021: THOMAS CALLED METER IS RUNNING NO PRESSURE IN HOME WILL CONTACT PLUMBER FOR LEAK // OPjaczarnik 04/14/2021: THOMAS CALLED REGARDING LEAK HE HAD REPAIRED; PROVIDED FAX NUMBER AND EMAIL ADDRESS TO SEND REPAIR RECEIPTS; ADV ONCE THE RECEIPTS ARE RCVD, THE ACC WILL BE REVIEWED BY CORP FOR A COURTESY ADJ;	OPmrodgers	03/10/2021 08:40 AM	1189720	TECH SPOKE WITH OWNER REGARDING THE LEAK ON THEIR SIDE OF THE METER) -xxxx I found the new meter spinning fast. spoke with the owner about a possible leak, turned the shut-off valve on the customer side of the meter, the meter then stopped spinning. turns out the owner has a possible leak in his home. The owner is aware of the leak and is going to call a plumber...Carlos Morales // USWealicia 04/29/2021: LEAK ADJUSTMENT FOR THE APRIL BILL - CUSTOMER BILLED FOR 56 TGAL - AVERAGE PER MONTH = 53 TGAL / 2 = 27 TGALS X 14.27 = \$385.29 // OPdjohnson 04/29/2021: CALLED THOMAS (863)381-5308. NO ANSWER. LMOM. I ADV LEAK ADJ APPLIED TO ACCOUNT. PROVIDED REMAINING BAL. I ADV WE CAN SET UP A PAYMENT ARRANGEMENT TO HELP SPREAD REMAINING BAL OVER SEVERAL MONTHS. I ADV TO CALL BACK IF HE WOULD LIKE TO SET UP A PAYMENT ARRANGEMENT. NFAN // OPdjohnson 05/03/2021: LMOM FOR TOM TO CALL BACK AND ACCEPT PAYMENT ARRANGEMENT TERMS. I ADV APPROVED FOR 8 MONTHS BUT NEED HIM TO CALL BACK. I ADV CALL BACK AND ASK FOR DARREN. NFAN
F 5.1 Pressure Issue	OPldrost 11/25/2020: DAVE CALLED IN. HAS HAD LOW WATER PRESSURE FOR THE LAST 24 HRS., ESP IRR. ADV I WOULD SUBMIT S/O BUT IS 4PM, AFTERNOON BEFORE THANKSGIVING HOLIDAY, ALL TECHS GONE FOR THE DAY. SUGGESTED IF IT GETS WORSE TO CALL AFTER HRS EMERGENCY LINE. PHONE DISCONNECTED. NFAN	OPldrost	11/25/2020 03:01 PM	1190803	HCWW - PRESSURE ISSUES. CUST EXPERIENCING PRESSURE ISSUES FOR THE LAST 24 HOURS. PLEASE INSPECT PRESSURE ISSUE, PROVIDE READ AND NOTES. xxx/read/00002087/8/digit/pro/coder/when meter/got/changed/out/shut/off/valve/did/not/get/turned/on/all/the/way /chris/b
F 5.1 Pressure Issue	OPjaczarnik 11/19/2020: PATRICK LMOM REGRADING LOW PRESSURE; ATTEMPTED TO CALL BACK @ 786-953-0935, NO ANSWER, LMOM; ADV WOULD SUBMIT S/O TO INSPECT PRESSURE, BUT HE SHOULD CALL BACK TO PROVIDE MORE INFORMATION ABOUT WHEN IT STARTED;	OPjaczarnik	11/19/2020 10:24 AM	1190763	HCWW - PRESSURE ISSUE. CUST HAVING PRESSURE ISSUES SINCE BWN RESCINDED. POSSIBLE CUST VALVE NOT TURNED ON ALL THE WAY. PLEASE INSPECT PRESSURE ISSUE PROVIDE READ AND NOTES. xxx/read/0470350 dug up meter disconnected is from his side turned water on had good pressure advised customer problem on his side meter is located far If chris b
F 5.1 Pressure Issue	OPcbrann 09/25/2020: SPK TO PATTY SOUTHWELL @954-558-3847;SHE WAS CALLING ABOUT LOSS OF PRESSURE YESTERDAY & TODAY CLOUDY WATER;I ADV THERE WAS AN ISSUE YESTERDAY & A BWN IS ON;ADV WEBSITE TO LOOK AT FOR MORE INFO;NFAN	OPcbrann	09/25/2020 12:24 PM	54825184	

