

# HC WATERWORKS, INC.

February 22, 2022

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

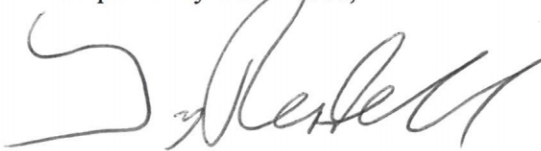
Re: Docket No. 20190166-WU Application for increase in water rates in Highlands County by HC Waterworks, Inc. – *Fourth and Final Quarterly Status Report*

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 Fourth and Final 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 Fourth and Final 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	Response
1189720	F 5.1 Pressure Issue	OPldrost 11/03/2021: THOMAS CALLED IN. TODD FROM TWO TODDS PLUMBING IS AT PPTY TODAY TO REPAIR ISSUED W/ LINES. DISCOVERED WHEN A 2ND FAUCET IS TURNED ON, WATER PRESSURE DROPS SIGNIFICANTLY. FOLLOWED LINES OUT TO METER TO SEARCH FOR LEAKS, NO LEAKS. AT METER, SOMETHING IS BLOCKING FLOW THRU METER. NOTICED A BACKFLOW WAS INSTALLED THAT MAY BE CAUSING ISSUE. WILL TAKE VIDEO TO SHARE W/ TECH. TODD: 561-722-1309. SUBMITTED S/O TO INSPECT BACKFLOW. WILL SEE IF IT CAN BE COMPLETED TODAY. NFAN Opjaczarnik 11/08/2021: TOM CALLED AGAIN; HE ADV THE TECH CAME OUT AND HELPED HIM CHECK THE PRESSURE; HE ADV THERE MUST BE A LEAK BETWEEN THE METER AND THE HOME, BECAUSE THE PRESSURE IS FINE UNTIL RIGHT BEFORE IT GOES INTO THE HOUSE	11/03/2021 09:08 AM	/read/00047313/meter/and/ert/working/fine/pressure/at/meter/is/75/psi/issue/is/on/customer/side/he/knows/it/carlos/m/this/was/done/on/11/8/21.
54796260	H 7.2 Condition of Meter	OPdsawyer 01/06/2022: GERALD C/I THAT METER IS DAMAGED AND NEEDS NEW ONE. S/O SUBMTD.; OPdsawyer 01/06/2022: UPDATED PHONE #.	01/06/2022 10:19 AM	xxxx/read/0143040/replaced/meter/box/and/lid/carlos/m
54827701	H 7.2 Condition of Meter	Opjaczarnik 12/23/2021: WILLIAM BUCHANAN CALLED; HE REQUESTED TO HAVE A METER BOX INSTALLED TO ENCLOSE/COVER THE METER; REACHED OUT TO TECH WHO ADV TO SUBMIT SERVICE ORDER; ADV CUSTOMER TO FOLLOW UP	12/23/2021 07:39 AM	xxxx/read/01961642/installed/new/meter/box/and/lid/c/hris/b
1190505	I 8.0 Leak at Meter	OPdsawyer 01/24/2022: TED C/I RE: HIGH USAGE AND POSSIBLE LEAK AT METER. S/O SUBMTD. NFAN	01/24/2022 01:53 PM	xxxx/read/0131370/checked/with/hand/held/meter/and/ert/working/chris/ TECH CALLED OWNER EXPLAINED WHAT HIS FINDINGS WHERE ON 2/16
1190641	I 8.0 Leak at Meter	OPdsawyer 01/24/2022: PHYLLIS C/I TON INFORM THAT THERE IS WATER IN METER BOX. S/O SUBMTD. NFAN	01/24/2022 03:22 PM	xxxx/read/00291039/shut/off/valve/is/leaking/need/to/schedule/shut/down/to/replace/valve/on/pvc/not/poly/c
54797942	I 8.0 Leak at Meter	OPdsawyer 01/21/2022: GARY C/I TO ASK IF METER CAN BE REPLACED. HE CALLED OVER A TECH TO CHK AND THE SHUT-OFF VALVE DOESN'T WORK OR CLOSE. SUBMTD S/O. NFAN	01/21/2022 10:40 AM	xxxx/read0254300/shut/off/valve/is/bad/and/need/to/replace/meter/no/leaks/chris/b
1191176	I 8.05 Leak - Customer Side	Opjaczarnik 12/01/2021: ALLEN CALLED; HE ADV HE HIT A LINE WHILE DOING WORK ON THE HOUSE AND REQUESTED AN EMERGENCY SHUT OFF; REACHED OUT TO TECH FOR EMERGENCY TURN OFF; SUBMITTED S/O; ALLEN MAY NEED TO CALL BACK TO HAVE WATER RECONNECTED ONCE THE REPAIR IS MADE;	12/01/2021 10:33 AM	xxxx/meter/glass/foggy could/not/read/meter/is/off/chris/b
