

# HC WATERWORKS, INC.

November 19, 2021

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. – *Third 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 Third 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.

Account	Label	Comment	Date	Service Order / Resolution
1190137	D 3.2 Bill Dispute	OPldrost 08/19/2021: BARBARA CALLED IN AGAIN TO DISPUTE USAGE. ADV HAVE SPOKEN W/ SUPERVISOR WHO ADV WE WILL NOT BE COMING OUT TO INSPECT METER. READ IS CORRECT. EXPL THAT WE CAN COMPARE METER NUMBERS AS WELL AS WAITING UNTIL NEXT MO TO SEE IF IT GOES DOWN/UP. WENT TO READ METER - CAME BACK AND SAYS READ IS AT 231710. ADV SHE HAS USED 2 TGAL SINCE LAST READ ON 7/27. DIRECTED HER TO INFO ON BILL W/ METER READ. STILL INSISTED SHE DOESN'T BELIEVE IT B/C ONLY ONE PERSON AT PPTY. ADV SHE CAN MONITOR FOR HERSELF ON A DAILY/WEEKLY BASIS TO SEE HOW MUCH SHE IS USING. NFAN Opjczarnik 09/28/2021: STEVE GOYETTE CALLED AGAIN FOR FOLLOW UP; ADV S/O TO INSPECT METER DISPATCHED FOR TODAY; ADV MONTHLY READ WAS ENTERED YESTERDAY AND INDICATES THE USAGE INCREASED TO 106; STEVE ADV HE TOOK A PICTURE OF THE METER ON 9/27 AND GOT A READ OF 106.4077; ADV WOULD FOLLOW UP WITH TECH/BILLING TO VERIFY WHAT THE EXTRA NUMBERS ARE; pjczarnik 09/28/2021: FOLLOWED UP WITH STEVE; ADV IF IT IS AN 8 DIAL METER, THEN THEY WILL TAKE OFF THE LAST 4 DIGITS TO CHARGE FOR TGAL; ADV TECH WILL STILL BE OUT FOR METER INSPECT; Pldrost 09/30/2021: STEVE CALLED IN TO CONF HE'S AWARE OF LEAK ON HIS SIDE AND HAS REPAIRED IT HIMSELF. WANTED TO KNOW IF THERE WAS ANY TYPE OF STANDARD LEAK ADJ POSSIBLE. ADV WOULD REACH OUT TO MMONN AND USW TO SEE IF IT'S POSSIBLE AND CALL HIM BACK. OPldrost 09/30/2021: FOLLOW UP: WILL NEED TO SUBMIT RECEIPTS FOR PARTS PURCHASED. CALLED STEVE TO INFORM. PROVIDED EMAIL ADD TO SEND REQUEST TO. NFAN	08/19/2021 09:51 AM	N/A NO ACTION REQUIRED USAGE IS CONSISTENT WITH PAST
1190137	D 3.2 Bill Dispute	OPldrost 08/18/2021: BARBARA CALLED IN TO ARGUE THAT THERE IS NO WAY POSSIBLE THAT SHE USED AN EXTRA TGAL OF WATER BETWEEN JUNE AND JULY, SAYS THERE ARE LESS PEOPLE LIVING AT HER HOUSE. ADV VARIES BTWN 4 AND 5 TGAL EACH MO, VERY CONSISTENT. REFUSED TO CONSIDER READING HER METER HERSELF TO MONITOR, COMPARE W/ OUR READS OR ANY OTHER OPTION. ADV METER IS WORKING PPLY AND SHE MOST LIKELY DOESN'T HAVE A LEAK B/C OF CONSISTENT USAGE. NFAN	08/18/2021 03:04 PM	
5479905	D 3.2 Bill Dispute	Pldrost 09/27/2021: STEVE GOYETTE CALLED IN. CURRENT BILL IS VERY HIGH. WENT TO PPTY AND CHKD METER FOR LEAKS - WHEN WATER ISN'T RUNNING, METER IS NOT MOVING. ADV METER AND ERT CHANGED OUT NOV 2020 AND SHOULD BE WORKING PPLY. WILL SEND SOMEONE TO RE-READ MANUALLY (READ FOR BILLING IS HAPPENING ABOUT NOW) TO CONF. STEVE DID NOT REC METER # AT TIME OF HIS CHECKING. ADV IF IT WAS LOWER, WE WOULD ADJ; IF HIGHER, METER IS PROBABLY WORKING CORRECTLY AND WILL NEED TO CHK W/ RENTERS AS TO HOW THEY'VE BEEN USING WATER. SUBMITTED S/O W/ NOTE RE: BILLING READ COMING UP. NFAN Opjczarnik 09/28/2021: STEVE GOYETTE CALLED AGAIN FOR FOLLOW UP; ADV S/O TO INSPECT METER DISPATCHED FOR TODAY; ADV MONTHLY READ WAS ENTERED YESTERDAY AND INDICATES THE USAGE INCREASED TO 106; STEVE ADV HE TOOK A PICTURE OF THE METER ON 9/27 AND GOT A READ OF 106.4077; ADV WOULD FOLLOW UP WITH TECH/BILLING TO VERIFY WHAT THE EXTRA NUMBERS ARE; Opjczarnik 09/28/2021: FOLLOWED UP WITH STEVE; ADV IF IT IS AN 8 DIAL METER, THEN THEY WILL TAKE OFF THE LAST 4 DIGITS TO CHARGE FOR TGAL; ADV TECH WILL STILL BE OUT FOR METER INSPECT; OPldrost 09/30/2021: STEVE CALLED IN TO CONF HE'S AWARE OF LEAK ON HIS SIDE AND HAS REPAIRED IT HIMSELF. WANTED TO KNOW IF THERE WAS ANY TYPE OF STANDARD LEAK ADJ POSSIBLE. ADV WOULD REACH OUT TO MMONN AND USW TO SEE IF IT'S POSSIBLE AND CALL HIM BACK. OPldrost 09/30/2021: FOLLOW UP: WILL NEED TO SUBMIT RECEIPTS FOR PARTS PURCHASED. CALLED STEVE TO INFORM. PROVIDED EMAIL ADD TO SEND REQUEST TO. NFAN	09/27/2021 08:25 AM	HCWW - HIGH USAGE/REREAD. CUST REPORTS HIGH USAGE ON RECENT BILL. READ ON 08/26/21 RECORDED AS 92.000. PLEASE CHECK FOR LEAKS, VERIFY CUR READ AND PROVIDE NOTES-xxxx 932 lake josephine dr read is 0106.5531 meter tested fine., meter feeds two apartments (Apt A Apt B)customers valve to duplix is leaking...Carlos Morales USWealica 10/07/2021: LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 21 TGAL - AVERAGE PER MONTH = 12 TGAL / 2 = 6 TGALS X 14.46 = \$86.76. USWealica 10/07/2021: LEAK ADJUSTMENT ON THE OCTOBER BILL- CUSTOMER BILLED FOR 14 TGAL - AVERAGE PER MONTH = 5 TGAL / 2 = 3 TGALS X 14.46 = \$43.38. OPjdjohson 10/07/2021: CALLED AND SPOKE WITH STEVE. I ADV ADJ AMOUNT FOR CURRENT BILL. I ADV BILL THAT COMES OUT IN OCT WILL HAVE ALREADY BEEN ADJ. I ADV SINCE ADJ APPLIED TO ACCT APPLIED TO OLDEST BAL. I ADV REMAINING BAL FOR BILL DUE 10/4 AND THAT THE NEXT BILL WILL SEEM HIGH BUT ALREADY RECEIVED ADJ TOWARDS THAT BILL. EXPL ADJ PROCESS. NFAN
54825314	D 3.2 Bill Dispute	OPmrodgers 09/10/2021: BRICE CALLED IRRATE STATES WE ARE RIPPING HIM OFF / METER DOESNT READ / ADV TECH NOTES AGAIN A NEW METER AND METER IS WORKING New attachment SECTION 812 FLORIDA STATUTES - TAMPERING. DOC LETTER GOING OUT TO CUSTOEMR - HCWW - 2147 OAK BEACH BLVD -Section 812 Florida Statutes - Tampering.docx Opjczarnik 09/28/2021: SHANNON CARSON (FIANCE) CALLED REGARDING LARGE BALANCE; SHE WANTED TO KNOW IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED; ADV IF THEY CAN MAKE A PYMT OF \$260 TOWARDS THE OVERALL BALANCE, THEN WE CAN SET THE REMAINING BALANCE OUT ANOTHER 30 DAYS; SHE ADV SHE IS GOING TO TRY AND MAKE A PYMT IN THE NEXT DAY OR TWO; ADV WHEN SHE CALLS ACK, CAN ASK FOR JUSTIS FOR HELP CREATING THE PYMT ARRNGMT; HER RETURN NUMBER IS 863.451.2937; Opjczarnik 09/29/2021: BRICE CALLED TO ADV HE SPOKE WITH THE CORP OFFICE; HE ADV THAT THE CORP OFFICE INDICATES THAT WE'RE NOT APPROVED TO PROVIDE ANY 50/50 PYMT ARRNGMT; ADV WOULD FOLLOW UP WITH THE CORP OFFICE TO VERIFY WHY; OPjdjohson 09/29/2021: SPOKE WITH BRICE ON 9/28 REGARDING ACCT. CUST WAS STILL DISPUTING BILL AFTER MULTIPLE METER REPLACEMENTS.(SEE ATTACHED INTERNAL EMAIL) EMAIL WAS SENT TO USW CORP BUT NOTE WAS MISSED. CONVERSATION OUTLINED IN EMAIL. PLEASE REFER CUST TO USW CORP OFFICE REGARDING ACCT.	09/10/2021 11:16 AM	CUSTOMER TAMPERED WITH METER WHICH IS UNLAWFUL PURSUANT TO SECTION 812.14, FLORIDA STATUTES. PICTURES ATTACHED TO ACCOUNT. CUSTOMER WAS INFORMED. ALSO WAS BACKBILLED FOR 4 MONTHS USAGE DUE TO TAMPERING. METER WAS REPLACED AND CUSTOMER SET UP ON PAYMENT PLAN USWealica 09/29/2021: INFORMED MR. SWANK WE SCHEDULED HIS ACCOUNT FOR A 5 MONTH PAYMENT ARRANGEMENT INCLUDING THE CURRENT BILL. PAYMENT ARRANGEMENT STARTS 10/4. MR. SWANK AGREED.
