

Hiep Nguyen

From: Ellen Plendl
Sent: Thursday, July 14, 2022 12:22 PM
To: Consumer Correspondence
Subject: Docket No. 20210184
Attachments: yuana-eads-correspondence-reply.pdf

See attached customer correspondence and reply for Docket No. 20210184.

COMMISSIONERS:
ANDREW GILES FAY, CHAIRMAN
ART GRAHAM
GARY F. CLARK
MIKE LA ROSA
GABRIELLA PASSIDOMO

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

July 14, 2022

Ms. Yuana Eads
128 Parkview Circle
Lake Placid, FL 33852

RE: FPSC Inquiry 1396783W

Dear Ms. Eads:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding HC Waterworks, Inc.

We will add your July 10 letter to the correspondence side of Docket 20210184 regarding HC Waterworks's application for limited proceeding in Highlands County.

You expressed concern about the noise and odor coming from HC Waterworks wastewater plant. You may contact the Florida Department of Environmental Protection regarding the air quality issues you are experiencing at your residence by using the following information:

**Florida Department of Environmental Protection
Office of Citizen Services
3900 Commonwealth Blvd. MS49
Tallahassee, FL 32399**

**Telephone: 850-245-2118
Facsimile: 850-245-2128**

You may contact the Lake Placid Town Council regarding your noise concerns by using the following information:

**Mayor John Holbrook
Lake Placid Town Council
1069 US 27 North
Lake Placid, FL 33852**

**Telephone: 863-699-3747
Fax: 863-699-3749
Website: <http://www.lakeplacidfl.net/>**

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Yuana Eads

Page 2

July 14, 2022

Additionally, You may contact the Highlands County Board of County Commissioners regarding your noise concerns by using the following information:

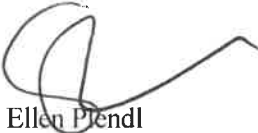
Chairwoman Kathy Rapp
Highlands County Board of County Commissioners
600 South Commerce Avenue
Sebring, FL 33870

Telephone: 863-402-6500
E-mail: krapp@highlandsfl.gov

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the FPSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Ellen Pfendl
Regulatory Consultant
Office of Consumer Assistance & Outreach

Date: July 10, 2022

Printed Name: Yuana Eads

Address: 128 Parkview Circle, Lake Placid, FL 33852

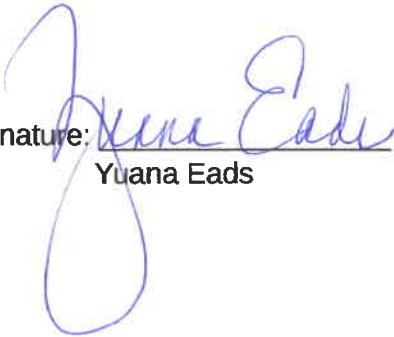
Phone#: (513)600-9062

Case Reference #:1396783W

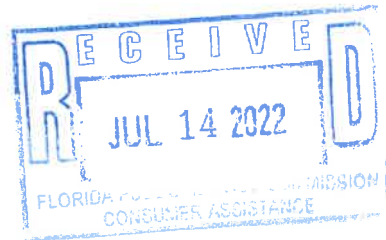
Dear Mr. John Plescow:

This letter is in response to your letter dated June 17, 2022. As of today, there has not been any resolution/resolutions by HC Waterworks addressed by my complaint. Please keep my complaint on file against HC Waterworks.

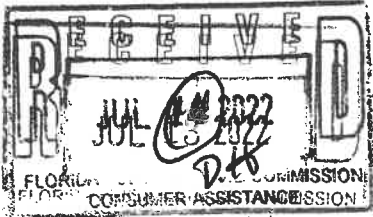
Signature:



Yuana Eads



 **Yuana Eads**
4202 NW 23rd Dr.
Gainesville, FL 32605



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2022 JUL 14 AM 9:08

JACKSONVILLE FL 320

12 JUL 2022 PM 1:11



FLORIDA PUBLIC SERVICE COMMISSION
CAPITAL CIRCLE OFFICE CENTER
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TALLAHASSEE, FL 32399-0850

32399-085099



STATE OF FLORIDA

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GABRIELLA PASSIDOMO



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

June 17, 2022

Yuana Eads
128 Parkview Circle
Lake Placid, FL 33852

Dear Ms. Eads:

Thank you for contacting the Florida Public Service Commission. We have reviewed and referred your complaint to HC Waterworks, Inc.. Your case reference number is 1396783W.

