

# COUNTRY WALK UTILITIES, INC.

January 28, 2022

FILED 1/28/2022  
DOCUMENT NO. 00787-2022  
FPSC - COMMISSION CLERK

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: *Docket No. 20210182-WU – Application for limited alternative rate increase in Highlands County by Country Walk Utilities, Inc. – Staff Second Data Request Response*

Dear Commission Clerk,

Country Walk Utilities, Inc. (Country Walk) hereby submits its response to Staff's Second Data Request dated January 17, 2022.

- 1) **Secondary Standards Test** – Please find attached a copy the most recent secondary test results dated December 14, 2021.
- 2) **Sanitary Survey** – Attached is the Sanitary Survey Inspection dates June 26, 2019.
- 3) **Customer Complaints** – Attached are the Water Quality complaints for the past five years.

If you have any questions, please do not hesitate to contact me at (727) 848-8292, ext. 245.

Respectfully Submitted,



Troy Rendell  
Vice President  
Investor Owned Utilities  
*// for Country Walk Utilities, Inc.*

## Florida Department of Environmental Protection Safe Drinking Water Program Laboratory Reporting Format

**PUBLIC WATER SYSTEM INFORMATION** (to be completed by sampler – please type or print legibly)

System Name: COUNTRY WALK PWS I.D. #: 622 4114  
 System Type (check one):  Community  Nontransient Noncommunity  Transient Noncommunity  
 Address: 29 LAKESIDE TRAIL  
 City: LAKE PLACID ZIP Code: 33852  
 Phone # 727 242 2292 Fax #: 727 245 4219 E-Mail Address: DKIBITIEUSKI@USWATERCORP.NET

**SAMPLE INFORMATION** (to be completed by sampler)

Sample Number: F2104990001 Sample Date: 11-15-21 Sample Time: 0600 AM ~~PM~~ (Circle One)  
 Sample Location (be specific): PAE @ WTP Location Code: \_\_\_\_\_

Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 2.19 mg/L Field pH: 7.9

**Sample Type (Check Only One)**

- Distribution
- Entry Point (to Distribution)
- Plant Tap (not for compliance with 62-550)
- Raw (at well or intake)
- Max Residence Time
- Ave Residence Time
- Near First Customer

**Reason(s) for Sample (Check all that apply)**

- Routine Compliance with 62-550
- Confirmation of MCL Exceedance\*
- Composite of Multiple Sites\*\*
- Other: \_\_\_\_\_
- Replacement (of Invalidated Sample)
- Special (not for compliance with 62-550)
- Clearance (permitting)

Sampling Procedure Used or Other Comments: \_\_\_\_\_

\*See 62-550.500(6) for requirements and restrictions. And 62-550.512(3) for nitrate or nitrite exceedances.

\*\*See 62-550.550(4) for requirements and attach a results page for each site.

### SAMPLER CERTIFICATION

I, Dustin Williams, Operator, do HEREBY CERTIFY  
(Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: [Signature] Date: 11-15-21

Certified Operator #: 22520 Phone #: 963 254 9652 Sampler's Fax #: \_\_\_\_\_

Sampler's E-mail: DWilliams@USWATERCORP.NET

**Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format**

**LABORATORY CERTIFICATION INFORMATION** (to be completed by lab – please type or print legibly)

Lab Name: Advanced Environmental Laboratories, Inc. Florida DOH Certification #: E84492 Certification Expiration Date: 06/30/2022

ATTACH CURRENT DOH ANALYTE SHEET\*

Address: 13100 Westlinks Terrace, Fort Myers, FL 33913

Phone #: 239-674-8130

Were any analyses subcontracted  Yes  No If yes, please provide DOH certification number(s): E84589,E82535,E82001,E82574

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB

**ANALYSIS INFORMATION** (to be completed by lab) Date Sample(s) Received: 11/15/2021

PWS ID: (From Page 1): 6284114 Sample Number (From Page 1): F2104990001 Lab Assigned Report # Or Job ID: F2104990

Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

<u>Inorganics</u>	<u>Synthetic Organics</u>	<u>Volatile Organics</u>	<u>Disinfection Byproducts</u>	<u>Radionuclides</u>	<u>Secondaries</u>
<input checked="" type="checkbox"/> All except Asbestos	<input type="checkbox"/> All 30	<input checked="" type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input type="checkbox"/> Single Sample	<input type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input checked="" type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acids	<input type="checkbox"/> Qtrly Composite*	<input checked="" type="checkbox"/> Partial
<input type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate		
<input type="checkbox"/> Asbestos					

**LAB CERTIFICATION**

I, Josh Snead, Laboratory Manager, do HEREBY CERTIFY  
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:  Date: 12/14/2021

- \* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.
- \*\* Please provide radiological sample dates & locations for each quarter.

**CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES**  
NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

**COMPLIANCE DETERMINATION** (to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory:  Yes  No \_\_\_\_\_ Replacement Sample or Report Requested (circle or highlight group(s) above)

Person Notified: \_\_\_\_\_ Date Notified: \_\_\_\_\_ DEP/DOH Reviewing Official: \_\_\_\_\_

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

INORGANIC CONTAMINANTS  
62-550.310(1)

