

**Aqua Utilities Florida, Inc.
Exhibit No. 1.2**

AQUA UTILITIES FLORIDA, INC.

DIRECT TESTIMONY

OF

JOHN M. LIHVARCİK

(Docket No. 080121-WS)

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DOCUMENT NUMBER-DATE

04341 MAY 22 88

FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

AQUA UTILITIES FLORIDA, INC.

DIRECT TESTIMONY OF JOHN M. LIHVARIK

DOCKET NO. 080121-WS

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Q. Please state your name and business address.

A. My name is John M. Lihvarcik. My business address is 1100 Thomas Avenue, Leesburg, FL, 34749.

Q. By whom are you employed and what is your position?

A. I am employed by Aqua Utilities Florida, Inc. ("AUF" or "Company") as its President and Chief Operating Officer ("COO").

Q. Please describe your duties and responsibilities in that position.

A. I am responsible for the overall direction and administration of AUF. The COO serves as state operating president and is responsible for the efficient operation of the Company to ensure quality customer and community service, and employee satisfaction. The COO is responsible for growing the customer base and for acquiring additional systems to make Company operations more efficient.

Q. Please describe your educational background and professional experience.

A. I received a Bachelor of Science degree in Architecture from the University of Memphis in 1975. I have a W-2 Distribution System License from the State of New Jersey and hold and FCC Restricted Radiotelephone Operator's License. My career in the water industry began in 1979 when I was hired as engineer for the Trenton Water Works in Trenton, New Jersey. In this position, I was

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1 responsible for the day-to-day management and operations of 170 miles of water
2 main providing service to 195,000 people and a staff of 100.

3
4 In 1991, I was hired by Consumers New Jersey Water Company ("CNJ") where I
5 was employed as Vice President and Division Manager of its Southern Division. I
6 was responsible for Customer Service Distribution and Production for the
7 Southern Division serving 49,000 people. Subsequently, I became Vice President
8 of Growth and Development for CNJ and its successor, Aqua New Jersey, Inc. In
9 this role, my primary responsibilities were the acquisition of new water and
10 wastewater systems and contract operations. I was also responsible for developer
11 negotiations and I acted as CNJ's liaison to various state agencies. In May 2005,
12 I became the Vice President and COO of AUF.

13 **Q. Please describe your professional affiliations.**

14 A. I am a member of the American Water Works Association – New Jersey Chapter
15 and am past Chairman of its Water Utility Council Legislative Committee. I am
16 also a member of the New Jersey Utilities Association and am a member of its
17 Legislative Affairs Committee. I am also a member of the South Jersey Water
18 Superintendents.

19
20 I am a member of the American Water Works Association – Florida Chapter and
21 serve on the Florida Water Utility Council Legislative Committee. I am a member
22 of the Florida Rural Water Association. I am also on the Advisory Board at

1 Hillsborough County Community College for the Water and Wastewater
2 Licensing Curriculum.

3 **Q. Before what regulatory agencies have you previously appeared and**
4 **presented expert testimony?**

5 A. I have testified as a witness for the City of Trenton, New Jersey. I have also
6 testified in a rate case before a Hearing Examiner appointed by the Sarasota
7 County Board of Commissioners.

8 **Q. What is the purpose of your testimony?**

9 A. The purpose of my testimony is to provide an overview of how AUF operates and
10 manages its water and wastewater systems on a day-to-day basis, to provide
11 support for recovery of the requested operations and maintenance ("O&M")
12 expenses, and to demonstrate that AUF provides an excellent product and
13 excellent customer service to our customers. Further, the purpose of my testimony
14 is to provide information regarding the major capital projects undertaken and
15 planned for AUF and to demonstrate that AUF has made and budgeted prudent
16 investments in water and wastewater facilities necessary to provide service to our
17 customers, while complying with applicable federal, state and local regulations.

18 **Q. Are you sponsoring any exhibits in this case?**

19 A. Yes, I am sponsoring Composite Exhibit JML-1, which consists of Exhibits JML-
20 1 and JML-2, which are attached to my testimony.

21 **Q. Were these exhibits prepared by you or under your direction and**
22 **supervision?**

23 A. Yes.

1 **Q. In connection with your responsibilities with AUF, are you the sponsor of**
2 **any of the schedules from the Minimum Filing Requirements (“MFRs”)?**

3 A. Yes, I am sponsoring Schedules F-1 through F-4 of the Engineering Schedules in
4 Volume 1 of the MFRs; Schedule B in Volume 3 (Service Availability) of the
5 MFRs; the individual maps for each water and wastewater system included in this
6 rate case which are contained in Volume 4 to the MFRs; as well as the additional
7 engineering information required by Rule 25-30.440(2)-(10), Florida
8 Administrative Code, contained in Volume 5 to the MFRs. I am also co-
9 sponsoring Schedule B-3.