Label	Comment	User	Date	Account	Service Order / Resolution
F 5.1 Pressure Issue	OPjaczarnik 08/06/2020: WALTER CALLED REGARDING LOW PRESSURE; HE ADV THAT HE KNEW THERE WAS A MIAN BREAK EARLIER IN THE WEEK, BUT HE IS STILL EXPERIENCING LOW PRESSURE; ADV WOULD SUBMIT FOR INSPECT; ADV COULD BE ISSUE WITH WATER HEATER AS WELL; // OPmrodgers 08/07/2020: WALTER CALLED STATED WATER PRESSURE IS BACK TO NORMAL. WILL HAVE SOMEONE LOOK INTO NO HOT WATER. EMAILED MM TO CANCEL S/O // OPdjohnson 10/05/2020: WALTER CI. HAD A LEAK IN AUG AND FIXED IT WITH HIS NEPHEW. NEW READING SHOW USAGE WENT BACK TO NORMAL. I ADV SEND EMAIL EXPLAINING WHAT HAPPENED AND WHAT HE DID TO FIX PROBLEM, I ADV ATTACH ANY RECEIPT SO THAT I CAN SUBMIT TO CORPORATE. HE STATED WILL EMAIL AND MAKE A PAYMENT. NFAN	OPmrodgers	08/07/2020 08:15 AM	1189948	USwealicea 10/05/2020: COURTESY LEAK ADJUSTMENT- Customer billed for 50K - 3K average = 47/2 = 24 x 14.27 + \$342.48. // OPdjohnson 10/05/2020: CALL WALTER. I ADV ADJ HAS BEEN MADE. PROVIDED NEW BAL. STATED WILL PAY \$300 TOWARDS BAL AND CALL BACK IF WOULD LIKE PAYMENT ARRANGEMENT FOR THE REST. NFAN
F 5.1 Pressure Issue	OPldrost 08/12/2020: MARIA CALLED IN RE: PRESSURE ISSUE S/O. DIDN'T RECALL SEEING ANYONE SHOW UP YESTERDAY AND HAD TAKEN OFF WORK TO BE AVAILABLE FOR WHEN TECH ARR. CALLED CBERISH, WILL BE THERE BY 9:30 AM TODAY. BELIEVES IT'S A CLOGGED FILTER THAT SHE HAS. NFAN	OPldrost	08/12/2020 08:12 AM	1190409	HCWW - LOW PRESSURE. CUST REPORTS LOW PRESSURE FOR ABOUT A WEEK. PREVIOUS NOTES SUGGEST CUST HAS INLINE FILTER. PLEASE INSPECT PRESSURE ISSUE, PROVIDE READ AND NOTES-xxxx Read/0504110
F 5.1 Pressure Issue	OPldrost 08/11/2020: MARIA CALLED IN TO FIND OUT WHEN TECH ARR. ADV UNABLE TO PINPOINT. CONF HAS BEEN DISPATCHED FOR TODAY. INFORMS SHE IS HARD OF HEARING AND DIDN'T WANT TO MISS THEM. ADV UNABLE TO COMMUNICATE THAT AT THIS PT SINCE IT'S ALREADY BEEN ASSIGNED. APOLOGIZED. NFAN	OPldrost	08/11/2020 10:18 AM	1190409	Customer had clogged filter all good now Handy man changed filter...Chris Berish
F 5.1 Pressure Issue	OPjaczarnik 08/10/2020: MARIA CALLED TO VERIFY S/O WAS SUBMITTED FOR LOW PRESSURE; ADV YES AND TECH WILL BE OUT ON 8/11/20 TO INSPECT; NFAN	OPjaczarnik	08/10/2020 02:29 PM	1190409	
F 5.1 Pressure Issue	OPmrodgers 08/10/2020: MARIA CALLED LOW PRESSURE IN BATHROOM/KITCHEN S.O COMPLETE	OPmrodgers	08/10/2020 08:40 AM	1190409	
F 5.1 Pressure Issue	OPmrodgers 01/28/2021: MELINDA CALLED AIR IN LINES/LOW PRESSURE S.O COMPLETE	OPmrodgers	01/28/2021 01:05 PM	54820969	**NOTES FROM TECH FOR BELOW S/O** I responded to this address in January. The customer was not home but we did do a pressure check on a outside spigot and found they had 55 psi at the house. I left a door hanger informing them to call me. I never heard anything back. Dustin Williams
F 5.1 Pressure Issue	OPdjohnson 01/26/2021: MISSY CI. STATED WATER IS WHITE, I ADV AIR IN THE LINE. SHE STATED PRESSURE HAS BEEN UP AND DOWN SINCE REPAIR COMPLETE. I ADV I WILL SUBMIT A SO TO INSPECT PRESSURE ISSUE. I ADV THE WILL MOST LIKELY FLUSH LINES IN HER AREA. ENTERED SO.	OPdjohnson	01/26/2021 01:44 PM	1189719	HCWW - METER INSPECT. CUST REPORTS LOTS OF AIR IN THE LINES AFTER REPAIR. SHE STATED THE PRESSURE HAS BEEN UP AND DOWN SINCE WATER CAME BACK ON. PLEASE INSPECT PRESSURE ISSUE, FLUSH LINES IF NEEDED, PROVIDE READ AND NOTES-xxxx -13450 Lynnwood. Responded on the 27th. Blew off back spigot. Found no air. Customer not home. Opened blowoff in front of home for 5 minutes. Returned on the 2nd. Spoke to someone living there who said there were no more issues. meter read is 01125667...Dustin Williams
F 5.1 Pressure Issue	OPmrodgers 01/26/2021: DAVID CALLED STATES AIR POCKETS IN WATER AFTER LINE REPAIR. DID RUN WATER FOR 10-15MIN NEIGHBORS EXPERIENCING THE SAME ISSUE. S/O COMPLETE	OPmrodgers	01/26/2021 07:28 AM	54800509	HCWW - METER INSPECT. CUST REPORTS LOTS OF AIR IN THE LINES AFTER REPAIR. CUST STATED NO CHANGE AFTER HE FLUSHED FOR 10 MIN AND NEIGHBOR HAVING SAME ISSUE. PLEASE INSPECT, FLUSH LINES IF NEEDED, PROVIDE READ AND NOTES. XXXX AIR IN LINES DUE TO A WATER BREAK... METER IS TURNED OFF METER/56575849 ERT/57764623 READ/0404070
F 5.1 Pressure Issue	OPjaczarnik 01/04/2021: FLOUSINA CALLED REGARDING WATER QUALITY OVER THE WEEKEND; ADV THERE WAS A MAIN BREAK ON 12/31 AND CASUED LOW PRESSURE; ADV THERE IS A BWN IN EFFECT; ADV TO CALL BACK IF PRESSURE OR QUALITY ISSUES ARISE AGAIN;	OPjaczarnik	01/04/2021 10:50 AM	1191435	
F 5.1 Pressure Issue	OPcbrann 11/13/2020: SPK TO BARBARA FONG @863-655-0806;SHE WAS CALLING ABOUT LOW PRESSURE;ADV THERE WAS A 6" WATER LINE BREAK & THE TECH'S ARE WORKING ON IT;SHOULD BE RESTORED AROUND 6:00;NFAN	OPcbrann	11/13/2020 03:39 PM	1190137	
F 5.1 Pressure Issue	OPmrodgers 10/22/2020: MICHAEL CALLED STATED NO WATER IN KITCHEN SINK/TOILET PLUGGED WITH GRANUALS HE SAVED IN A BAGGIE. ALSO HIGH USAGE WITH NO WATER TO HOME.. PLEASE CHECK MAIN LINE/FLUSH AND METER REREAD	OPmrodgers	10/22/2020 03:32 PM	1190513	OPdjohnson 10/22/2020: TECH CHRIS CI. STATED INSPECTED LOW PRESSURE NO WATER ISSUE. STATED RETRIEVED BAG OF SEDIMENT AND CUST HAS WATER TONIGHT BUT IS UNSURE OF WHERE SEDIMENT IS COMING FROM. STATED WILL GO BACK TOMORROW TO DIG UP METER AND FIND OUT WHATS GOING ON. NFAN // HCWW - NO WATER. CUST REPORTS NO WATER IN HOME. VALVES IN HOME PLUGGED. STATED SAVED A BAG OF SEDIMENT FOR US THAT WERE CAUGHT IN SINK SCREEN. PLEASE INSPECT CUST PRESSURE ISSUE, PROVIDE READ AND NOTES. xxxx read/0782320 checked with hand held meter and ert are registering good pressure out side of home but customer said sediment in home flushed 4 blow offs in his area customer has water just not in some of the home one bathroom dishwasher said shut off valves are plugged up with sediment meter is located If chris b