54826595	D 3.2 Bill Dispute	OPjdjohson 09/07/2021: PAULINE CI ABOUT HER BILLS GOING UP AND DOWN. I ADV I SEE SHE WAS BILL FOR ZERO USAGE THE PREVIOUS MONTH AND NEW BILL IS 10TGAL. I ADV THY DID GO BACK OUT TO DO A REREAD AND FOUND THE READ SHOULD HAVE BEEN 87.000. SHE IS STATED DIDNT MOVE IN UNTIL MARCH. IADV SHE CALL ND STARTED HER ACCT IN FEB. I ADV HER FIRST BILL PROABLY FROM WATERING SOD. SHE WANTED TO SPEAK TO A MANGER ABOUT THE TECHS NOT GETTING THE READS RIGHT. I ADV WILL EMAIL HER COMPLAINT TO EVELYN AT USW. OWNER REQUESTING A 10 GALLON BUCKET TEST DUE TO FLUCTUATING USAGE -xxxx start read 01071066, finished read 01071166. meter passed ten gallons bucket test. meter and ert are working fine. no issues with water meter. Carlos Morales	09/07/2021 05:42 PM	USWealica 09/24/2021: CHARGED ALL USAGE ON THE AUGUST BILL ON THE LOWER TEIR DUE TO DRIVER MISSING THE METER READ - CUSTOMER CHARGED 10K WAS CHARGED 4@11.42 = 45.68 & 6@14.27 = 85.62 FOR 131.30 ADJUSTMENT FOR 10K AT LOWER TIER 114.20 (131.30 - 114.20 = \$17.10 CREDIT Pdjdjohson 09/24/2021: LMOM FOR PAULINE. I ADV SINCE NO USGAE BILLED ON JULY BILL. AUG BILL CONTAINED USAGE FROM TWO MONTHS. 6 TGAL ON AUG BILL WERE ADJ TO LOWERE TIER. I ADV ADJ AMOUNT AND CUR BAL ON ACCT. I ADV CALL BACK IF ANY QUESTIONS. NFAN
54824372	F 5.0 No Water - Sewer / Service Interruption	OPldrost 10/04/2021: SHELIA CALLED IN - NO WATER AT PPTY. CALLED CBERISH, WAS NOT AWARE IF ANY WORK BEING DONE AT PPTY. WILL CALL GUYS AND HAVE THEM CHK IT OUT. INFORMED SHELIA. NFAN	10/04/2021 01:12 PM	METER CHANGE OUT PROJECT-xxxx 123 Sharon Ave old meter# 56575372 old ert# 57765218 old meter read , new meter# 10573971 new ert# 81203461 new read 00000252 proccoder...Carlos Morales
1190599	F 5.1 Pressure Issue	OPcbrann 08/25/2021: SPK TO ELSIE BOLACK @813-464-0952;SHE WAS CALLING ABOUT LOW PRESSURE;I ADV THE TECH'S ARE AWARE OF IT & ARE CHECKING ON IT;NO ETA;NFAN	08/25/2021 04:32 PM	
54797846	F 5.1 Pressure Issue	Pldrost 09/15/2021: CLAIRE CALLED IN - VERY LOW PRESSURE AND THE METER IS MAKING A NOISE LIKE IT IS CONSTANTLY RUNNING, RED LIGHTS ARE ON. CHKD OLD SVC ORDERS AND ASKED IF SHE CHKD FILTER. INFORMS SHE'S SINCE REMOVED THE FILTER COMPLETELY. ISSUE HAS BEEN ONGOING FOR 2 WEEKS. SUBMITTED S/O. NFAN Opjczarnik 09/16/2021: CLAIRE CALLED REGARDING SERVICE ORDER; SHE ADV THE TECH NOTIFIED HER THAT SHE MAY HAVE A LEAK ON THE PROPERTY; TECH ALSO INDICATED THAT SHE MAY NEED TO CHK HER FILTER; SHE THOUGHT THE FILTER WAS REMOVED WHEN USW TOOK OVER; SHE ADV SHE IS HAVING APLUMBER COME OUT TO CHK IF THERE ARE ANY LEAKS; ADV THE PLUMBER SHOULD BE ABLE TO CHK IF SHE STILL HAS A FILTER AS WELL; ADV TO CALL BACK IF SHE HAS ADDITIONAL QUESTIONS, OR IF THE NEXT BILL HAS A SPIKE IN USAGE/COST; HER RETURN NUMBER IS 732.403.6241; pjczarnik 10/25/2021: CLAIRE CALLED REGARDING THE LARGE BILL; SHE ADV A LEAK WAS REPAIRED; PROVIDED EMAIL AND ADV TO SEND A COPY OF TH REPAIR RECEIPTS; ADV TO INCLUDE THE ACC NUMBER WHEN SHE SENDS THE EMAIL; ADV IF AN ADJ IS MADE, THEN WE WILL REACH BACK OUT TO HER TO NOTIFY WHAT THE UPDATE BALANCE IS; HER RETURN NUMBER IS 732.403.6241;	09/15/2021 08:54 AM	LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 16 TGAL - AVERAGE PER MONTH = 12 TGAL / 2 = 6 TGALS 3 X 10.13 = 30.39 3 X 10.10 = 30.30 TOTAL CREDIT \$60.69. LEAK ADJUSTMENT ON THE AUGUST BILL- CUSTOMER BILLED FOR 11 TGAL - AVERAGE PER MONTH = 7 TGAL / 2 = 4 TGALS 4 X 10.13 = \$40.52