Report Number / Job ID: F2104990001

PWS ID (From Page 1): 6284114

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1040	Nitrate (as N)	10	mg/L	0.10	I	EPA 300.0	0.023	11/16/2021	16:05	E84492
1041	Nitrite (as N)	1	mg/L	0.018	U	EPA 300.0	0.018	11/16/2021	16:05	E84492
1005	Arsenic	0.01	mg/L	0.00025	U	EPA 200.8	0.00025	11/19/2021	01:28	E82574
1010	Barium	2	mg/L	0.060		EPA 200.7	0.0030	11/29/2021	15:45	E82535
1015	Cadmium	0.005	mg/L	0.0010	U	EPA 200.7	0.0010	11/29/2021	15:45	E82535
1020	Chromium	0.1	mg/L	0.0050	U	EPA 200.7	0.0050	11/29/2021	15:45	E82535
1024	Cyanide	0.2	mg/L	0.0040	U	SM 4500-CN-E	0.0040	11/23/2021	12:48	E84589
1025	Fluoride	4	mg/L	0.11	I	EPA 300.0	0.036	11/16/2021	16:05	E84492
1030	Lead	0.015	mg/L	0.00050	U	EPA 200.8	0.00050	11/19/2021	01:28	E82574
1035	Mercury	0.002	mg/L	0.000025	U	EPA 245.1	0.000025	11/24/2021	15:09	E82535
1036	Nickel	0.1	mg/L	0.0080	U	EPA 200.7	0.0080	11/29/2021	15:45	E82535
1045	Selenium	0.05	mg/L	0.0012	U	EPA 200.8	0.0012	11/19/2021	01:28	E82574
1052	Sodium	160	mg/L	14		EPA 200.7	0.80	11/29/2021	15:45	E82535
1074	Antimony	0.006	mg/L	0.0010	U	EPA 200.8	0.0010	11/19/2021	01:28	E82574
1075	Beryllium	0.004	mg/L	0.0020	U	EPA 200.7	0.0020	11/29/2021	15:45	E82535
1085	Thallium	0.002	mg/L	0.00025	U	EPA 200.8	0.00025	11/19/2021	01:28	E82574

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

SECONDARY CONTAMINANTS  
62-550.320

Report Number / Job ID: F2104990001

PWS ID (From Page 1): 6284114

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Aluminum	0.2	mg/L	0.024	U	EPA 200.7	0.024	11/29/2021	15:45	E82535
1017	Chloride	250	mg/L	15		EPA 300.0	0.12	11/16/2021	16:05	E84492
1022	Copper	1	mg/L	0.0050	U	EPA 200.7	0.0050	11/29/2021	15:45	E82535
1025	Fluoride	2	mg/L	0.11	I	EPA 300.0	0.036	11/16/2021	16:05	E84492
1028	Iron	0.3	mg/L	0.038	U	EPA 200.7	0.038	11/29/2021	15:45	E82535
1032	Manganese	0.05	mg/L	0.0050	U	EPA 200.7	0.0050	11/29/2021	15:45	E82535
1050	Silver	0.1	mg/L	0.0080	U	EPA 200.7	0.0080	11/29/2021	15:45	E82535
1055	Sulfate	250	mg/L	120		EPA 300.0	0.076	11/16/2021	16:05	E84492
1095	Zinc	5	mg/L	0.050	U	EPA 200.7	0.050	11/29/2021	15:45	E82535
1905	Color	15	CU	5.0	U	SM 2120 B	5.0	11/15/2021	17:40	E84492
1925	pH (field pH from page 1)	6.5 - 8.5	SU	7.9		SM 4500H+B				
1930	Total Dissolved Solids	500	mg/L	258		SM 2540 C	10	11/19/2021	11:21	E84492



Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

VOLATILE ORGANICS  
62-550.310(4)(a)

Report Number / Job ID: F2104990001

PWS ID (From Page 1): 6284114

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.28	U	EPA 524.2	0.28	0.5	11/19/2021	14:46	E82535
2380	cis-1,2-Dichloroethylene	70	ug/L	0.32	U	EPA 524.2	0.32	0.5	11/19/2021	14:46	E82535
2955	Xylenes (total)	1000	ug/L	0.28	U	EPA 524.2	0.28	0.5	11/19/2021	14:46	E82535
2964	Dichloromethane	5	ug/L	0.44	U	EPA 524.2	0.44	0.5	11/19/2021	14:46	E82535
2968	o-Dichlorobenzene	600	ug/L	0.46	U	EPA 524.2	0.46	0.5	11/19/2021	14:46	E82535
2969	para-Dichlorobenzene	75	ug/L	0.26	U	EPA 524.2	0.26	0.5	11/19/2021	14:46	E82535
2976	Vinyl Chloride	1	ug/L	0.20	U	EPA 524.2	0.20	0.5	11/19/2021	14:46	E82535
2977	1,1-Dichloroethylene	7	ug/L	0.18	U	EPA 524.2	0.18	0.5	11/19/2021	14:46	E82535
2979	trans-1,2-Dichloroethylene	100	ug/L	0.28	U	EPA 524.2	0.28	0.5	11/19/2021	14:46	E82535
2980	1,2-Dichloroethane	3	ug/L	0.36	U	EPA 524.2	0.36	0.5	11/19/2021	14:46	E82535
2981	1,1,1-Trichloroethane	200	ug/L	0.39	U	EPA 524.2	0.39	0.5	11/19/2021	14:46	E82535
2982	Carbon tetrachloride	3	ug/L	0.23	U	EPA 524.2	0.23	0.5	11/19/2021	14:46	E82535
2983	1,2-Dichloropropane	5	ug/L	0.26	U	EPA 524.2	0.26	0.5	11/19/2021	14:46	E82535
2984	Trichloroethylene	3	ug/L	0.28	U	EPA 524.2	0.28	0.5	11/19/2021	14:46	E82535
2985	1,1,2-Trichloroethane	5	ug/L	0.12	U	EPA 524.2	0.12	0.5	11/19/2021	14:46	E82535
2987	Tetrachloroethylene	3	ug/L	0.24	U	EPA 524.2	0.24	0.5	11/19/2021	14:46	E82535
2989	Monochlorobenzene	100	ug/L	0.12	U	EPA 524.2	0.12	0.5	11/19/2021	14:46	E82535
2990	Benzene	1	ug/L	0.17	U	EPA 524.2	0.17	0.5	11/19/2021	14:46	E82535
2991	Toluene	1000	ug/L	0.22	U	EPA 524.2	0.22	0.5	11/19/2021	14:46	E82535
2992	Ethylbenzene	700	ug/L	0.17	U	EPA 524.2	0.17	0.5	11/19/2021	14:46	E82535
2996	Styrene	100	ug/L	0.39	U	EPA 524.2	0.39	0.5	11/19/2021	14:46	E82535

Note: Results indicating non-detection with a reported lab MDL > .5 µg/L will not be accepted for compliance.