10 **Q. Please tell us about how AUF develops plans for its systems.**

11 A. Since acquiring the water and wastewater assets in 2003 and 2004, AUF has
12 developed plans to make capital improvements at many of its water and
13 wastewater facilities. AUF personnel evaluate water and wastewater facilities to
14 determine if capital improvements are necessary to improve water and wastewater
15 quality, reliability and service. The capital improvements planned by AUF are
16 necessary to comply with federal and state water and wastewater regulations and
17 to provide safe and reliable service at the level of customer service that our
18 customers expect.

19 **Q. What are the principal causes of the AUF rate filing?**

20 A. The reasons for the AUF rate filing are also addressed in the testimonies of AUF
21 witnesses Szczygiel, Rendell and Franklin. However, I wish to emphasize that
22 one of the primary drivers of AUF’s need for rate relief arises from our significant

1 level of capital investment made to enhance AUF's quality of service and to
2 comply with applicable federal, state and local regulations.

3 **Q. Please provide a general description of how AUF's water and wastewater**
4 **systems in the 16 counties subject to the Florida Public Service Commission's**
5 **("Commission") jurisdiction are organized and operated?**

6 A. AUF consists of several divisions located in 16 counties, some of which provide
7 water and wastewater service and some of which provide only water services. In
8 this filing, AUF is proposing a statewide uniform rate. This is discussed further
9 by AUF witnesses Szczygiel, Rendell and Franceski.

10
11 I have attached Exhibit JML-1 to my testimony which provides a listing of the
12 water and wastewater systems, by county, that are under the Commission's
13 jurisdiction and included in this rate filing.

14 **Q. Please provide a general overview of the manner in which AUF provides for**
15 **the operations and maintenance of its facilities?**

16 A. AUF seeks to employ the most qualified personnel available. AUF ensures that all
17 of our employees attend the necessary training courses (Continuing Education
18 Units) to maintain their licenses. Management works with operators to review and
19 assess how operations are conducted and various ways that AUF operators can
20 perform more efficiently. AUF's operators are included, and have input, in the
21 engineering design of facilities for which they will be responsible, including
22 equipment selection and distribution and collections system upgrades or
23 improvements.

1 **Q. What role does the corporate office in Leesburg play in providing**
2 **operational and technical support for the provision of utility services in**
3 **Florida?**

4 **A. The corporate office in Leesburg provides the operational and technical support**
5 **for all of the water and wastewater systems and operators throughout Florida. The**
6 **office provides the engineering, permitting, environmental compliance,**
7 **operational and secretarial support and is a resource for the operators, field**
8 **workers, and meter readers.**

9
10 The geographic reach of AUF's systems throughout Florida provide an
11 operational challenge, as we are charged with the responsibility for the operations
12 and maintenance of water and wastewater systems that stretch from Captiva
13 Island in Southwest Florida to Sunny Hills in Northeast Florida. AUF's corporate
14 office in Leesburg ensures that our systems are operating in compliance with
15 environmental regulations, that our customers are provided with a high level of
16 water and wastewater services, as well as responsive and efficient customer
17 service, and to ensure that each system is operated consistent with corporate
18 policies and procedures.

19
20 Capital projects are bid, designed and permitted through the Leesburg corporate
21 office. As a standard practice, operators assigned to various systems assist
22 engineering personnel in the corporate office in the design of a project. The
23 operators provide their input, review and comments to assure the responsible AUF

1 engineer has a correct design. Once the contract has been awarded, the operator
2 remains involved and will be included in the pre-construction meeting and serve
3 as the on-site manager of the project.

4 **Q. What functions does AUF's Operations Manager perform?**

5 A. AUF's Operations Manager in the corporate office oversees the development of
6 operating and capital budgets. As a part of that process, the Operations Manager
7 solicits input from area managers, field coordinators and operators on the specific
8 needs of the systems falling under their responsibility including such items as
9 facilities improvements, upgrades and replacement of equipment within facilities.
10 Once a draft budget is created, the Operations Manager reviews the draft budget
11 with the specific area manager, field coordinator and operator for a system or a
12 particular group of systems to insure that the draft budget is complete. Upon
13 approval of the budget, the Operations Manager assumes responsibility for the
14 management of operations consistent with the budget. The Operations Manager
15 provides broad oversight so that various projects are scheduled, commenced and
16 concluded on time and within the budget.