54798094	F 5.1 Pressure Issue	OPjdjohson 08/25/2021: ROBERT CI REGARDING LOW PRESSURE. I ADV WE HAVE LETS THE TECHS KNOW AND THEY ARE ON THE WAY TO INSPECT. PROVIDED CUR BAL. NFAN	08/25/2021 03:58 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54798213	F 5.1 Pressure Issue	Opjczarnik 08/02/2021: PAM CALLED DUE TO LOW PRESSURE; REACHED OUT TO TECH WHO COULD NOT VERIFY IF THERE WAS ANYTHING HAPPENING OUT IN THE AREA; TECH ADV HE WOULD STOP BY THE PLANT; NOTIFIED THE CUST	08/02/2021 03:04 PM	

54800706	F 5.1 Pressure Issue	Opjaczarnik 08/25/2021: GAIL CALLED REGARDING LOW PRESSURE; ADV TECH ARE AWARE AND ARE INVESTIGATING THE CAUSE; ADV NO FURTHER INFO AT THIS TIME;	08/25/2021 04:13 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54800867	F 5.1 Pressure Issue	OPcbarrn 08/25/2021: SPK TO ROSEANN SHARPE @845-988-7520;SHE WAS CALLING ABOUT LOW PRESSURE;ADV THE TECH'S ARE AWARE OF THE SITUATION & RESPONDING;NO ETA;NFAN	08/25/2021 04:15 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54820972	F 5.1 Pressure Issue	OPdjohnson 08/25/2021: JEAN CI REGARDING LOW PRESSURE. I ADV WE HAVE LETS THE TECHS KNOW AND THEY ARE ON THE WAY TO INSPECT. NFAN	08/25/2021 04:00 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54822587	F 5.1 Pressure Issue	OPdjohnson 08/25/2021: GAIL CI REGARDING LOW PRESSURE. I ADV WE HAVE LETS THE TECHS KNOW AND THEY ARE ON THE WAY TO INSPECT. NFAN	08/25/2021 03:59 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
54824297	F 5.1 Pressure Issue	OPdjohnson 08/25/2021: RICHARD CI REGARDING LOW PRESSURE. I ADV WILL SUBMIT SO TO INSPECT. BEFORE I COULD ENTER THIS NOTE MULTIPLE PEOPLE HAVE CALLED. TECHS MADE AWARE. NFAN	08/25/2021 04:01 PM	Maintenance responded and discovered an issue at the water treatment plant. Issue was resolved and pressure restored. Pressure did not drop below the noticing requirement
1189720	H 7.0 Meter Reading Issue	OPldrost 10/06/2021: TOM CALLED IN AFTER HAVING PLUMBER OUT TO FIX LEAKS. PLUMBER TESTED PRESSURE, ETC., AND DISCOVERED METER ISN'T REGISTERING USAGE. SAYS IT IS "STUCK" AT 112 AND DOES NOT MOVE. SUBMITTED S/O FOR METER INSPECT. CAN CALL TOM FOR MORE INFO AND/OR PLUMBER NAME AND PH# NFAN OPdjohnson 10/07/2021: THOMAS CI AND STATED TECH CARLOS SPOKE WITH HIS WIFE AND STATED METER IS WORKING. HOWEVER, THOMAS WAS NOT THERE AND HE IS WANTING TECHS TO SHOW HIM THAT THE METER IS WORKING. HE PROVIDED ME A READ OF 0128.4959 WHICH INDICATES 6TGAL HAVE GONE THROUGH THE METER SINCE THE REREAD ON 9/29. I POINTED IT OUT TO THE CUST AND HE WAS SAYING THAT IS WHERE IS STOPPED HE SAID IT WAS THE SAME READ TWO DAYS AGO. CUST IS WANTING TECHS TO COME BACK AND PROVE TO HIM THE METER IS WORKING. EMAILED TO USW. NFAN OPdjohnson 10/07/2021: LMOM FOR THOMMAS. I ADV HIS CONCERN WAS ESCALATED TO USW CORP AND TECH RETURNED AND REPLACED METER BECAUSE IT WAS IN FACT