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

SYNTHETIC ORGANICS  
62-550.310(4)(b)

Report Number / Job ID: F2104990001 PWS ID (From Page 1): 6284114

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Lab Certification #
2005	Endrin	2	ug/L	0.0069	U	EPA 508	0.0069	0.01	11/18/2021	11/20/2021	16:39	E82574
2010	Lindane	0.2	ug/L	0.0071	U	EPA 508	0.0071	0.02	11/18/2021	11/20/2021	16:39	E82574
2015	Methoxychlor	40	ug/L	0.0068	U	EPA 508	0.0068	0.1	11/18/2021	11/20/2021	16:39	E82574
2020	Toxaphene	3	ug/L	0.12	U	EPA 508	0.12	1	11/18/2021	11/20/2021	16:39	E82574
2031	Dalapon	200	ug/L	2.7	I	EPA 515.3	0.90	1	11/24/2021	11/30/2021	03:36	E82574
2032	Diquat	20	ug/L	0.37	U	EPA 549.2	0.37	0.4	11/18/2021	11/22/2021	22:31	E82574
2033	Endothall	100	ug/L	6.0	U	EPA 548.1	6.0	9	11/18/2021	11/21/2021	23:58	E82574
2034	Glyphosate	700	ug/L	5.9	U	EPA 547	5.9	6		11/20/2021	08:54	E82574
2035	Di(2-ethylhexyl)adipate	400	ug/L	0.50	U	EPA 525.2	0.50	0.6	11/22/2021	11/27/2021	13:58	E82574
2036	Oxamyl (Vydate)	200	ug/L	1.8	U	EPA 531.1	1.8	2		11/18/2021	01:01	E82574
2037	Simazine	4	ug/L	0.060	U	EPA 525.2	0.060	0.07	11/22/2021	11/27/2021	13:58	E82574
2039	Di(2-ethylhexyl)phthalate	6	ug/L	0.50	U	EPA 525.2	0.50	0.6	11/22/2021	11/27/2021	13:58	E82574
2040	Picloram	500	ug/L	0.090	U	EPA 515.3	0.090	0.1	11/24/2021	11/30/2021	03:36	E82574
2041	Dinoseb	7	ug/L	0.18	U	EPA 515.3	0.18	0.2	11/24/2021	11/30/2021	03:36	E82574
2042	Hexachlorocyclopentadinene	50	ug/L	0.019	U	EPA 508	0.019	0.1	11/18/2021	11/20/2021	16:39	E82574
2046	Carbofuran	40	ug/L	0.51	U	EPA 531.1	0.51	0.9		11/18/2021	01:01	E82574
2050	Atrazine	3	ug/L	0.090	U	EPA 525.2	0.090	0.1	11/22/2021	11/27/2021	13:58	E82574
2051	Alachlor	2	ug/L	0.15	U	EPA 525.2	0.15	0.2	11/22/2021	11/27/2021	13:58	E82574
2065	Heptachlor	0.4	ug/L	0.0060	U	EPA 508	0.0060	0.04	11/18/2021	11/20/2021	16:39	E82574
2067	Heptachlor Epoxide	0.2	ug/L	0.0052	U	EPA 508	0.0052	0.02	11/18/2021	11/20/2021	16:39	E82574
2105	2,4-D	70	ug/L	0.095	U	EPA 515.3	0.095	0.1	11/24/2021	11/30/2021	03:36	E82574
2110	2,4,5-TP (Silvex)	50	ug/L	0.090	U	EPA 515.3	0.090	0.2	11/24/2021	11/30/2021	03:36	E82574
2274	Hexachlorobenzene	1	ug/L	0.0063	U	EPA 508	0.0063	0.1	11/18/2021	11/20/2021	16:39	E82574
2306	Benzo(a)pyrene	0.2	ug/L	0.015	U	EPA 525.2	0.015	0.02	11/22/2021	11/27/2021	13:58	E82574
2326	Pentachlorophenol	1	ug/L	0.038	U	EPA 515.3	0.038	0.04	11/24/2021	11/30/2021	03:36	E82574
2383	Polychlorinated biphenyls (PCBs)	0.5	ug/L	0.093	U	EPA 508	0.093	0.1	11/18/2021	11/20/2021	16:39	E82574
2931	Dibromochloropropane	0.2	ug/L	0.0062	U	EPA 504.1	0.0062	0.02	11/18/2021	11/19/2021	14:05	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0092	U	EPA 504.1	0.0092	0.01	11/18/2021	11/19/2021	14:05	E82574
2959	Chlordane	2	ug/L	0.053	U	EPA 508	0.053	0.2	11/18/2021	11/20/2021	16:39	E82574

**Note:** Results indicating non-detection with a reported lab MDL >50% of the MCL will not be accepted for compliance.

Short Environmental Laboratories, Inc.

11917 US 27 S

Sebring, FL 33876

122 Fax: (863) 655-5820



\* F 2 1 0 4 9 9 0 \*

Sampler's Name: (Please Print) <i>Dustin Williams</i>		Client Name: <i>US WATER</i>					
Sampler's Signature: <i>[Signature]</i>		Project: <i>DW 62-550</i>	Location: <i>COUNTRY WALK DWTP</i>				
Field ID#	Sample ID	Date	Time	Samp Type	Grab	Laboratory ID#	# of Cont
	POE	11-15-21	0200	DW	X		23

Cont Type	LABORATORY ANALYSES														
	CN	S&M	Met	Met	S&M	S&M	Vial	Vial	Vial	Org	Org	Org	Vial	Org	Vial
Size	250 ml	1 L	1 L	250 ml	500 ml	250 ml	40 ml	40 ml	40 ml	1 L	1 L	1 L	40 ml	1 L	40 ml
Plast Glass Amber	AG	AG	P	P	P	P	AG	G	G	AG	AG	AP	G	AG	G
Pres	NaOH	Cool	HNO3	HNO3	Cool	Cool	Thio	Thio	Thio	MCAA	Thio	Thio	Thio	Thio	Thio

Comments:

This kit contains samples for certain analyses which require scheduling with the lab prior to collection and delivery. Sampler's certification must be submitted with this form.