Label	Comment	User	Date	Account	Service Order / Resolution
I 8.2 Main Break	OPcbrann 12/30/2020: SPK TO RICH TROBAUGH;HE ADV THERE WAS A MAIN BREAK;HE ADV SOMEONE CALLED TO SAY THEY WOULD BE COMING OUT TO CHECK IT OUT;NFAN	OPcbrann	12/30/2020 05:16 PM	54823182	Initial call was for water main break inside the meter Box in two locations one on our side main line the other on the customer's side of meter. I told customer that we would adjust bill due to their break being cause by the main line pressure cracked customers line. Both these meters were changed out Because they teed off of the main line and got clogged up with sand. The meter at 503 Atkins Rd was due to be replaced - old meter# 56575424 old ert# 57764574 old read 1190500 - new meter# 10574029 new ert# 75101475 new proccoder read 0000.0252...Angel Rivera // USWealicea 02/08/2021: CUSTOMER BILLED 22 TGAL - AVGE OF 8 TGAL = 14 TGAL (14 TGAL X \$14.27 RATE = \$199.78 CREDIT) TECH NOTE: Adjust bill due to their break being caused by the mainline pressure cracked customers line.
I 8.2 Main Break	OPdjohanson 11/13/2020: BEVERLY CI REGARDING LOSS OF WATER. I ADV MAIN BREAK TECH WORKING N COMPLETING BY 6PM. I ADV BWN WILL BE ISSUED. NFAN	OPdjohanson	11/13/2020 12:15 PM	1189892	
I 8.2 Main Break	OPdjohanson 11/13/2020: BILLIE CI REGARDING NO WATER. I ADV MAIN BREAK BEING FIXED. I ADV TECHS SHOULD HAVE WATER BACK ON BY 6PM. I ADV BWN TAGS WILL BE ISSUED. NFAN	OPdjohanson	11/13/2020 11:51 AM	54823970	
I 8.2 Main Break	OPcbrann 08/04/2020: REC'D VM FROM ALICIA GUNN @863-451-6356 THAT SHE HAS NO WATER;THERE WAS A MAIN BREAK THAT SHOULD HAVE BEEN COMPLETED BY 5PM TODAY;NOT ABLE TO LEAVE A MSG AS MAIL BOX FULL;NFAN	OPcbrann	08/04/2020 05:12 PM	54796418	
I 8.2 Main Break	OPcbrann 08/04/2020: SPK TO CURTIS LEMLEY @563-508-6040;HE WAS CALLING ABOUT NO WATER;I ADV THERE WAS A MAIN BREAK & THE SERVICES S/B RESTORED AROUND 5PM & A BWN WAS ISSUED;NFAN	OPcbrann	08/04/2020 01:56 PM	54824558	
I 8.2 Main Break	OPdjohanson 08/04/2020: JOSEPH CI REGARDING NO WATER I ADV MAIN BREAK SHOULD BE RESTORED @ 5PM. I ADV BWN WERE ISSUED. NFAN	OPdjohanson	08/04/2020 12:51 PM	54798222	
I 8.2 Main Break	OPdjohanson 01/22/2021: CUST CI NO WATER. I ADV MAIN BREAK. NO ETA. PROVIDED AFTER HOURS NUMBER. NFAN	OPdjohanson	01/22/2021 06:46 PM	54822032	
J 9.0 Water Quality	OPmrodgers 04/13/2021: JOHN CALLED RUSTY WATER/S.O COMPLETE	OPmrodgers	04/13/2021 09:48 AM	54826642	HCWW - WATER QUALITY. CUST REPORTS RUST COLORED WATER FOR ABOUT TWO WEEKS. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES-xxxx Read- 0334800 Responded to address. Flushed home. Water and not been used in months. Water is now clear with a residual. Dustin williams
J 9.0 Water Quality	OPdjohanson 02/01/2021: TAMRA CI AND STATED CHLORING LEVELS ARE UNACCEPTABLE BASED ON THE SMELL. I ADV I WOULD HAVE SOMEONE OUT THERE TOMORROW TO CHECK IT OUT. SUBMITTED SO TO INSPECT WATER QUALITY. NF	OPdjohanson	02/01/2021 05:40 PM	1191017	HCWW - CUST STATED TOO MUCH CHLORINE BASED ON THE SMELL. PLEASE INSPECT CUST CHLORINE ISSUE, PROVIDE READ AND NOTES-xxxx Their residual was 1.8. Not high at all. I flush their spigot for a few minutes to help. Again, I did not get a read...Dustin Williams
J 9.0 Water Quality	OPldrost 12/17/2020: DARREN HARRIS, HUSBAND OF SHERRY, CALLED IN VERY UPSET. WATER QUALITY IS VERY POOR. SUBMITTED S/O. ALSO INFORMS THEY'RE CONCERNED ABOUT TECHS TAMPERING W/ WATER QUALITY TO CAUSE THIS ISSUE, SAYS THEY DISPLAY WHITE SUPREMACIST TENDENCIES, "ESPECIALLY THE ONE WHO GOES AROUND WEARING A COWBOY HAT". WILL SPEAK W/ MMONN ABOUT ISSUE/NEXT STEPS. NFAN	OPldrost	12/17/2020 01:50 PM	54795637	HCWW - CUST COMPLAINING ABOUT WATER QUALITY & CONCERNED WITH HIGH USAGE. PLEASE INSPECT METER IS WORKING PROPERLY, DO BUCKET TEST. PLEASE PROVIDE NOTES AND DATA. xxxx/start/read/01325317/end/read/01325420/located/bc/pedro/l/and/carlos/m
J 9.0 Water Quality	OPldrost 09/28/2020: BETTY CALLED IN OVER WKND, LM. WATER IS STILL MURKY, W/ SEDIMENT. ATTEMPTED TO CALL BACK TO SEE IF IT CLEARED, UNABLE TO CONNECT - "NOT A WORKING NUMBER". NFAN	OPldrost	09/28/2020 08:16 AM	54797970	
J 9.0 Water Quality	Pjaczarnik 09/25/2020: CHRISTINE CALLED REGARDING WATER QUALITY; SHE ADV THE WATER IS CLOUDY AND HAS A SMELL; ADV LINE MOST LIKELY NEED TO BE FLUSHED; REACHED OUT TO THE TECH TO CONFIRM THEY WERE GOING OUT TODAY TO FLUSH LINES;	OPjaczarnik	09/25/2020 10:53 AM	1191053	
J 9.0 Water Quality	OPjaczarnik 08/20/2020: JENNIFER CALLED; SHE REPOST THE WATER HAS A STRONG ODOR; SUBMITTED S/O TO HAVE WATER QUALITY INSPECTED; // OPjaczarnik 09/18/2020: JENNIFER CALLED REGARDING LEAK REPAIR THAT WAS DONE; ADV CAN EMAIL OR SEND IN RECEIPTS FROM REPAIR FOR POSSIBLE ADJUSTMENT; PROVIDED WHERE TO EMAIL; NFAN	OPjaczarnik	08/20/2020 10:01 AM	54822369	HCWW - WATER QUALITY. CUST REPORTS WATER HAS STRONG ODOR. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. Responded @2:30 pm. 8/20/20 Spoke to customer Flushed street and home Found a leak on her service line and informed customer Meter read #0343340