STUCK. I ADV NEW METER WAS INSTALLED AND STILL SHOWING LEAK ON CUST SIDE. I ADV WILL WANT TO REACH BACK OUT TO HIS PLUMBER TO COMPLETE REPAIRS. I ADV CALL BACK IF ANY QUESTIONS. FNAN Opjaczarnik 10/15/2021: THOMAS CALLED; HE ADV LEAK HAS BEEN REPAIRED; PROVIDED EMAIL TO SEND REPAIR RECEIPTS TO;	10/06/2021 08:12 AM	xxxx spoke with owner tested meter, the meter was stuck replaced meter# 10769842 new meter# 10573963 new meter read 0000.0002 new meter working properly, meter was spinning customer still has a leak. used same ert# 75387256...Carlos Morales: xxxx installed backflow preventer dual check on customer side of meter to prevent any backflow to meter and or water service line, customer still has a leak at their home that is not fixed...Carlos Morales USWwealica 10/19/2021: *LEAK ADJUSTMENT ON THE OCTOBER BILL- CUSTOMER BILLED FOR 98 TGAL - AVERAGE PER MONTH = 95 TGAL / 2 = 48 X 14.46 = \$694.08 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 94 - 48 = 46, 46 @ 11.57 = \$532.22) (46K @ 14.46 = 665.16 - 532.22 = 122.94) TOTAL CREDIT 694.08 + 122.94 = \$817.02. Opjaczarnik 10/20/2021: THOMAS CALLED BACK FOR UPDATE ON LEAK ADJ; ADV ADJ WAS MADE AND THE REMAINING BALANCE IS \$696.37; ADV CAN OFFER 4 MONTH PYMT ARRNGMT; ADV FIRST PYMT WILL BE FOR \$174.09 DUE 11/30/21; ADV WILL NEED TO MAKE PYMTS FOR REGULAR BILLS THAT GENERATE AS WELL; ADV IF HE HAS TROUBLE MAKING ANY PYMTS, HE WILL WANT TO BE PROACTIVE AND CALL US TO WORK ON THE PYMT ARRNGMT;
54799626	H 7.2 Condition of Meter	OPldrost 08/11/2021: JACKIE CALLED IN FOR STATUS ON METER BOX REPLACE. CALLED CBERISH - HAS MEASURED BOX SO HE KNOWS WHICH KIND TO INSTALL. WILL COMPLETE BY END OF WEEK. ADV JACKIE. NFAN	08/11/2021 08:51 AM	HCWW - MET INSPECT. CUST REPORTS NEIGHBOR KEEPS RUNNING OVER METER BOX WITH GOLD CART. BROKEN LID NEEDS REPLACEMENT. PLEASE INSPECT CONDITION OF METER/BOX, PROVIDE READ AND NOTES. xxxx/read/0372260/replaced meter/box/and/lid/customer/is/happy
54799626	H 7.2 Condition of Meter	OPmrodgers 08/02/2021: JACKIE CALLED NEIGHBOR KEEPS RUNNING OVER METER WITH GOLF CART. S/O RAISE BOX REPLACE LID.	08/02/2021 08:00 AM	HCWW - REPLACE METER BOX LID/INSPECT FLUSH VALVE. CUST REPORTS FLUSH VALVE ENCROACHING INTO DRIVEWAY AND CONCERNED ABOUT RUNNING IT OVER. PLEASE INSPECT IF POSSIBLE TO RELOCATE FLUSH VALVE, REPLACE METERBOX LID, PROVIDE READ AND NOTES. CALL CHAD WHEN EN ROUTE (740)238-0264 xxxx/read/00512477/flush/line/has/been/relocated/customer/is/happy/carlos/m/and/pedro/l
54826854	H 7.2 Condition of Meter	OPldrost 08/27/2021: CHAD, HUSBAND OF BONNIE, CALLED IN TO REPORT HIS METER BOX LID IS SEVERLY BROKEN, WORRIED ABOUT SOMEONE STEPPING IN IT AND HURTHING THEMSELVES. SAYS IS BROKEN IN HALF, "BARLEY HOLDING ON BY A THREAD"! SUBMITTED S/O. ADDED CHAD TO ACCT. (BOX LOCATED NEAR STREET BETWEEN 4406 AND 4408 BRIARCLIFF). NFAN	09/10/2021 11:56 AM	HCWW - REPLACE METER BOX LID/INSPECT FLUSH VALVE. CUST REPORTS FLUSH VALVE ENCROACHING INTO DRIVEWAY AND CONCERNED ABOUT RUNNING IT OVER. PLEASE INSPECT IF POSSIBLE TO RELOCATE FLUSH VALVE, REPLACE METERBOX LID, PROVIDE READ AND NOTES. CALL CHAD WHEN EN ROUTE (740)238-0264 xxxx/read/00512477/flush/line/has/been/relocated/customer/is/happy/carlos/m/and/pedro/l