DW Format Required

Please read all container labels for caution notices.

Container Qty	Relinquished By:	Accepted By:	Date:	Time:
23	<i>[Signature]</i>	<i>[Signature]</i>	11-15-21	1115
23	<i>[Signature]</i>	<i>[Signature]</i>	11-15-21	1440

Chain of Custody and Transmittal Form

Samples Ice to *2.4 c FIA*  
 Metals Containers preserved   
 Vials preserved   
 Vials preserved

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Time	
Departed Lab	
Arrived Site	
Departed Site	
Arrived Lab	



## Florida Department of Environmental Protection Safe Drinking Water Program Laboratory Reporting Format

**PUBLIC WATER SYSTEM INFORMATION** (to be completed by sampler – please type or print legibly)

System Name: COUNTRY WALK PWS I.D. #: 628 4114  
 System Type (check one):  Community  Nontransient Noncommunity  Transient Noncommunity  
 Address: 29 LAKE SIDE TRAIL  
 City: LAKE PLACID ZIP Code: 32870  
 Phone #: 727 248 9292 Fax #: 727 244 4219 E-Mail Address: DWILLIAMS@USWATERCORP.NET

**SAMPLE INFORMATION** (to be completed by sampler)

Sample Number: F2104990002 Sample Date: 11-19-21 Sample Time: 900 (AM) PM (Circle One)  
 Sample Location (be specific): POE @ WTP Location Code: \_\_\_\_\_  
 Disinfectant Residual (Required when reporting results for trihalomethanes and haloacetic acids): 1.64 mg/L Field pH: 7.9

**Sample Type (Check Only One)**

**Reason(s) for Sample (Check all that apply)**

- Distribution  
 Entry Point (to Distribution)  
 Plant Tap (not for compliance with 62-550)  
 Raw (at well or intake)  
 Max Residence Time  
 Ave Residence Time  
 Near First Customer

- Routine Compliance with 62-550  Replacement (of Invalidated Sample)  
 Confirmation of MCL Exceedance\*  Special (not for compliance with 62-550)  
 Composite of Multiple Sites\*\*  Clearance (permitting)  
 Other: \_\_\_\_\_

Sampling Procedure Used or Other Comments:

TRI ANNUALS

\*See 62-550.500(6) for requirements and restrictions. And 62-550.512(3) for nitrate or nitrite exceedances.

\*\*See 62-550.550(4) for requirements and attach a results page for each site.

### SAMPLER CERTIFICATION

I, DUSTIN WILLIAMS, OPERATOR, do HEREBY CERTIFY  
 (Print Name) (Print Title)

that the above public water system and sample collection information is complete and correct.

Signature: [Signature] Date: 11-19-21

Certified Operator #: A22520 Phone #: 263 254 9652 Sampler's Fax #: \_\_\_\_\_

Sampler's E-mail: DWILLIAMS@USWATERCORP.NET

**Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format**

**LABORATORY CERTIFICATION INFORMATION**(to be completed by lab – please type or print legibly)

Lab Name: Advanced Environmental Laboratories, Inc. Florida DOH Certification #: E84492 Certification Expiration Date: 06/30/2022

ATTACH CURRENT DOH ANALYTE SHEET\*

Address: 13100 Westlinks Terrace, Fort Myers, FL 33913 Phone #: 239-674-8130

Were any analyses subcontracted  Yes  No If yes, please provide DOH certification number(s): E84589,E82535,E82001,E82574

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB

**ANALYSIS INFORMATION** (to be completed by lab) Date Sample(s) Received: 11/19/2021

PWS ID: (From Page 1): 6284114 Sample Number (From Page 1): F2104990002 Lab Assigned Report # Or Job ID: F2104990


Group(s) Analyzed & Results attached for compliance with Chapter 62-550, F.A.C. (Check all that apply):

<u>Inorganics</u>	<u>Synthetic Organics</u>	<u>Volatile Organics</u>	<u>Disinfection Byproducts</u>	<u>Radionuclides</u>	<u>Secondaries</u>
<input type="checkbox"/> All except Asbestos	<input type="checkbox"/> All 30	<input type="checkbox"/> All 21	<input type="checkbox"/> Trihalomethanes	<input type="checkbox"/> Single Sample	<input type="checkbox"/> All 14
<input type="checkbox"/> Partial	<input type="checkbox"/> All Except Dioxin	<input type="checkbox"/> Partial	<input type="checkbox"/> Haloacetic Acids	<input type="checkbox"/> Qtrly Composite*	<input checked="" type="checkbox"/> Partial
<input type="checkbox"/> Nitrate	<input type="checkbox"/> Partial		<input type="checkbox"/> Chlorite		
<input type="checkbox"/> Nitrite	<input type="checkbox"/> Dioxin Only		<input type="checkbox"/> Bromate		
<input type="checkbox"/> Asbestos					

**LAB CERTIFICATION**

I, Josh Snead, Laboratory Manager, do HEREBY CERTIFY  
(Print Name) (Print Title)

that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:  Date: 12/14/2021

- \* Failure to provide a valid and current Florida DOH lab certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report, possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.
- \*\* Please provide radiological sample dates & locations for each quarter.

**CONFIRMATION & NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE OR NITRITE MCL EXCEEDANCES**  
**NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH "U" QUALIFIER.** (Non-detects reported as "BDL" or with a "<" are not acceptable.)

**COMPLIANCE DETERMINATION**(to be completed by DEP or DOH – attach notes as necessary)

Sample Collection & Analysis Satisfactory:  Yes  No \_\_\_\_\_ Replacement Sample or Report Requested (circle or highlight group(s) above)

Person Notified: \_\_\_\_\_ Date Notified: \_\_\_\_\_ DEP/DOH Reviewing Official: \_\_\_\_\_

\*Results must be reported with appropriate qualifiers in accordance with Florida Administration Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, ?, \*, are unacceptable for compliance with 62-550. Results qualified with a J, Q, R, or Y must be accompanied by written justification and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable results must be replaced with acceptable results from samples collected during the same monitoring period.