54824922	I 8.05 Leak - Customer Side	OPdjohson 01/26/2022: JESUS CI. STATED NEIGHBOR INFORMED HIM OF WATER COMING OUT OF THE GARAGE. HE WENT TO PROPERTY TO INSPECT AND FOUNF WATER SOFTENER WAS LEAKING. HE STATED NO PLUMBER WAS NEEDED, HE DISCONNECTED THE WATER SOFTENER. I ADV TYPICALLY IF NO RECIEPT IS AVAILABLE USW WILL WAIT ONE MONTH FOR USAGE TO GO BACK DOEN. SINCE WAS REPAIRED RECENTLY WILL FALL INTO THE BILLING CYCLE THAT JUST ENDED 1/24/22. I ADV THAT BILL WILL COME OUT IN FEB BUT WILL BE FOR MORE THAN CURRENT HIGH BILL. I ADV TO EMAIL OVER A SUMMARY OF THE LEAK AND WORK THAT WAS DONE. I ADV WILL SUBMT ON HIS BEHALF TO GET A DETERMINATION IF THEY WILL WAIT FOR NEXT READ AROUND EOM FEB. PROVIDED EMAIL. ADV HOW LEAK ADJ WORK. I ADV OK TO PAY THIS BILL AINE MAY HAVE TO WAIT. NFAN	01/26/2022 02:36 PM	LEAK ADJUSTMENT ON THE JANUARY BILL - CUSTOMER BILLED FOR 13 TGAL - AVERAGE PER MONTH = 11 TGAL / 2 = 6 TGALS X 14.46 (RATE) = \$86.76 AND LEAK ADJUSTMENT ON THE FEBRUARY BILL - CUSTOMER BILLED FOR 22 TGAL - AVERAGE PER MONTH = 20 TGAL / 2 = 10 TGALS X 14.46 (RATE) = \$144.60
54826669	I 8.05 Leak - Customer Side	OPldrost 12/20/2021: SUSAN CALLED BACK IN TO CHK AND SEE IF S/O WAS SET FOR 12/21/21. CONF. ADV MAY NEED TO CONSIDER SOMETHING GOING ON ON PPTY IF TECH DETERMINES METER IS WORKING PPLY. NFAN OPdjohson 12/21/2021: SUSAN CI. STATED DETERMINED HER WATER SOFTENER WAS THE ISSUE. THEY HIRE A MAN TO DISCONNECT THE WATER SOFTENER. I ADV WILL WANT TO SUBMIT RECEIPTS FRO POSSIBLE COURTESY ADJ. PROVIDED EMAIL. NFAN	12/20/2021 01:09 PM	start/read/00552345/end/00552447/test/good/water/softener/stuck open/carlos/m xxxx LEAK ADJUSTMENT FOR THREE MONTHS - FEB BILL -CUST BILLED 18K - AVG PER MONTH = 14 / 2 = 7 x 14.46 = \$101.22 , JAN BILL - CUST BILLED 11K - AVG PER MONTH = 7 / 2 = 4 x 14.46 = \$57.84, DEC BILL -CUST BILLED 8K - AVG PER MONTH = 4 / 2 = 2 x 14.46 = \$28.92. TOTAL LEAK ADJUSTMENT IS \$187.98
54796802	J 9.0 Water Quality	OPdjohson 12/21/2021: DIANE CI. STATED WATER SMELLS LIKE SULFUR FOR PAST THREE DAYS. I ADV WOULD SUBMIT SO TO INSPECT. NFAN	12/21/2021 01:42 PM	xxxx/flushed main line and home all good /chris/b/jr
54800706	J 9.0 Water Quality	Opjaczarnik 12/27/2021: GAIL CALLED REGARDING BROWN WATER; ADV THE TECHS ARE ADDRESSING THE ISSUE AT THE PLANT AND THEN THEY WILL BE WORKING TO FLUSH THE LINES; ADV TO CALL LATER IN THE DAY IF SHE IS STILL EXPERIENCING THE ISSUE; Opjaczarnik 12/27/2021: GAIL CALLED REGARDING UPDATE ON WATER QUALITY; REACHED OUT TO TECH WHO ADV THEY ARE COMPLETED WITH THE REPAIR AT THE PLANT, AND THEY ARE WORKING ON FLUSHING THE LINES; NOTIFIED CUSTOMER THAT IT SHOULD BE CLEARED UP BY THE END OF THE DAY; ADV THEY MAY WANT TO RUN THE BATH TO CLEAR THE LINES INSIDE THE HOME;	12/27/2021 02:52 PM	Made necessary repair at water treatment plant. Flushed the distrubution mains.
54801076	J 9.0 Water Quality	OPldrost 12/27/2021: DONALD CALLED IN TO REPORT YELLOW/BRWN WATER. ADV IS SYSTEM WIDE IN CVD BRIDGE AND TECHS ARE AWARE - HAVE BEEN WORKING ON IT AT PLANT ALL WKND.. NFAN	12/27/2021 07:32 AM	Made necessary repair at water treatment plant. Flushed the distrubution mains.
54822025	J 9.0 Water Quality	OPldrost 01/18/2022: SAM CALLED IN, LM. THINKS NO ONE EVER ADDRESSED HIS CONCERN ABOUT YELLOW WATER AS HE HAS YELLOW WATER AGAIN. AFTER DISCUSSING W/ MMONN, REACHING OUT TO EALICEA FOR NEXT STEPS, ADD S/O OR ?? . PREV S/O COMPLETED ON 1/14, 4 DAYS AGO, DEEMED "ALL GOOD".	01/18/2022 10:52 AM	DWILLIAMS RET TO PPTY TODAY AND REFLUSHED LINES, CLOSED S/O. CALLED SAM, LMOM, INFORMING OF FLUSHING THIS PAST FRIDAY (1/14) AS WELL AS TODAY,