54826854	H 7.2 Condition of Meter	OPldrost 08/27/2021: CHAD, HUSBAND OF BONNIE, CALLED IN TO REPORT HIS METER BOX LID IS SEVERLY BROKEN, WORRIED ABOUT SOMEONE STEPPING IN IT AND HURTHING THEMSELVES. SAYS IS BROKEN IN HALF, "BARLEY HOL	08/27/2021 12:18 PM	HCWW - REPLACE METER BOX LID/INSPECT FLUSH VALVE. CUST REPORTS FLUSH VALVE ENCROACHING INTO DRIVEWAY AND CONCERNED ABOUT RUNNING IT OVER. PLEASE INSPECT IF POSSIBLE TO RELOCATE FLUSH VALVE, REPLACE METERBOX LID, PROVIDE READ AND NOTES. CALL CHAD WHEN EN ROUTE (740)238-0264 xxxx/read/00512477/flush/line/has/been/relocated/customer/is/happy/carlos/m/and/pedro/l
1189768	I 8.0 Leak at Meter	OPldrost 08/23/2021: MR PITTS CALLED IN - WALKING IN NEIGHBORHOOD, DISCOVERED LARGE LEAK (WATER BUBBLING UP FROM GROUND) AROUND HIS OR NEIGHBOR'S METER BOX AREA. CALLED IN TO REPORT. WILL NEED TO KNOW IF CUSTOMER NEEDS TO TAKE CARE OF OR NOT. SAYS NEIGHBORS ARE OUT OF TOWN BUT WOULD NEED TO KNOW IF IT'S THEIRS. SUBMITTED S/O. NFAN	08/23/2021 08:30 AM	XXXX LEAK WAS ON CUSTOMERS SIDE. METER VALVE SHUT OFF SO THAT PLUMBER CAN CONDUCT REPAIRS. METER READ/0436380
1189688	I 8.05 Leak - Customer Side	Opjaczarnik 10/15/2021: WILLIAM CALLED; HE ADV THAT HE HAS LOCATED THE LEAK; HE ADV THE LEAK IS ONLY NOTICABLE WHEN SOMEONE IS TAKING A SHOWER; HE ADV HE WILL BE WORKING ON FIXING IT THIS WEEKEND; ADV ONCE HE HAS MADE THE REPAIR, HE CAN SEND A REPAIR RECEIPT OR RECEIPT OF THE MATERIALS TO HAVE THE ACC REVIEWED FOR A COURTESY ADJ; ADV ONCE RECEIPTS ARE SUBMITTED, WE CAN DISCUSS SETTING UP A PYMT ARRNGMT; ADV TO HAVE HIM CALL BACK AFTER THE WEEKEND IF THE REPAIR IS COMPLETED;	10/15/2021 09:41 AM	OPdjohnson 10/26/2021: LMOM FOR WILLIAM REGARDING NOTE ON STUB REQUESTING SOMEONE CALL REGARDING BAL. I ADV CAN SET UP A PAYMENT ARRANGEMENT TO HELP GET HIM CAUGHT UP. I ADV TO CALL BACK IF WOULD LIKE TO SET UP PA. I ADV CAN ASK FOR DARREN. NFAN USWmrcici 11/10/2021: LEFT CUSTOMER A VOICE MESSAGE FOR PAYMENT ARRANGEMENT TO BRING ACCOUNT TO GOOD STANDING. Evelyn Alicea
1189720	I 8.05 Leak - Customer Side	OPdjohnson 10/07/2021: LMOM FOR THOMMAS. I ADV HIS CONCERN WAS ESCALATED TO USW CORP AND TECH RETURNED AND REPLACED METER BECAUSE IT WAS IN FACT STUCK. I ADV NEW METER WAS INSTALLED AND STILL SHOWING	10/07/2021 01:50 PM	SEE ABOVE
1189720	I 8.05 Leak - Customer Side	OPdjohnson 09/29/2021: THOMAS CI AND STATED TECH CAME OUT AND STATED ANOTHER LEAK ON PROPERTY. HE STATED GOT TWO READ TODAY 25MN APART. 30.784 & 31.298. I ADV 500 GAL IN 25 MIN IS A LOT OF WATER. I ADV	09/29/2021 12:37 PM	SEE ABOVE

1190423	8.05 Leak - Customer Side	OPdjohanson 08/12/2021: EDWARD CI ABOUT BILL ANDWHAT HE SHOULD PAY. I ADV NEW BILL ABOUT TO COME OUT THAT HAS THE REALLY HIGH USAGE. I ADV TO SEND IN WHAT HE CAN TO BRING DOWN THE BAL. I ADV HOW COURTESY LEAK ADJ WORK. I ADV TO SAVE ANY INVOICES AND CAN EMAIL. HE STATED DOES NOT EMAIL. I ADV CAN HAVE PLUMERS EMAIL ON HIS BEHALF. I ADV WILL NOTATE THE ACCT AS LEAK BEING WORKING ON AND NOT TO DISCONNECT UNTILWE CAN SUBMIT FOR POSSIBLE LEAK AND GET ON PAYMENT ARRANGEMENT. I