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

SECONDARY CONTAMINANTS  
62-550.320

Report Number / Job ID: F2104990002

PWS ID (From Page 1): 6284114

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1920	Odor	3	TON	1.0	U	SM 2150 B	1.0	11/19/2021	15:43	E84492
2905	Foaming Agents	0.5	mg/L	0.040	U	SM 5540 C	0.040	11/20/2021	07:15	E82001

FZ104990

Short Environmental Laboratories, Inc.

11917 US 27 S

Sebring, FL 33876

(863) 655-4022 Fax: (863) 655-5820

Cont Type  
Siz  
Plast Clear Amber  
Pres

LABORATORY ANALYSES

CN	S&M	Met	Met	S&M	S&M	S&M	Vial	Vial	Vial	Org	Org	Org	Vial	Org	Vial	Org	
250 ml	1 L	1 L	250 ml	500 ml	250 ml	250 ml	40 ml	40 ml	40 ml	1 L	1 L	1 L	40 ml	1 L	40 ml	1 L	
AG	AG	P	P	P	AG	P	AG	G	G	AG	AG	AP	G	AG	G	AG	
NaOH	Cool	HNO3	HNO3	Cool	Cool	Cool	Thio	Thio	Thio	MCAA	Thio	Thio	Thio	Thio	Thio	FIC1	Thio

Sampler's Name: Dustin Williams Client Name: US Water 578  
 Sampler's Signature: [Signature] Project: Country Walk Location: DWTP

Field ID#	Sample ID	Date	Time	Samp Type	Grab	Laboratory ID#	# of Cont	Order	MBAS
	POE	11-14-21	200	DW	X			1	1

Comments:

This kit contains samples for certain analyses which require scheduling with the lab prior to collection and delivery.

Sampler's certification must be submitted with this form.

DW Format Required

Please read all container labels for caution notices.

Container Qty:	Relinquished By:	Accepted By:	Date:	Time:
2	<u>[Signature]</u>	<u>[Signature]</u>	11/15/24	1125
2	<u>[Signature]</u>	<u>[Signature]</u>	11-19-21	1435

Chain of Custody and Transmittal Form

Samples Iced to 3.5 c  
 Metals Containers preserved  
 Vials preserved  
 Vials preserved  
 FIA

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Time	
Departed Lab	
Arrived Site	
Departed Site	
Arrived Lab	



## FLORIDA DEPARTMENT OF Environmental Protection

South District  
PO Box 2549  
Fort Myers FL 33902-2549  
SouthDistrict@FloridaDEP.gov

**Ron DeSantis**  
Governor

**Jeanette Nuñez**  
Lt. Governor

**Noah Valenstein**  
Secretary

June 26, 2019

Sharon Purviance  
U.S. Water Services Corporation  
4939 Cross Bayou Blvd.  
New Port Richey, FL 34652  
[spurviance@uswatercorp.net](mailto:spurviance@uswatercorp.net)

Re: In Compliance Letter  
Country Walk Utilities Inc.  
PSW ID No.: 6284114  
Highlands County – PW

Dear Ms. Purviance:

Department personnel conducted a Sanitary Survey Inspection of the above-referenced facility on May 29, 2019. Based on the information provided during the inspection, the facility was determined to be in compliance. A copy of the inspection report is attached for your records.

The Department appreciates your efforts to maintain this facility in compliance with state and federal rules. Should you have any questions or comments, please contact Andrew Price at (239) 344-5621, or via e-mail at: [Andrew.Price@FloridaDEP.gov](mailto:Andrew.Price@FloridaDEP.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan Snyder", written over a horizontal line.

Ryan Snyder  
Environmental Manager  
South District Office  
Florida Department of Environmental Protection

Enclosure: Inspection Report

cc: Gary Deremer [gderemer@uswatercorp.net](mailto:gderemer@uswatercorp.net)  
Andrew Borremans [aborremans@uswatercorp.net](mailto:aborremans@uswatercorp.net)



# Florida Department of Environmental Protection

## South District Public Water System Sanitary Survey Inspection Report

Water system: Country Walk Utilities, Inc.		System PWS #: 6284114	Survey date: 5/29/2019
Facility type class: <u>Community</u> - (4D)	Source type: <u>Ground</u>		4-Log approved: <u>No</u>
Facility address: 29 Lakeside Trail, Lake Placid, FL 33852			
Facility phone(s):		Facility email/fax:	
Facility contact: Sharon Purviance		Facility contact phone(s): (727) 919-1548	
Facility contact email/fax: <u>spurviance@uswatercorp.net</u>			
Owner name: Gary Deremer		Company name: U.S. Water Services Corp.	
Owner/Corp address: 4939 Cross Bayou Blvd.		City: <u>New Port Richey</u>	State: <u>FL</u> Zip: <u>34652</u>
Owner/Corp phone(s): (727) 848-8292		Owner e-contact(s): <u>gderemer@uswatercorp.net</u>	
Operator name: Andrew Borremans		Certification: <u>C - 22604</u>	
Operator phone(s): (863) 581-3596		Operator email/fax: <u>aborremans@uswatercorp.net</u>	
On-site Rep: <u>Operator</u>	Immediate Action Required? <u>No</u>	Inspection recap given? <u>Yes</u>	

### GENERAL INFORMATION

Number of Service Connections 69  
 Population Served 167  
 Plant Design Capacity 100,600 GPD  
 Average Day (from MORs) 7,325 GPD  
 Max. Day (from MORs) 32,900 GPD  
 Total Storage Capacity 1,100 GPD  
 Comments:

### OPERATION & MAINTENANCE

Certified Operator:  Yes  No  Not required  
 Plant visits conducted by: Operator  
 O&M Log:  Yes  No O&M Manual:  Yes  No  
 Visitation Frequency  
 Hrs/day: Required 3 Actual \_\_\_\_\_  
 Hrs/wk: Required \_\_\_\_\_ Actual \_\_\_\_\_  
 Days/wk: Required 3 Actual 6  
 Non-consecutive Days?  Yes  No  N/A  
 MORs submitted regularly?  Yes  No  N/A  
 Data missing from MORs?  Yes  No  N/A