What you can expect now that your complaint has been filed.

The utility will be contacting you to address your concerns and must respond directly to you within three weeks from the date we received your complaint. The utility will attempt to resolve the matter directly with you and is required to notify us regarding the resolution of the complaint. We ask that you allow the utility to work directly with you to resolve your complaint.

How the Commission can assist you and what action you can take.

The Florida Public Service Commission only regulates matters that fall within the scope of our jurisdiction. We will review your complaint and the utility's response to your case to ensure the utility has complied with the applicable statutes, rules and regulations of the Florida Public Service Commission and the utility's tariff. Please be advised that if this is a billing complaint, commission staff may request payment and billing information regarding your account.

Matters like these are usually resolved quickly and effectively, requiring no further Commission intervention. However, if you need further assistance from the Commission after receiving the utility's response, please contact the Commission's Bureau of Consumer Assistance by telephone at 1-800-342-3552 or in writing at the postal or email address shown below. *If we do not hear from you within 30 calendar days from the date of this letter, we will presume that you are in agreement with the company's proposed resolution or plan of action.*

Thank you for the opportunity to assist you in this matter. If you would like to know more about the Public Service Commission, please visit our Web site at www.floridapsc.com.

Sincerely,

A handwritten signature in black ink that reads "John Plescow".

John Plescow
Regulatory Program Administrator

Derrell Scott

From: Troy Rendell <trendell@uswatercorp.net>
Sent: Thursday, June 2, 2022 4:39 PM
To: PSCREPLY
Subject: Fourth Batch - HC Waterworks
Attachments: Covered Bridge Customer Complaints - Batch 4.pdf

Fourth Batch - HC Waterworks

Troy Rendell
Vice President - Investor Owned Utilities

U.S. Water
Services Corporation

4939 Cross Bayou Boulevard
New Port Richey, FL 34652
(Office) 727-848-8292 x245
(Mobile) 727-777-2508
(Fax) 727-848-7701
(E-Mail) trendell@uswatercorp.net

HC WATERWORKS, INC.

May 31, 2022

Yuena Eads
128 Parkview Cir
Lake Placid, FL 33852

RE: PSC Case # <1396783W
Dear Valued Customer:

I'm writing you in response to your complaint filed with the Florida Public Service Commission. You voiced concerns over both the noise and odor emitting from the wastewater treatment plant (WWTP). You also voiced concerns about the odor at the water treatment plant.

Wastewater Treatment Plant: The wastewater treatment plant in the Covered Bridge community has been in existence for numerous decades (estimated to be over 40 years) and was constructed in the early stages of the community. HC Waterworks, Inc. purchased the facility in 2013 from the previous owner. Since that time HC Waterworks has spent an extensive amount of capital to make improvements to the WWTP. Most recently, we replaced the blowers with larger more efficient ones and moved them to the other side of the treatment plant. We also recently built a concrete enclosure around the blower motors to help with noise reductions.

The blowers are a necessary component of the treatment process to properly treat the wastewater to required standards. The wastewater utility is regulated by the Florida Department of Environmental Protection (FDEP). The FDEP routinely conducts compliance inspections at the plant. HC Waterworks is in compliance with all of the FDEP requirements. These rules can be found in Section 62-600, Florida Administrative Code.

My Utility Manager has been to the WWTP numerous times with a Decibel detection device. Each time the noise levels were well below the standards of Highlands County requirements. The noise levels have declined and are still below the County's limits. The blowers run on timers in order to properly treat the wastewater to FDEP requirements. In moving the blowers and building the enclosure, the levels have been reduced further. Again, these blowers are required components in the treatment process. Regarding noise at nighttime hours, the blowers are set to run for 15 minutes every few hours to mix the plant as necessary. However, during the daylight hours, the blowers have to be run as needed to meet the FDEP requirements for treatment and to stay in compliance with the state regulations.

Keep in mind that when the WWTP was first constructed, there were no homes in close proximity to the plant. Recently the builder has built numerous homes around the WWTP. This also caused an increase in wastewater flows being sent to the WWTP. As a result the increase in flows causes an increase in both odors and run time of the blowers.