17 **Q. Does AUF operate its facilities in conformance with applicable
18 environmental rules?**

19 A. Yes. General overall responsibility for that function rests with AUF's
20 Environmental Compliance Specialist.

21 **Q. What are the responsibilities of the Environmental Compliance Specialist**

22 A. The Environmental Compliance Specialist's responsibility is to make sure that
23 AUF maintains compliance with applicable statutes, rules and directives of the

1 Florida Department of Environmental Protection ("DEP"), the governing Water
2 Management Districts ("WMD"), and local health departments. The
3 Environmental Compliance Specialist also serves as a resource to our area
4 managers, field coordinators and operators to assist them in sampling
5 requirements, techniques, monthly reporting and annual DEP inspections. In this
6 capacity, the Environmental Compliance Specialist will monitor changes,
7 improvements and additions to federal, state and local compliance requirements
8 and inform all those involved. He also recommends training and education
9 courses for the field personnel to keep up with the ever changing regulations. It is
10 the Environmental Compliance Specialist's responsibility to maintain a
11 relationship with DEP, WMD and Health Department representatives.

12 **Q. How does AUF's maintenance group in the corporate office interface with**
13 **maintenance employees throughout the state to operate and maintain**
14 **facilities?**

15 A. The maintenance group in the corporate office has broad responsibility for the
16 maintenance of our water and wastewater treatment facilities, wells, pumps and
17 motors, sewer lift stations, and electrical support for our systems. The supervisor
18 of maintenance works closely with the area manager, field coordinators, and
19 operators to perform preventive maintenance, emergency maintenance, and
20 outside contractor oversight.

21 **Q. Are maintenance employees cross trained so that they are able to perform a**
22 **variety of operations and maintenance functions?**

1 A. Yes. AUF personnel do not have just one specific job. Instead, they have a major
2 responsibility such as meter reading, plant operations or utility work, and, in
3 addition, they will perform a variety of other tasks including customer service
4 work, addressing customer complaints, new meter installation, shut-offs, mark-
5 outs, main and service line leaks, and meter changes. Here, the diversity of our
6 service area coupled with the cross-training of our employees allows us the
7 flexibility to bring additional employees in, as necessary, to a specific service area
8 or facility to address a particular problem.

9 **Q. In your opinion, does the interface and coordination between the Leesburg**
10 **corporate office and the area managers and operators in the field enhance**
11 **AUF's ability to respond to emergencies and maintain or quickly restore**
12 **service in the face of severe weather events?**

13 A. Absolutely. For example, prior to a hurricane, AUF has the ability to coordinate
14 and mobilize our forces and generators throughout the state. An "emergency
15 trailer" that is maintained at the Leesburg office is stocked with any and all
16 equipment needed in the event of an emergency. After each emergency, AUF
17 reviews the situation and determines how well we performed and if the trailer had
18 the needed equipment or supplies. The hurricane is tracked and depending on the
19 area of landfall we transport our equipment to a staging area just outside of the
20 limits of the storm. Typically this is one of our systems near the projected
21 landfall. Once the storm has passed, AUF responds to any and all types of
22 emergencies.

1 **Q. Does AUF attempt to take advantage of economies of scale by contracting for**
2 **various products and services in bulk?**

3 A. Yes, we do. AUF has national contracts for items such as meters, hydrants, pipe
4 and fittings, meter reading equipment, purchasing of vehicles, and vehicle
5 maintenance. We also have state wide contracts for laboratory services, utility
6 contracting, and supplies. Our objective is to continue to standardize these
7 purchasing practices and purchase in bulk, where possible, for items and services
8 that we use on a daily basis, thereby achieving the lowest possible price and
9 improve services and response time.

10 **Q. Have you prepared specific operating information concerning each system in**
11 **this case?**

12 A. Yes. Exhibit JML-2 provides the following information for each water and
13 wastewater system in this case: a description of the water supply and treatment
14 facilities and wastewater treatment and lift station facilities, type of chemical
15 treatment, chemical treatment information, operator requirements and operator
16 duties.

17 **Q. Are you familiar with certain O&M expenses that the Company is seeking to**
18 **recover in this case?**

19 A. Yes, I am.

20 **Q. Would you generally describe the adjustment to O&M expenses for pro**
21 **forma Labor Expense?**

1 A. Yes. As discusses by AUF witness Szczygiel, we have made adjustments to
2 recognize a 4% pay increase which was implemented in April 2008, as well as a
3 market based competitive increase for the AUF operational staff.