Label	Comment	User	Date	Account	Service Order / Resolution
J 9.0 Water Quality	OPmrodgers 05/11/2021: NINA CALLED WATER RUSTY AGAIN - RUINED CLOTHES / S.O COMPLETE	OPmrodgers	05/11/2021 07:50 AM	1190810	HCWW - CUST REPORTING RUSTY COLORED WATER AGAIN THIS YEAR. LAST SUMMER CUST HAD CALL AND WE FLUSHED THE HYDRANT AND HOME. PLEASE INSPECT RUSTY WATER, PROVIDE READ AND NOTES. JOHN & NINA (863)699-5834. Rust water in one bathroom, color was coming from rustier hardware in the toilet.
J 9.0 Water Quality	OPjaczarnik 12/22/2020: DON CALLED TO COMPLAIN ABOUT THE WATER USAGE AND QUALITY; ADV THAT AVERAGE USAGE FOR A PERSON IS 2 TGAL, SO 4 TGAL FOR 2 PEOPLE IS IN LINE; HE ADV THAT WATER CONTINUES TO HAVE A SULFUR SMELL; ADV WOULD SUBMIT A S/O FOR THE WATER QUALITY TO BE TESTED;	OPjaczarnik	12/22/2020 09:59 AM	54795413	HCWW - WATER QUALITY. CUST REPORTS SULFUR SMELL AND BLACK MARKS IN THE TOILET. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. CUST WOULD LIKE A CALL WHEN EN ROUTE. DON (937)689-2152. xxxx/responded to/address/was/good/residual/customer/has/filtration/to/remove/chlorine/inline/spoke/with/customer/about/issues/that/result/from/those/filters/asked/to/call/back/with/anymore/issues/he/was/happy/ dustin/and/cj
J 9.0 Water Quality	OPdjohnson 10/20/2020: WANDA CI. STATED WATER QUALITY IS BAD. BROWN WATER N TOILETS. STATED SHE WALKED BY PLANT AND IT SMELLS LIKE SULFUR. STATED THE PRICE IS TOO HIGH. SAYS SHE DOESNT DRINK THE WATER AND HAS TO BUY WATER. SAYS SHE GOT A LETTER ABOUT CARCINOGENS IN WATER? I ADV I WOULD EMAIL HER WATER QUALITY COMPLAINT AND HAVE TEC COME INSPECT HER WATER. NFAN	OPdjohnson	10/20/2020 12:48 PM	54822042	CWW - WATER QUALITY. CUST STATED WATER IN THE TOILETS IS BROWN. STATED SHE DOESN'T DRINK THE WATER BECAUSE ITS SO BAD. SCARED ABOUT LETTER STATING CARCINOGENS IN WATER. STATED WALKED BY PLANT AND SMELLS LIKE SULFUR. PLEASE INSPECT CUST WATER, PROVIDE READ AND NOTES. PLEASE ADV CUST WANDA (863)633-8036 xxxx read/0011380 flushed home for 10 mins water was clear a healthy residual customer was happy meter is located rf dustin w and cj b
J 9.0 Water Quality	OPdjohnson 09/28/2020: MARIA CI STATES WATER TURNING CLOTHES BROWN/DIRTY COLOR, TOILETS & SINKS HAVE DIRTY STAINS, HAPPENS ON AND OFF SINCE MOVE IN 06 OF 2019. I ADV WOULD PUT IN SO TO HAVE WATER QUALITY INSPECTED EMAIL SAME DAY TO USW. NFAN	OPdjohnson	09/28/2020 03:21 PM	54822556	HCWW - WATER QUALITY. CUST STATES WATER TURNING CLOTHES BROWN/DIRTY COLOR, TOILETS & SINKS HAVE DIRTY STAINS, HAPPENS ON AND OFF SINCE MOVE IN 06 OF 2019. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES.- Responded. Found black water present in cold and hot water lines. Flushed home. Customer informed me she uses as little water as possible. Supplied iron out for stained clothes. Before read - 366583 After flush - 374053 Evelyn, can we please pardon between reads on this home as well?! Thank you! // USWealicea 09/30/2020: CREDIT ACCOUNT 1 TGAL DUE TO FLUSHING LINES- Before read - 366583 After flush - 374053 (1 TGAL X 11.42 = \$11.42) // USWealicea 09/30/2020: CREDIT ACCOUNT 1 TGAL ON THE WASTE WATER DUE TO FLUSHING LINES- Before read - 366583 After flush - 374053 (1 TGAL X 7.94 = \$7.94)
J 9.0 Water Quality	OPdjohnson 09/14/2020: TRACEY CI. STATED BROWN WATER HAS STAINED HOT TUB. SAYS HAS BEEN BROWN FOR THREE DAYS. I ADV I WOULD SUBMIT SO TO HAVE WATER QUALITY INSPECTED. NFAN	OPdjohnson	09/14/2020 01:35 PM	54825325	xxxx 34 venetian pk wy water quality read 0528050 completed by dustin williams and cj berish responded to address customer just came in town found brown water when they first opened lines no colored water present upon arrival customer satisfied with service.
J 9.0 Water Quality	OPcbrann 09/04/2020: SPK TO JUDY ROGERS @863-243-9592;SHE ADV HER WATER IS NOT CLEAR & IT LOOKS LIKE THERE IS SAND IN IT;S/O CREATED;NFAN	OPcbrann	09/04/2020 05:23 PM	1191464	HCWW - WATER QUALITY. CUST REPORTS CLOUDY WATER WITH WHAT APPEARS TO BE SAND IN IT. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES. xxxx Responded no one home ran water hose for about 10 minutes to flush out line no sand or visible discoloration present will be back tomorrow to speak with customer. COMPLETED BY DUSTIN WILLIAMS
J 9.0 Water Quality	OPdjohnson 09/03/2020: JAMES CI AND STATED BROWN WATER/AIR COMING OUT OF FAUCET. I ADV WOULD SUBMIT SO AND SEND TO TECH/USW RIGHT AWAY. LMOM FOR TECH REGARDING WATER QUALITY EMAILED SO. NFAN	OPdjohnson	09/03/2020 06:46 PM	1190102	HCWW - WATER QUALITY. CUST REPORTS MUDDY WATER AND AIR COMING OUT OF FAUCET. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. xxxx CHECKED WATER QUALITY AT KITCHEN SINK AND HOSE BIB. NO COLOR OR AIR. CUSTOMER REPORTED DISCOLOR AND AIR SHOWING UP PERIODICALLY. WATER QUALITY WAS GOOD WHEN I CONDUCTED CHECKS completed by DUSTIN WILLIAMS