4939 Cross Bayou Boulevard ~ New Port Richey, FL 34652
Tel: (866) 753-8292 Fax: (727) 848-7701

The vegetation around the WWTP assists in the odor control. Odors may increase slightly during the times the homeowners are using the bathrooms and the flow is increased at the plant. However, odors are typical of wastewater treatment plants. This is a smaller treatment plant in comparison to larger municipal plants. Odors may be carried by the winds depending on which direction it may be blowing. The odors at this plant are significantly less than larger facilities throughout the state.

I have also visited the WWTP numerous times and do not find the odor overly obnoxious. FDEP has also recently conducted an inspection at the WWTP and also did not observe excessive odors. HC Waterworks has taken all necessary actions to address the customers' concerns to date. However, as explained below HC Waterworks is committed to working with the residents on possible additional solutions to their concerns.

Water Treatment Plant - On October 1, 2018, HC Waterworks and FDEP entered into a Consent Order with the Department of Environmental Protection (FDEP). This Consent Order required HC Waterworks to modify and install its water treatment plant consistent with the FDEP Construction permit issued September 14, 2018. Pursuant to the construction permit, HC Waterworks was required to install the following:

1. Installation of a DeLoach packed tower aeration system/forced draft degasification tower sized for a flow of 200 gpm for the removal of hydrogen sulfide.
2. Installation of sulfuric acid chemical feed system for pH adjustment including a 500-gallon double wall containment storage tank and a 35-gallon vertical translucent day tank.
3. Installation of caustic (sodium hydroxide) chemical feed system for pH adjustment including a 200-gallon double wall storage tank and a 22-gallon vertical translucent day tank.
4. Installation of 4,000-gallon hydropneumatics (pressure) tank.
5. All associated piping and injection points.

The Consent Order indicated that these water treatment plant modifications must be completed within 365 days of the effective date and submit a Certificate of Completion. This project was completed in 2019 and FDEP closed the consent order in early 2020. This hydrogen sulfide removal treatment system removes the sulfides that occur naturally in the ground source water. Thus, the sulfides have been and are currently being removed from your drinking water. The sulfur smell you refer to is the result of this removal process. This project cost approximately \$525,970.

Possible Solutions

I spoke with the President of HC Waterworks on April 20, 2022, then again on May 23, 2022 about you and your neighbors' concerns. As a result, HC Waterworks has commissioned an engineering study from U.S. Water Services Corporation. The engineering analysis will evaluate possible solutions to: (a) odor control at the wastewater treatment plant; (b) an appropriate building around the WWTP blowers; and (c) odor control at the water treatment plant.

WWTP – the utility is considering further odor control at the WWTP. This includes a cover on the plant and carbon filtration on the released air. We believe this will cost approximately \$180,000 to \$225,000 in upfront capital cost as well as an increase in annual operating costs. This is due to the carbon costs in the air scrubber, as well as additional chemical costs to treat the odor. We have not determined the annual increase in operational costs. This will be addressed in the engineering analysis.

Blower enclosure – the utility is considering a building around the blowers. This will require a larger structure with air conditioning for the blower motors. These motors release a significant amount of heat when they are operations. We believe this will cost approximately \$80,000 to \$90,000 and an increase in operational costs of \$2,400 - \$3,200 due to the electrical costs.

WTP – the utility is also considering the addition of an air scrubber for the force draft aeration at the water treatment plant. This cost has not been determined but it is believed to be around \$200,000.

After the completion of the engineering study and the determination of both the up front capital costs and the increased operating costs, I will perform an analysis to determine the potential impact on the customers' rates. HC Waterworks believes the capital costs may be approximately \$400,000 to \$600,000 and the increase in operating costs may be approximately \$35,000 - \$40,000 annually.

At that time, we request an in person meeting with the Homeowners Association and the residents of Covered Bridge. At the meeting we can explain the potential solutions and the potential impact on the water and wastewater rates. We will also need a "buy in" and approval of the residents to move forward.

Since these items are not currently required by any governmental regulatory agency, the customers need to approve HC Waterworks, Inc. moving forward with these items. These potential capital projects and resulting increase in operating costs will be required to be passed onto the customers through an approved rate increase in both water and wastewater rates. This will be explained further at the future customer meeting.

We request your assistance in providing the appropriate contact person or persons to schedule this meeting once the engineering and rate impact studies are complete.