ADV TO CALL BACK WHEN WORK IS FINISHED. NFAN OPcbrann 09/23/2021: SPK TO EDWARD VICKERS @863-655-6322;HE WAS CALLING ABOUT SENDING IN HIS RECEIPTS FOR A LEAK ADJ;HE WANTED TO KNOW WHAT KIND OF PYMT ARRANGEMENT HE COULD SET UP;I ADV ONCE THE RECEIPTS ARE REC'D & THEY FIGURE OUT A COURTESY ADJ THEN HE COULD SET UP A PYMT ARR;HE ADV THERE IS A 2ND LEAK THAT HE NOW NEEDS TO GET FIXED;HE WILL MAIL HIS RECEIPTS IN AS HE DOESN'T EMAIL OR FAX;	08/12/2021 01:15 PM	USWealcea 10/07/2021: LEAK ADJUSTMENT ON THE JULY BILL- CUSTOMER BILLED FOR 21 TGAL - AVERAGE PER MONTH = 18 TGAL / 2 = 9 TGALS X 14.27 = \$128.43 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 17 - 9 = 8, 8 @ 11.42 = \$91.36) 242.59 - 128.473 = 114.16 (114.16 - 91.36 = 22.80) TOTAL CREDIT 128.43 & 22.80 = \$ 151.23. USWealcea 10/07/2021: LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 21 TGAL - AVERAGE PER MONTH = 18 TGAL / 2 = 9 X 14.46 = \$130.14 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 14 - 9 = 5, 5 @ 11.57 = \$57.85) BILLED 202.44 - LEAK ADJ 130.14 = 72.30 (72.30 - 57.85 = 14.45) TOTAL CREDIT 130.14 & 14.45 = \$ 144.59. USWealcea 10/12/2021: LEAK ADJUSTMENT ON THE OCTOBER BILL- CUSTOMER BILLED FOR 99 TGAL - AVERAGE PER MONTH = 96 TGAL / 2 = 48 X 14.46 = \$694.08 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 99 - 48 = 50K, 50K @ 11.57 = \$590.07) BILLED 4@ 11.57 = 46.28 & 46@ 14.46 = 665.16 FOR 711.44(711.44 - 590.07 = 121.37. 121.37 + 694.08 = TOTAL CREDIT \$815.4. Payment Arrangement comments CUSTOMER ON A 3 MONTH PAYMENT ARRANGEMENT INCLUDING CURRENT BILL DUE
1190884	8.05 Leak - Customer Side	OPmrodgers 08/09/2021: COLON CALLED LEAK AT PROPERTY S/O TURN OFF FOR REPAIR	08/09/2021 02:52 PM	HCWW - TURN OFF FOR REPAIRS. CUST REPORTS NEEDS WATER OFF FOR REPAIRS. PLEASE TURN OFF WATER FOR CUST, RPROVIDE READ AND NOTES. CALL MR.ANDERSON (863)655-2928 xxxx/read/0620500/customer/turned/water/off/at/house/valve/i did locate meter for him/located/r/f/chris/b
54796600	8.05 Leak - Customer Side	OPldrost 10/04/2021: LOUIS CALLED IN ABOUT HIGH BILL. SAYS HE SENT IN COPY OF REPAIR INVOICE FOR LEAK. ADV NO DOC IN ACCT AND NONE IN EMAIL. QUE. DISCUSSED GMD PMT ARR. DISCUSSED STEPS TO GET COPY OF INVOICE - COMP IS BROKEN. DISCUSSED OPTIONS. WILL GO TO OFFICEMAX, RE-CPY, SCAN AND EMAIL. NFAN OPdjohanson 10/06/2021: RECEIVED PLUMBING RECEIPT BY MAIL. CALLED LOUIS TO CONFIRM HAS BEEN RECEIVED. A BUNCH OF DUKE ENERGY STUFF WAS INCLUDED I ADV WILL MAIL HIM BACK HIS DUKE ENERGY PAPERS. I ADV HAVE ATTACHED RECEIPT TO ACCT AND FORWARDED TO USW. I ADV HOW PROCESS WORKS AND ONCE A DETERMINATION HAS BEEN MADE WILL FOLLOW UP AND CAN REVISIT HIS PAYMENT ARRANGEMENT AT THAT TIME.; OPdjohanson 10/06/2021: LOU STATED CHURCH SHOULD BE SENDING IN \$100 SO HE HAS SENT AN ADDITIONAL \$12.XX TO COVER PA DUE. NFAN	10/06/2021 04:41 PM	LEAK ADJUSTMENT ON THE JULY BILL- CUSTOMER BILLED FOR 41 TGAL - AVERAGE PER MONTH = 40 TGAL / 2 = 20 TGALS X 14.27 = \$285.40 (CHARGED THE REST OF THE USAGE AT THE LOWER TIER 37 - 20 = 17, 17 @ 11.42 = \$194.14) 285.40 - 194.14 = 45.45 ( 295.40 + 45.45 = \$330.85)