Label	Comment	User	Date	Account	Service Order / Resolution
J 9.0 Water Quality	OPdjohnson 08/17/2020: DEBRA CI TO REPORT YELLOW WATER FOR LAST TWO WEEKS. I ADV I WOULD SUBMIT SO TO HAVE LINES FLUSHED. NFAN	OPdjohnson	08/17/2020 02:15 PM	54824571	HCWW - GENERAL/WATER QUALITY. CUST CI AND STATED WATER HAS BEEN DISGUSTING YELLOW FOR PAST TWO WEEKS. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES-xxxx Responded @2:50pm on 8/18/20 I flushed the whole street,(empty lots) I also found an old flush valve at end of the street. Customer was not home, I left a door tag with my number and an explanation of what I did to improve water quality. I will follow-up with customer. Meter read # 00109730...Andrew Borremans
J 9.0 Water Quality	OPmrodgers 05/18/2021: DONNA CALLED STATES WATER IS A LIGHT GREEN FOR LAST CPL DAYS... S/O COMPLETE	OPmrodgers	05/18/2021 08:44 AM	1190463	HCWW - WATER QUALITY. CUST REPORTS GREEN WATER LAST TWO DAYS. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES. DONNA (863)655-5140 xxxx Responded to 5502 Pince. Found slightly discolored water at home. Flushed lines. Spoke with customer about potential sources. Will continue to follow up with them.
J 9.0 Water Quality	OPjaczarnik 01/25/2021: KIMBERLY CALLED REGARDING THE WATER QUALITY; SHE ADV THAT THIS ISSUE CONTINUES TO HAPPEN AND THEY CONSISTENTLY HAVE BWN'S; ADV THE WATER SAMPLES FROM THE PLANT NEED TO CLEAR BEFORE A BWN CAN BE RESCINDED; ADV UNSURE WHY THEIR DEVELOPMENT CONTINUES TO HAVE ISSUES WITH THE QUALITY;	OPjaczarnik	01/25/2021 04:32 PM	1189286	
J 9.0 Water Quality	OPldrost 09/24/2020: MARY JO CALLED IN ABOUT NO WATER ISSUE AND ALSO INFORMS THAT WATER HAS HAD A VERY STRONG SULFUR SMELL FOR AT LEAST A WEEK. SUBMITTED S/O. NFAN	OPldrost	09/24/2020 08:25 AM	54823640	HCWW - INSPECT/WATER QUALITY. CUST REPORTS SULFUR SMELL FOR ABOUT A WEEK. PLEASE INSPECT WATER QUALITY ISSUE, PROVIDE READ AND NOTES- xxxx I responded to this the week of. Flush valve across the street died. Replaced. Immediately improved water quality...Dustin William
J 9.0 Water Quality	OPldrost 09/18/2020: NADINE INFORMS THAT FOR LAST 2 WEEKS STRONG SULFUR SMELL, ETC. SUBMITTED S/O. NFAN	OPldrost	09/18/2020 11:37 AM	54825344	HCWW - WATER QUALITY. CUST REPORTS SULFUR SMELL PAST TWO WEEKS. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES. xxxx We responded to the address and found black water present. Residual was good at the mainline. Customer expressed she used very little water causing water age and precipitation of sulfide. Explained her issue. Flushed home. Reestablished residual. And per Sharon, took before and after reads to pardon water used to flush home. Revisited the following two days to find her issue had not returned. Thank you Before read 244920 After read 245130 // USWealicea 09/25/2020: ONE THOUSAND GALLON CREDIT APPROVED BY SHARON- HOME FLUSHED TO GET A CLEAR RESIDUAL OF THE WATER
J 9.0 Water Quality	OPldrost 08/03/2020: KAYLA CALLED IN. WATER HAS SMELLED LIKE SULPHUR FOR THE LAST WEEK AND IS GETTING WORSE. SUBMITTED S/O. NFAN	OPldrost	08/03/2020 09:10 AM	1190354	HCWW - GENERAL. WATER QUALITY. CUST REPORTS SULFUR SMELL OVER A WEEK AND GETTING WORSE. PLEASE INSPECT WATER QUALITY, PROVIDE READ AND NOTES- xxxx S/o 47766. /13500 temple Flushed street and home, until clear. Meter read # 1065630...Andrew Borrman