### CHLORINATION (Disinfection)

Type: Hypo-Chlorination  
 Capacity 100 Unit gpd  Total  Each  
 Chlorine Feed Rate 1/2 gal/day  
 Avg. Amount of Cl<sub>2</sub> gas used \_\_\_\_\_  
 Chlorine Residuals: Plant .8 Remote .4  
 Remote tap location end of line at flusher  
 Injection Points prior to hydro tank  
 Booster Pump Info \_\_\_\_\_  
 Comments:

### AERATION (Gases, Fe, & Mn Removal)

Type Forced Draft Capacity 5,000 Gal  
 Aerator Condition New  
 Visible Algae Growth  Yes  No  
 Protective Screen Condition Good  
 Comments:

### RAW WATER SOURCE

GROUND; Number of Wells 1  
 SURFACE/UDI; Source \_\_\_\_\_  
 PURCHASED from PWS ID # \_\_\_\_\_  
 Emergency Water Source \_\_\_\_\_  
 Emergency Water Capacity \_\_\_\_\_

### AUXILIARY POWER SOURCE

Yes  None  Not Required  
 Source \_\_\_\_\_  
 Capacity of Standby (kW) \_\_\_\_\_  
 Switchover:  Automatic  Manual  
 Standby Plan:  Yes  No  
 Hrs Operated Under Load \_\_\_\_\_  
 What equipment does it operate?  
 Well pumps \_\_\_\_\_  
 High Service Pumps \_\_\_\_\_  
 Treatment Equipment \_\_\_\_\_  
 Satisfy 1/2 max-day demand?  Yes  No  Unk  
 Comments:

### DISTRIBUTION SYSTEM

Flow Measuring Device Flow Meter  
 Meter Size & Type 2"  
 Meter tested w/i 5 yrs?  Yes  No  Unk  N/A  
 Backflow Prevention:  Yes  No  
 Cross-connections \_\_\_\_\_  
 Cross-connection Control Program:  Yes  No  N/A  
 Coliform Sampling Plan:  Yes  No  
 Stage 2 DBPs Sampling Plan:  Yes  No  N/A  
 Lead & Copper Sampling Plan:  Yes  No  N/A  
 Comments:

### SERVICE AREA CHARACTERISTICS:

Residential Homes

Food Service:  Yes  No  N/A

**STORAGE FACILITIES**

Tank Type	Hydropneumatic	Clearwell							
Capacity GAL	5,000	5,000							
Material	Steel	Concrete							
By-pass Piping	Yes	Yes							
Gravity Drain	Yes	Yes							
PRV/ARV	PRV	Ukn							
Protected Openings	Yes	Yes							
Pressure Gauge	Yes	Yes							
Sight Glass or Level Indicator	S.G.	No							
Fittings for Sight Glass	Yes	N/A							
Access Padlocked	Yes	Yes							
Last Inspection Date (for tanks with access manholes)	01/2019	N/A							
On/Off Pressure	40/60	N/A							
Height to Bottom of Elevated Tank	N/A	N/A							
Height to Max. Water Level	N/A	N/A							

Comments:

Clearwell is the Aeration Tank.

**HIGH SERVICE (HSP), BACKWASH (BWP), TRANSFER (TP) and OTHER (OP) PUMPS**

Pump Purpose									
Pump Number									
Type									
Capacity (gpm)									
Motor HP									
Date Installed									

Comments:

**GROUND WATER SOURCE**

Well Name (System Identification)	New Well			
Florida Well ID	AAO4478			
Year Drilled	2013			
Depth Drilled	Unk			
Length (outside casing)	Unk			
Diameter (outside casing)	Unk			
Is inundation of well possible?	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
6' X 6' X 4" Concrete Pad	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
PUMP	Type	Submersible		
	Rated Capacity (gpm)	85/S.C.		
	Motor Horsepower	Unk		
Well casing 12" above grade?	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Well Casing Sanitary Seal	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Raw Water Sampling Tap	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Above Ground Check Valve	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Fence/Housing	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Well Vent Protection	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

**COMMENTS:**

The gpm for the well pump is unknown, but the well itself is rated at 85 gpm.

**TREATMENT PROCESSES IN USE:**

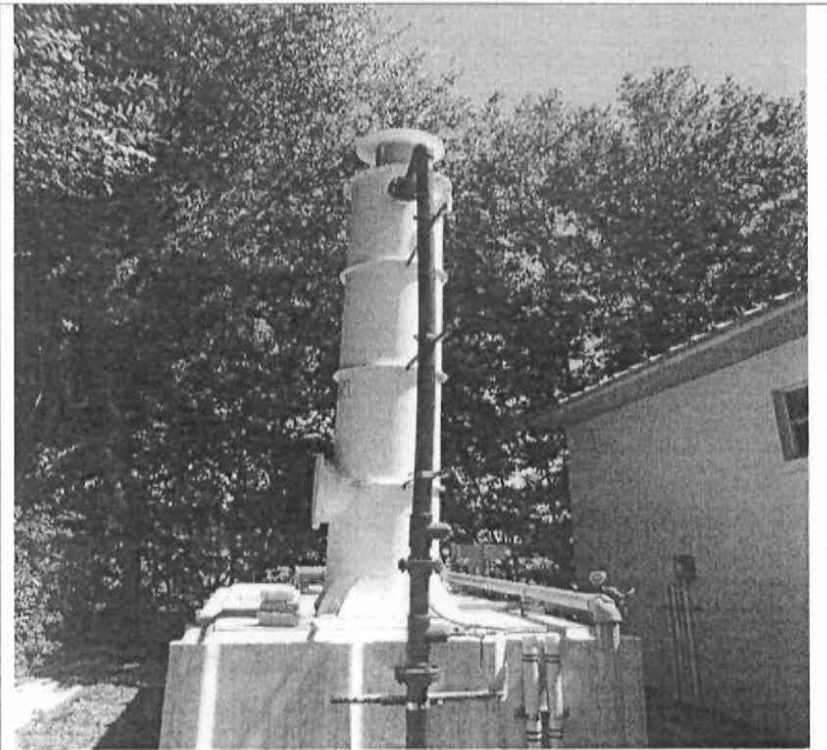
Is additional treatment needed?  Yes  No  
 If so, for control of what deficiencies?