54822025	J 9.0 Water Quality	Opjaczarnik 01/06/2022: SAM CALLED REGARDING YELLOW WATER; REACHED OUT TECH TO VERIFY IF ANYTHING IS GOING ON IN THE AREA; ADV WOULD ENTER S/O AND SEND TO TECH RIGHT AWAY TO INSPECT THE WATER QUALITY	01/06/2022 10:08 AM	xxxx/flushed main line and home all good chris/b/jr
54822025	J 9.0 Water Quality	Opjaczarnik 12/27/2021: SAM CALLED REGARDING YELLOW WATER; ATTEMPTED TO REACH OUT TO TECH, LMOM; ADV WOULD ENTER S/O FOR A WATER QUALITY CHK AND SEND TO TECH; ADV COULD NOT GURANTEE A TIME FOR WHEN TH	12/27/2021 07:28 AM	Made necessary repair at water treatment plant. Flushed the distrubution mains.
54822038	J 9.0 Water Quality	Opjaczarnik 12/17/2021: EDWARD CALLED REGARDING SEDIMENT IN HIS LINES; HE ADV THEY JUST CAME BACK TO THE PROPERTY ON WEDNESDAY; SEASONAL DISCONNECT WAS COMPLETED IN MAY, WATER SHOULD CURRENTLY BE OFF; ADV WILL SUBMIT A SERVICE ORDER TO INSPECT THE WATER QUALITY AND INSPECT THE METER; HIS RETURN NUMBER IS 315.406.5836;	12/17/2021 08:55 AM	xxxx/talked/to/customer/flushed home and auto flush valve c/j
54827342	J 9.0 Water Quality	OPdsawyer 12/28/2021: HOLLY C/I LMOM. C/B, HOLLY SED WATER QUALITY IS POOR AND SMELLS. DID LAUNDRY AND 2 SHIRTS WERE RUINED WITH BROWN SPOTS. ADV HER WILL DO S/O. S/O SUBMTD. NFAN	12/28/2021 10:57 AM	xxxx/flushed main line and home all good chris/b/jr