Evelyn Alicea

From: Darren Johnson [darren.johnson@opus21ms.com] on behalf of Darren Johnson
Sent: Wednesday, January 13, 2021 4:56 PM
To: 'Evelyn Alicea'
Subject: HCWW# 54795637, SHERRY STONE

GOOD AFTERNOON EVELYN,

THIS CUST WAS ON A 12 MONTH PAYMENT ARRANGEMENT. LAST PAYMENT WAS MADE 11/08/20.

CURRENT BAL IS \$1353.24 WHICH IS MORE THAT THE ORIGINAL PAYMENT ARRANGEMENT OF 1003.06.

THE PREVIOUS PAYMENT ARRANGEMENT FROM 08/05/19 WAS BROKEN.

WAS APPROVED FOR A NEW 12 MONTH PAYMENT ARRANGEMT.

THEY AVOIDED DISCONNECT THIS TIME AROUND BECAUSE OF THE ACTIVE PAYMENT ARRANGEMENT.

A DARREN HARRIS CALLED ON 12/17/20:

"DARREN HARRIS, HUSBAND OF SHERRY, CALLED IN VERY UPSET. WATER QUALITY IS VERY POOR. SUBMITTED S/O. ALSO INFORMS THEY'RE CONCERNED ABOUT TECHS TAMPERING W/ WATER QUALITY TO CAUSE THIS ISSUE, SAYS THEY DISPLAY WHITE SUPREMACIST TENDENCIES, "ESPECIALLY THE ONE WHO GOES AROUND WEARING A COWBOY HAT". WILL SPEAK W/ MMONN ABOUT ISSUE/NEXT STEPS. NFAN"

LOOKS LIKE BUCKET TEST WAS GOOD, WATER QUALITY WAS GOOD.

NOT SURE WHAT WE SHOULD DO WITH THIS ACCOUNT.

PLEASE REVIEW AND ADV.