54796600	8.05 Leak - Customer Side	OPdjohanson 08/11/2021: LMOM FOR LOUIS AT (863)304-8045. I ADV TECHS WERE OUT AND LET HIM KNOW ABOUT A LEAK. I ADV I CAN SEE SAGE HAS GONE DOWN. I ADV POSSIBILITY OF A COURTESY LEAK ADJ IF HE WOULD LIKE TO SUBMIT RECEIPTS FROM THE REPAIR. PROVIDED EMAIL AND MY NAME FOR CALL BACK IF ANY QUESTIONS. I ADV I WOULD LEAVE AN ADDITIONAL MESSAGE ON THE OTHER NUMBER ON FILE (941)468-4826 BUT MSG STATED CALL DID NOT GO THROUGH. TRIED TWO TIME. IF LOUIS CALL CAN XFER TO DARREN. NFAN	08/11/2021 11:23 AM	
54797846	8.05 Leak - Customer Side	Opjaczarnik 09/16/2021: CLAIRE CALLED REGARDING SERVICE ORDER; SHE ADV THE TECH NOTIFIED HER THAT SHE MAY HAVE A LEAK ON THE PROPERTY; TECH ALSO INDICATED THAT SHE MAY NEED TO CHK HER FILTER; SHE THOUGHT THE FILTER WAS REMOVED WHEN USW TOOK OVER; SHE ADV SHE IS HAVING A PLUMBER COME OUT TO CHK IF THERE ARE ANY LEAKS; ADV THE PLUMBER SHOULD BE ABLE TO CHK IF SHE STILL HAS A FILTER AS WELL; ADV TO CALL BACK IF SHE HAS ADDITIONAL QUESTIONS, OR IF THE NEXT BILL HAS A SPIKE IN USAGE/COST; HER RETURN NUMBER IS 732.403.6241;opjaczarnik 10/25/2021: CLAIRE CALLED REGARDING THE LARGE BILL; SHE ADV A LEAK WAS REPAIRED; PROVIDED EMAIL AND ADV TO SEND A COPY OF TH REPAIR RECEIPTS; ADV TO INCLUDE THE ACC NUMBER WHEN SHE SENDS THE EMAIL; ADV IF AN ADJ IS MADE, THEN WE WILL REACH BACK OUT TO HER TO NOTIFY WHAT THE UPDATE BALANCE IS; HER RETURN NUMBER IS 732.403.6241;	09/16/2021 10:03 AM	LEAK ADJUSTMENT ON THE AUGUST BILL- CUSTOMER BILLED FOR 11 TGAL - AVERAGE PER MONTH = 7 TGAL / 2 = 4 TGALS 4 X 10.13 = \$40.52. LEAK ADJUSTMENT ON THE SEPTEMBER BILL- CUSTOMER BILLED FOR 16 TGAL - AVERAGE PER MONTH = 12 TGAL / 2 = 6 TGALS 3 X 10.13 = 30.39 3 X 10.10 = 30.30 TOTAL CREDIT \$60.69
1189476	9.0 Water Quality	Opjaczarnik 09/24/2021: RANDALL CALLED; HE ADV THE WATER HAS BEEN CAUSING HIS FILTERS TO TURN BLACK FASTER THAN USUAL; HE REQUESTED TO HAVE WATER QUALITY CHECKED; SUBMITTED S/O; ADV WOULD ATTEMPT TO HAVE THE TECH CONTACT HIM WHEN THEY ARE EN ROUTE;	09/24/2021 02:47 PM	xxxx plant operator responded to call and advised customer his filters were doing their job. Operator provided Iron Out to customer. Customer was happy.
54825344	9.0 Water Quality	OPldrost 10/18/2021: NADINE CALLED IN TO REQ YEARLY FLUSH DUE TO SULPHATES SETTLING IN SYSTEM AS PER LAST YEAR'S SO #48798. SUBMITTED S/O. NFAN. Opjaczarnik 10/19/2021: NADINE CALLED FOR UPDATE ON SERVICE ORDER; ADV HAS BEEN DISPATCHED, BUT NO NOTES TO INDICATE IT HAS BEEN COMPLETED YET; ADV TECH SHOULD NOTIFY HER WHEN THEY ARE ON THEIR WAY OR WHEN IT HAS BEEN COMPLETED; ADV SHOULD BE FINE TO RUN ERRANDS, DOES NOT NEED TO BE PRESENT AT THE HOME TO HAVE S/O COMPLETED; Pldrost 10/22/2021: NADINE CALLED BACK IN FOR RESULTS OF FLUSH AND RE-READ. SAYS DIDN'T SEE CBERISH RET FOR RE-READ. ADV OF TECH NOTES, WENT TO END OF LINE AND FLUSHED AS WELL, MAY NOT HAVE RET FOR RE-READ SINCE IT'S CLOSE TO MONTHLY BILLING READ DATE. DISCUSSED LETTING WATER RUN FOR LESS THAN TIME OF A SHOWER PRIOR TO USE IN BATHROOM. NFAN	10/18/2021 01:13 PM	xxxx/read/0255580/ran/flush/valve/at/end/of/knight/ave/flushed/home/got/good/residual/talked/to/customer/chris/bj/r