<b>MONITORING VIOLATIONS</b>	<b>MCL VIOLATIONS</b>
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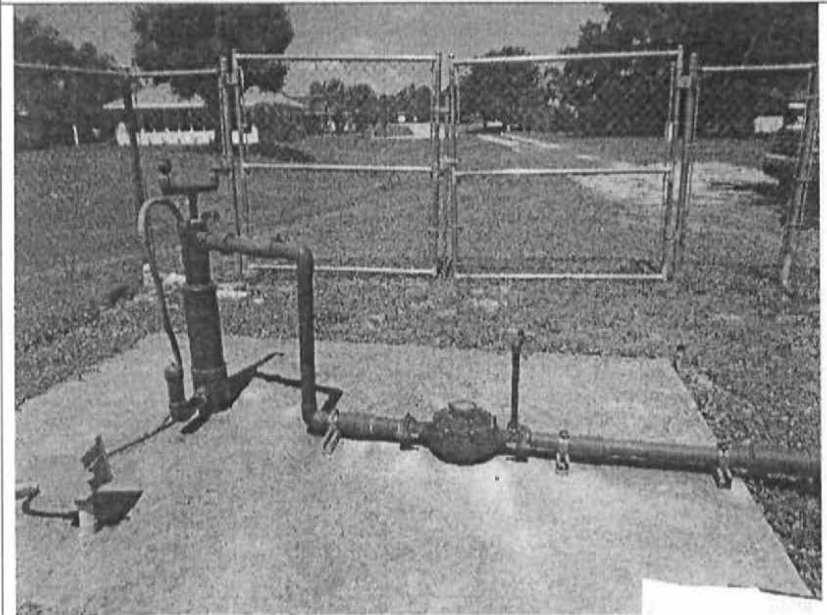
**MONITORING COMMENTS:**



**Photos:**



**Forced Draft Aerator**



**Well**



Account	Route	Label	Comment	Actions	Date
17195240	Country Wa	J 9.0 Water Quali	OPjaczarnik 09/03/2020: PATRICIA CALLED; SHE REPORTS THAT HER WATER STINKS LIKE DIRTY SOCKS; ADV WOULD SUBMIT S/O TO HAVE WATER QUALITY CHKED;	Dustin and cj responded checked residual all good no answer left door hanger explained issues with c12 pump Issues have been resolved...Dustin Williams	09/03/2020 01:16 PM
43595273	Country Wa	J 9.0 Water Quali	OPldrost 01/13/2020: ROBERT CALLED IN AGAIN. WATER HAS GOTTEN INCREASINGLY WORSE AGAIN. THE WATER HAS RETURNED TO SMELLING OF SULFUR. SUBMITTED S/O TO HAVE TECH COME OUT AND FLUSH AGAIN. NFAN	continued to flush, raised chlorine residual....Andrew Borremans	01/13/2020 08:23 AM
43595273	Country Wa	J 9.0 Water Quali	USWealicea 12/31/2019: ROBERT RICHMOND CALLED CONCERNED WITH THE SMELL OF THE WATER - MR. RICHMOND STATED HE WOKE THIS MORNING TO BRUSH HIS TEETH, AND COULD NOT STAND THE SMELL OF THE WATER- MR. RICHM	I spoke with customer, flushed our main also flushed his home until I got a good residual	12/31/2019 08:33 AM
43595273	Country Wa	J 9.0 Water Quali	OPmrodgers 12/30/2019: COLD WATER SMELLS LIKE ROTTEN EGGS S/O COMPLETE.. HOT WATER IS OK	I spoke with customer, flushed our main also flushed his home until I got a good residual	12/30/2019 10:16 AM
25195250	Country Wa	J 9.0 Water Quali	OPmrodgers 09/12/2018: MRS KNOX CALLED SMELLY WATER STATED SHE IN NOT THE ONLY ONE IN THE COUNTRY WALK AREA WITH ISSUE	Spoke with customer, she stated it smelled like sulfur, I explained that the new plant removes all the sulfur! Found a good residual at the home...AB	09/12/2018 10:31 AM
8395229	Country Wa	J 9.0 Water Quali	OPvweinberger 03/07/2018: ROBERT WOODALL CALLED HE SAID HIS TESTER SAID THERE IS NO CHLORINE IN HIS WATER; CREATED S/O PROVIDED HIS PH# ALSO	Tech note: Tested water coming into customers home. Cl2 present .64 no one home at time of visit...AB	03/07/2018 04:34 PM
8395229	Country Wa	J 9.0 Water Quali	OPvwinkler 02/21/2018: ROBERT CALLED IN AGAIN ABOUT CHLORINE. ASKED FOR LINDA, SO GAVE HER THE MESSAGE HE CALLED FOR A CALL BACK		02/21/2018 01:08 PM
8395229	Country Wa	J 9.0 Water Quali	OPlmjohnson 02/20/2018: ROBERT CALLED. HE HAS CALLED 3 TIMES PRIOR TO THIS FOR POOR WATER QUALITY AND NO CHLORINE IN HIS WATER. TWO SERVICE ORDERS WERE CREATED. ONE IN JANUARY AND ONE IN FEBRUARY.		02/20/2018 10:40 AM
8395229	Country Wa	J 9.0 Water Quali	OPvwinkler 02/20/2018: Robert called in about s.o. status. adv they were dispatched but no notes from tech that they were done. asked for sup. trans to linda		02/20/2018 10:37 AM
8395229	Country Wa	J 9.0 Water Quali	OPvweinberger 02/15/2018: ROBERT WOODALL REQ STAT OF S/O BECAUSE HE IS TESTING WATER AND IT HAS NO CHLORINE; ADV WILL CHECK WITH TECH		02/15/2018 03:52 PM
8395229	Country Wa	J 9.0 Water Quali	OPmrodgers 02/14/2018: ROBERT CALLED WATER HAS STRONG ODOR DID A CHLORINE TEST HIMSELF AND STATES THERE IS NONE IN THE WATER. FORM FILLED OUT FOR S/O	field tech stopped by for the third time to speak with customer - no answer - door tag left for customer to contact field tech	02/14/2018 12:41 PM
54799494	Country Wa	J 9.0 Water Quali	OPlmjohnson 01/19/2018: ADRIENNE CALLED TO COMPLAIN OF WATER QUALITY. SAYS SINKS AND APPLIANCES ARE GETTING DISCOLORED AND WANTS WATER CHECKED. CREATED S.O.	Met with customer; Explained situation and flushed her home....CB	01/19/2018 07:13 AM
8395229	Country Wa	J 9.0 Water Quali	OPlmjohnson 01/18/2018: ROBERT CALLED. NO TECH HAS BEEN OUT TO HIS HOME TO CHECK THE PH. S.O. CREATED 01/16. RE-SENT SERVICE ORDER WITH A NOTE TO MAKE SURE SOMEONE GOES OUT THERE TODAY.	customer not home tag left on customers door. field tech stopped by for the third time to speak with customer - no answer - door tag left for customer to contact field tech	01/18/2018 02:08 PM
54800073	Country Wa	J 9.0 Water Quali	OPvwinkler 01/18/2018: MRS MATU CALLED IN ABOUT BLUISH COLORED WATER. CREATED S.O.		01/18/2018 08:11 AM
8395229	Country Wa	J 9.0 Water Quali	OPvwinkler 01/15/2018: ROBERT CALLED IN COMPLAINING ABOUT PH BALANCE AND RUST SMELLING WATER. CREATED S.O.	xxxx customer not home tag left on customers door	01/15/2018 02:20 PM