Darren Johnson
(651) 905-0400
darren.johnson@opus21ms.com<mailto:darren.johnson@opus21ms.com>
[A close up of a device Description generated with high confidence]

*Shutoff valves is not working
pus - would need to shut the whole street*

From: Angel Rivera [arivera@uswatercorp.net] on behalf of Angel Rivera
Sent: Monday, August 3, 2020 9:33 AM
To: Evelyn Us Water
Subject: Re: Highlands CWW Disconnect Resident Issue

2346 Preston

Sunday afternoon answering service call out for leak at this property on customers side. Meter was shut off

Read. 0440360
ERT. 74213446

Meter is located at the front left side of property

On Mon, Aug 3, 2020, 9:27 AM Angel Rivera <arivera@uswatercorp.net> wrote:

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

From: Angel Rivera <arivera@uswatercorp.net>
Date: Mon, Aug 3, 2020, 9:25 AM
Subject: Fwd: Highlands CWW Disconnect Resident Issue
To: Evelyn Us Water <ealicea@uswatercorp.net>

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

From: Dennis Coates <dcoates@uswatercorp.net>
Date: Sun, Aug 2, 2020, 9:30 PM
Subject: Highlands CWW Disconnect Resident Issue
To: Lina Quintero <lquintero@uswatercorp.net>
Cc: Angel Rivera <arivera@uswatercorp.net>

Hi Lina,

FYI

I am contacting you regarding the attached work order and subsequent events for 2346 Preston Ave, Highlands County. This was originally a non-pay disconnect order from Tuesday, July 14th.

USW tech Chris Berish went out to perform the shutoff on Monday, July 27th. He informed the resident at that address of his intention to initiate the disconnect work order. During his initial assessment of the shut off he noticed that there appeared to be a leak at the shut off valve. He "crimped" off the poly-ine and fixed the leak on the HCWW side of the meter. Before departing and cutting off the supply valve, the resident engaged Chris Berish

and informed him that they (customer) had phoned into the customer service department and received an additional 30-day extension. At that time Chris B. after the repair left the meter on/active and left. He later reached out to the call in service center to verify the payment extension and was advised that never happened. Up until today, no USW staff had returned to continue the disconnect order, it remained active.

Today, Sunday, August 2nd, we received a call regarding a leak at the meter for this location. Angel Rivera arrived and found the leak to be on the homeowners side. Upon informing the customer the need for them to call a plumber, he was told our USW tech must have caused the problem the week prior during the disconnect visit. Angel R. reached out to Chris B. for details of the service call summary and was advised what has been outlined above. Based upon the location of the leak and the confirmation of the prior week's visit, Angel again advised the resident to call a plumber to make the repair as it was on the customer's side of responsibility.

The resident had the owner of the property reach out to Angel Rivera. Angel then apprised the owner of the facts above related to the original water disconnect order. The owner stated he would get someone (plumber) out to fix the leak and would submit the bill for reimbursement to the utility.

Based upon the scenario of the events as outlined and the fact it had been a week since the USW tech was last on site, the decision was made to continue with assertion that the leak issue was the responsibility of the homeowner. Due to the aforementioned leak the water was shut off this evening.

Sorry if confusing, please reach out to Angel or myself if you have any questions.

Thanks, Dennis

Dennis L. Coates
Regional Operations Manager
U.S. Water Services Corporation
(Mobile) 239-222-1685
www.uswatercorp.com
(E-Mail) dcoates@uswatercorp.net

HC WATERWORKS, INC.

March 2, 2021

Wanda Dixons
158 Woodside Drive
Sebring, FL 33852

RE: PSC Case # 1363989W - Account # 54822042

Dear Ms. Dixon,

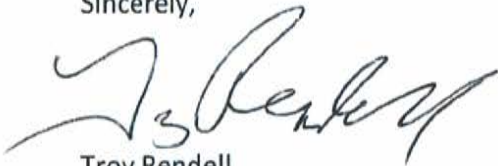
I'm writing you in response to your dispute filed in PSC Case#: 1363989W with the Florida Public Service Commission. I have attempted to call you and have left messages. I have reviewed your account and billing history and do not find anything out of the ordinary. The usage you are disputing is 4,000 gallons for the month of January 2021. Upon review of your usage history, there have been three (3) months over the past two years where you have used 4,000 gallons. There were also ten (10) months where you used 3,000 gallons.

We sent a maintenance technician out to investigate your water meter on February 23, 2021. He determined that your water meter was either not registering or under registering the actual usage. The meter reading on 2/23 was 127, which indicated that 2,000 gallons had been registered since your last meter reading of 125 obtained on January 22, 2021. When he did a ten gallon bucket test, the numbers did not move. The dial moved but not the usage numbers. This indicates a stuck or non-registering meter. Thus, on February 26, 2021, your water meter was replaced. The ending reading on the meter was 127, thus the meter did not register any additional gallons in those two days.

I've attached a Billing History Report that shows your water consumption from February 2019 through February 2021.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



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

Billing History Report

Name WANDA DICKSON
 Account# 54822042
 Service Type Water at Service Location 158 WOODSIDE DR
 From: 02/01/2019
 To: 02/25/2021

Bill Date	Bill Days	Consumption	Total Charges
02/12/2019	29	3.0000	44.38
03/12/2019	28	2.0000	37.26
04/12/2019	31	3.0000	45.36
05/13/2019	30	3.0000	45.36
06/13/2019	33	3.0000	45.36
07/12/2019	28	3.0000	45.36
08/12/2019	31	2.0000	37.26
09/12/2019	27	2.0000	37.13
10/11/2019	30	3.0000	45.20
11/12/2019	32	3.0000	45.20
12/12/2019	29	2.0000	37.13
01/13/2020	29	3.0000	45.20
02/12/2020	32	2.0000	41.54
03/12/2020	30	3.0000	50.57
04/14/2020	31	2.0000	41.54
05/14/2020	31	3.0000	50.57
06/12/2020	30	4.0000	61.87
07/14/2020	18	1.0000	25.28
07/14/2020	11	0.0000	9.45
08/14/2020	32	2.0000	49.05
09/15/2020	30	1.0000	37.63
10/13/2020	29	2.0000	49.05
11/13/2020	31	4.0000	71.89
11/23/2020	0	-1.0000	-11.42
12/15/2020	29	1.0000	37.63
01/15/2021	29	1.0000	37.63
02/16/2021	30	4.0000	71.89
Totals	750	61.0000	1,134.37
Averages		2.3462	43.63

HC WATERWORKS, INC.