The utility president, my utility manager, and myself have attended numerous HOA meetings in Covered Bridge in the past and have explained what has been and what is being done. This was successful when we installed the new force draft aeration project for sulfur removal at the water treatment plant. In that project we met with the HOA numerous times to explain what would be required and what the potential impact would be on the customers' water rates. Ultimately, the HOA and customers agreed that the utility should move forward.

The same is needed here, we would need the customers to agree that the utility should move forward and agree that an increase in rates is appropriate. These capital expenditures can not be placed at risk without the approval of the customers. HC Waterworks is committed to working with its customers and the residents of Covered Bridge on implementing the appropriate solutions to the residents' concerns.

Page 4 of 4
PSC – May 31, 2022

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

Sincerely,

Troy Rendell

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

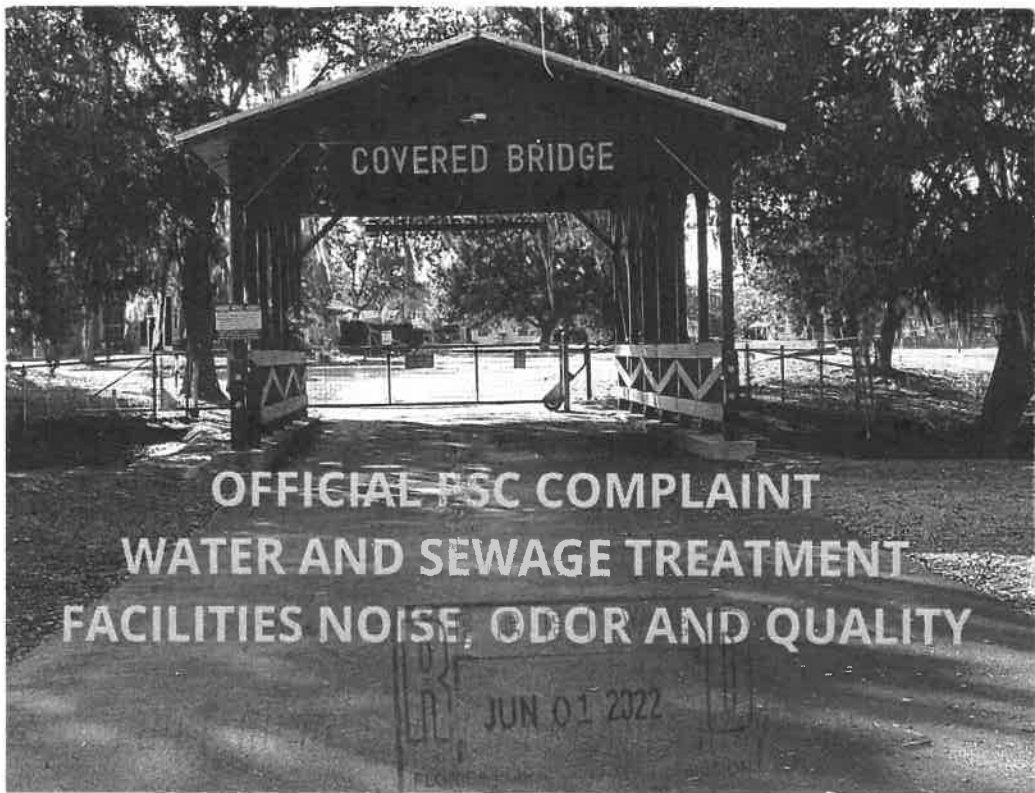
Diane Hood

From: Diane Hood
Sent: Wednesday, June 01, 2022 2:41 PM
To: 'trendell@uswatercorp.net'
Subject: 1396783W Yuana Eads
Attachments: 2022_06_01_14_39_25.pdf

Attention HC Waterworks, Inc.:

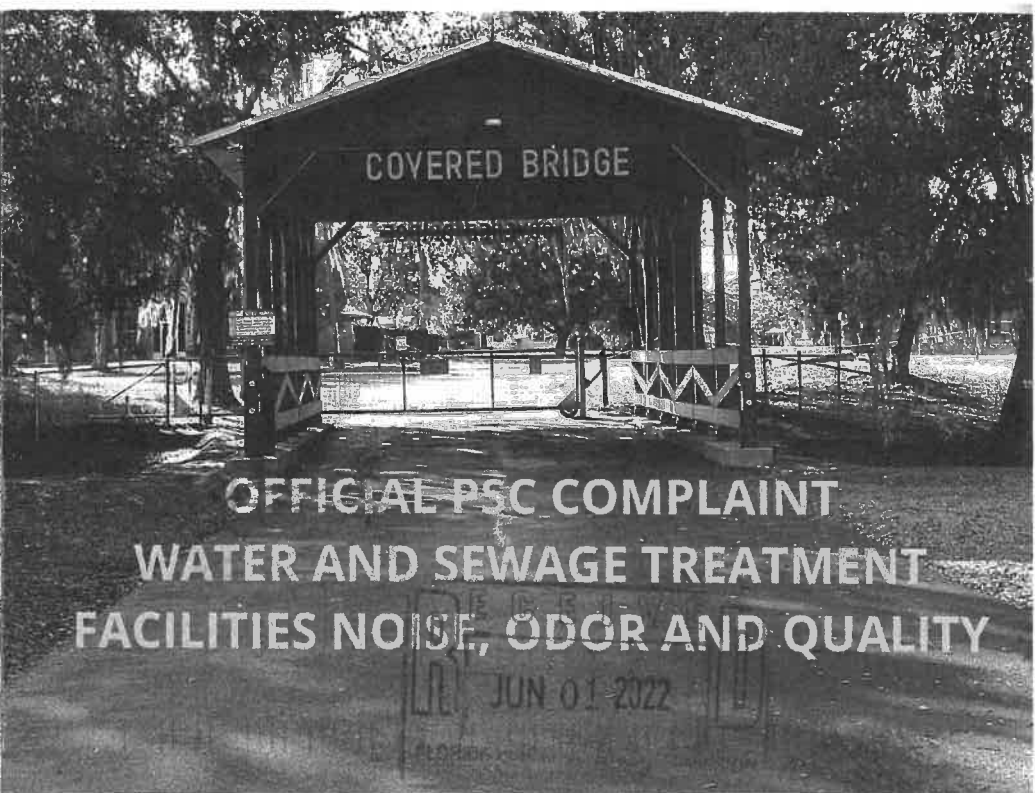
Please see attached Florida Public Service Commission Complaint. Please provide a response as outlined in the complaint.

John Plescow
Regulatory Program Administrator
Office of Consumer Assistance & Outreach
Florida Public Service Commission



**OFFICIAL PSC COMPLAINT
WATER AND SEWAGE TREATMENT
FACILITIES NOISE, ODOR AND QUALITY**

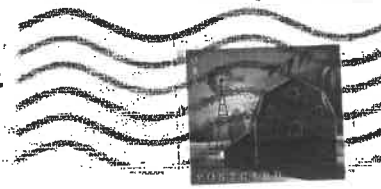
JUN 01 2022



**OFFICIAL PSC COMPLAINT
WATER AND SEWAGE TREATMENT
FACILITIES NOISE, ODOR AND QUALITY**

JUN 01 2022

Name Yuana Eads
Street Address 128 Parkway Circle
Lake Placid FL 33852
US Water Account # 5479446
Contact Phone # 813 600 9062



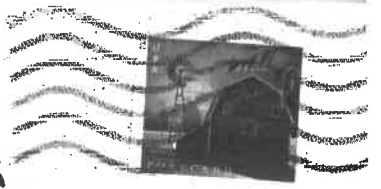
As a residents of Covered Bridge in Lake Placid, FL
I wish to file a formal complaint against HC
Waterworks.

DOC# 20210184-WS

HC Waterworks Sewage Treatment Plant emits a loud noise for up to 1 1/2 hrs at a time and periodically gives off a disgusting odor of raw sewage. This makes sleeping and enjoying our porches/yards very difficult. Consumer Assistance & Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850.F
Water from the water treatment plant emits a strong sulfur odor, stains our fixtures and clothing.

We are requesting your intervention to resolve these problems prior to granting yet another rate increase with no change in service to our community.

Name Yuana Eads
Street Address 128 Parkway Circle
Lake Placid FL 33852
US Water Account # 5479446
Contact Phone # 813 600 9062



As a residents of Covered Bridge in Lake Placid, FL
I wish to file a formal complaint against HC
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DOC# 20210184-WS

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