29995256	Country Wa	J 9.0 Water Quali	OPmwilliams 12/18/2017: RITA MAXSON CALLED TO REPORT NO PRESSURE; CREATED SO	Tech Note: Talked to customer after we fixed leak; Everything good...CB	12/18/2017 08:08 AM
8395229	Country Wa	J 9.0 Water Quali	OPvweinberger 08/22/2017: ROBERT SAID THERE IS A STRONG SULFUR SMELL ALSO TASTE LIKE LAKE WATER HE TESTED THE CHLORINE LEVEL AND THERE IS NO CHLORINE IN IT, PLEASE SEND TECH; CREATED S/O	Tech note: Spoke with customer, found a residual upon arrival, he uses a spa cl2 test kit meant to detect larger amounts of cl2. Explained the low residual is a legal one.	08/22/2017 02:47 PM
45995276	Country Wa	J 9.0 Water Quali	OPrking 07/26/2017: PAMELA BANWART CALLED TO REPORT LOW WATER PRESSURE AND AND ODOR TO THE WATER. SHE ALSO STATED THAT THERE ARE LITTLE FLAGS ALL OVER HER LAWN AND SHE ISN'T SURE WHY. CREATED S/O.	I spoke with Pamela; I found no odor; pressure is good.....AB	07/26/2017 03:11 PM
26795252	Country Wa	J 9.0 Water Quali	OPmwilliams 07/10/2017: LORI LAGAMMA REPORTS THAT WATER IS BLACK AND HAS A HORRIBLE SMELL. CREATED SO. PLEASE CALL HER AFTER INSPECTION AT 954.214.0817.	Tech Note: Responded; Flushed circle; Found black water; then flushed home. I will need a 1000 gal credit for this address.	07/10/2017 08:03 AM
42795272	Country Wa	J 9.0 Water Quali	OPdhaynes 06/15/2017: RETURNED CALL TO ROBERT COY; COMPLAINED ABOUT HAVING BLACK SMELLY WATER, ADV HIM A TECH WILL BE SENT OUT.; USWrvvarona 06/19/2017: CUSTOMER DUE 1 TGAL CREDIT DUE TO FLUSHING OF WA	Tech Note: Responded to address. Found black water present in home. Flush street and then flushed home. Water quality back to satisfactory levels. Please provide customer with 1000 gallon credit	06/19/2017 01:26 PM
8395229	Country Wa	J 9.0 Water Quali	OPdhaynes 05/24/2017: ROBERT WOODALL CALLED; STATED THAT HIS WATER SMELLS LIKE LAKE WATER. ADV TECH WILL COME OUT TODAY.	Tech note: Responded; flushed home; black water present; Ron, can we get a 1000 gal credit on the bill this month?	05/24/2017 11:01 AM
49195280	Country Wa	J 9.0 Water Quali	OPvknight 04/20/2017: SUSAN CALLED TO REPORT THAT WATER IS BLACK AND SMELLS; ADV HAD ONE OTHER REPORT THHIS MORNING AND TECH WAS DISPATCHED.	Operator responded	04/20/2017 09:13 AM
54797694	Country Wa	J 9.0 Water Quali	OPmwilliams 04/20/2017: DEBRA MEYER CALLED TO REPORT A SULPHURIC SMELL IN THE WATER. HOMEOWNER CHARLES TOTTEN'S PHONE # IS 614.406.7442.	TECH NOTE We busted a scanner to overnight again. It has been replaced in the system as being flush right now	04/20/2017 09:02 AM
49195280	Country Wa	J 9.0 Water Quali	OPmallens 04/14/2017: WATER IS DISCOLORED AND STINKS. SHE RAN THE WATER FOR 20 MIN AND STILL IS THE SAME. EMAILED VICKY.	Operator responded	04/14/2017 01:14 PM
17195240	Country Wa	J 9.0 Water Quali	OPmwilliams 04/14/2017: PATRICIA MARCHAL CALLED TO REPORT THAT WATER HAS A SEWAGE SMELL- REPORTED TO SUPERVISOR FOR DISPATCH.	Operator responded	04/14/2017 09:35 AM