September 24, 2020

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Case #: 1348816W – Katherine Earnhart

Dear Mr. Castillo,

Request: Ms. Earnhart was concerned over the recent boil water notice and water quality.

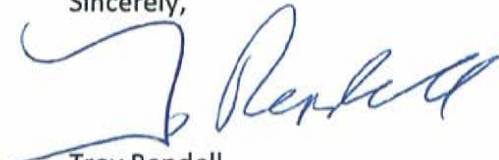
Response: Ms. Sharon Purviance (Utility Manager) contacted Ms. Katherine Earnhart concerning the water outage which occurred today, September 24, 2020. Ms. Earnhart was notified that the outage was caused by an electrical issue from the power provider. Ms. Purviance explained that HC Waterworks utilized a system-wide public notification using Dial My Calls. This system sends out a notice to customers' phones. The system provides reports as to each phone call as to whether it was answered by a live person, answering machine, or not answered.

Ms. Earnhart was informed that her call was "live answered" around 10:40 a.m. Upon further inquiry, Ms. Earnhart confirmed that she did receive the call. When asked about her water quality, she indicated that it was "a little murky" when the water came back on. She said it was ok now.

Ms. Purviance explained that when there is a drop in pressure, it sometimes stirs up sediment in the distribution lines. She informed the customer that we were out there flushing to clear any sediment that may have been disturbed due to the drop in pressure.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



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

Phone	↑ First Name	Last Name	Miscellaneous	E-mail	Length	Tries	Status	End Result	Call T
(937) 217-4770		GROONS			00:25	2	Live Answer	✓	10:43 /
(941) 928-8336		ERNHART			00:25	2	Live Answer	✓	10:43 /
(989) 871-4822		MORAN			00:26	1	Live Answer	✓	10:39 /
(317) 224-7099		MCCLUNG			00:39	2	Voice Mail	✓	10:43 /
(413) 329-0995		MACINNES			00:25	1	Live Answer	✓	10:39 /
(518) 321-7529		MCENANEY			00:09	2	Voice Mail	✓	10:43 /
(561) 389-0721		MCCUE			00:40	1	Voice Mail	✓	10:39 /
(601) 402-1557		BENBLEYKER			00:26	1	Live Answer	✓	10:39 /
(740) 983-3124		DRESBACH			00:08	1	Voice Mail	✓	10:39 /
(754) 366-5533		MCCULLEN			00:47	2	Voice Mail	✓	10:43 /
(765) 480-2359		LANNING			00:26	2	Live Answer	✓	10:43 /
(765) 720-9002		CLIFFORD-RM-11-7-13			00:25	1	Live Answer	✓	10:39 /
(765) 721-1619		HENDERSON			00:25	2	Live Answer	✓	10:43 /

Case#: 1348816W; Name: KATHERINE EARNHART; Business: HC Waterworks, Inc.

Florida Public Service Commission - Consumer Request		
2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480		
Consumer Information Name: KATHERINE EARNHART Svc. Address: 1912 SENTINEL POINT RD. Highlands County, (941)-928-8336 SEBRING, FL 33875 Caller: KATHERINE EARNHART Mailling Addr: 1912 SENTINEL POINT RD. SEBRING, FL 33875 Account #: 1191021 E-Track #:	Utility Information Company Code: WS968 Company Name: HC Waterworks, Inc. Attn: Response Needed From Company? Y Date Due: 10/15/2020 <hr/> Reply Received: Reply Received Timely? Informal conference: Customer Objects To Company Response? N Customer has been Contacted For Objection? N <hr/> Request No: 1348816W	PSC Information Assigned to: REY CASTILLO Entered by: JJIMENEZ Date: 09/24/2020 Via: PHONE Prelim Type: QUALITY OF SERVICE PO Officer: Disputed Amt: 0.00 <hr/> Closed by: Date Closed: Close Type: Apparent Rule Violation: N

Preclose type - Quality of Service

Customer Comments: Customer states that their water quality is poor and was never informed that there was a boil water notice. Customer states that she found out about the boil notice when she called company about the water being shut off. Customer states she was informed of the shut off.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by JJimenez

HC WATERWORKS, INC.

August 26, 2020

Rey Castillo
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-850

RE: Case #: 1342771W – Barbara Fong

Dear Mr. Catillo,

Request: Ms. Fong was concerning with her rising water bills.

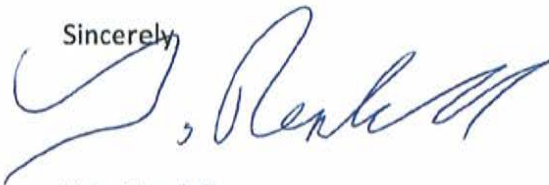
Response: Ms. Fong had previously contacted customer service on both March 20th and August 24th. The CSR explained that her bill had increased those times for both the interim rate increase and the final rate increase. Recently, the Florida Public Service Commission approved a water rate increase by Order No. PSC-2020-0168-PAA-WS, issued May 22, 2020.

On August 26th, the Billing Coordinator contacted Ms. Fong. It was again explained that the increase in her water bill was caused by the approved rate increase. Ms. Fong understood but was dissatisfied with the FPSC approved increase. It was explained that the increase was to recover capital improvements made to improve the water quality.

Again, Ms. Fong understood. She indicated that she was going to contact the FPSC to express her dissatisfaction on the approved rate increase.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you.

Sincerely,



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