4 **Q. Could you elaborate on the necessity of the proposed market based increase**
5 **for competitive purposes for the AUF operational personnel and how it was**
6 **determined?**

7 A. Yes. We reviewed all the job descriptions for each of the positions involved. The
8 job descriptions were then sent to the field personnel to gather their input on
9 specific tasks they perform that was not captured in the job description. Once the
10 job descriptions were updated, all like titles were reviewed and updated with the
11 common tasks performed by each person. An analysis was performed to compare
12 AUF's salary's to other industry standards. With this information, salaries were
13 developed for each of the geographical locations within Florida.

14 **Q. Please describe AUF's general approach to customer service.**

15 A. AUF has a strong commitment to customer service. We have a Customer Service
16 Field Supervisor within Florida who manages all customer service functions
17 between the Call Centers, Billing and Customer Service. The Customer Service
18 Field Supervisor assists with meter reading, customer calls, emergencies, billing
19 issues, water quality issues, and initiating new service. Through this commitment,
20 we have consolidated our customer service to a call center located in Cary, North
21 Carolina. This center has the ability to enhance customer service by allowing
22 substantially high volumes of calls to be automatically routed to two other call
23 centers located in Pennsylvania and Illinois. The transfer of calls to these centers

1 is seamless to the customer and because we are standardized the Customer
2 Service Representatives have the ability to answer all questions.

3 **Q. Could you explain the meter change out program that was initiated by AUF**
4 **beginning in 2007?**

5 A. Yes. AUF began its program by converting 4,500 conventional water meters to
6 radio frequency ("RF") water meters in areas where it takes enormous man-hours
7 to read the meters in developments. RF water meters are beneficial because they
8 produce accurate readings and reduce the need for meter readers to go door to
9 door. AUF converted meters in Citrus, Alachua, Marion, Volusia, Brevard,
10 DeSoto, Highlands, Hardee Counties and a portion of Pasco County. With RF
11 water meters, we are able to read meters in a much more timely and efficient
12 manner. Our Utility Techs are then able to spend more time performing
13 maintenance work, answering customer service calls, and responding to daily
14 calls.

15 **Q. How many meters have been replaced, and what is the estimated completion**
16 **date for the replacement of the remaining water meters for the systems**
17 **included in this rate case?**

18 A. As of May 8, 2008 AUS has changed approximately 6,000 water meter to radio
19 frequency meters. It is estimated the 14,500 meters will converted by September
20 30, 2008.

21 **Q. Does this conclude your direct testimony?**

22 A. Yes, it does.

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Exhibit JML-1

Listing of Systems by County

SYSTEM BY COUNTY
ALACHUA COUNTY
Arredondo Farms - water
Arredondo Farms - wastewater
Arredondo Estates - water
BREVARD COUNTY
Kingswood - water
Oakwood - water
DESOTO COUNTY
Lake Suzy Utilities - water
Lake Suzy Utilities - wastewater
HIGHLANDS
Leisure Lakes - water
Leisure Lakes - wastewater
Lake Josephine - water
Sebring Lakes - water
LAKE COUNTY
Carlton Village - water
East Lake Harris Estates - water
Fern Terrace - water
JS - 48 Estates - water
Friendly Center - water
Grand Terrace - water
Haines Creek - water
Hobby Hills - water
Holiday Haven - water
Holiday Haven - wastewater
Imperial Mobile Terrace -water
JS - Kings Cove - water
JS - Kings Cove - wastewater
Morningview - water

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**Aqua Utilities Florida, Inc.
Docket No. 080121-WS**

Exhibit JML-1

Listing of Systems by County

SYSTEM BY COUNTY
Morningview - wastewater
Palms Mobile Home Park - water
Picciola Island - water
Piney Woods - water
Quail Ridge - water
Ravenswood - water
Silver Lake Estates/Western Shores - water
Skycrest - water
Stone Mountain - water
JS - Summit Chase - water
JS - Summit Chase - wastewater
Valencia Terrace - water
Valencia Terrace - wastewater
Venetian Village - water
Venetian Village - wastewater
LEE COUNTY
South Seas - wastewater
MARION COUNTY
Ocala Oaks - water
ORANGE COUNTY
Tangerine - water
PALM BEACH COUNTY
Lake Osborne Estates - water

**Aqua Utilities Florida, Inc.
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Exhibit JML-1

Listing of Systems by County

SYSTEM BY COUNTY
PASCO COUNTY
Jasmine Lakes - water
Jasmine Lakes - wastewater
Palm Terrace - water
Palm Terrace - wastewater
Zephyr Shores - water
Zephyr Shores - wastewater
POLK COUNTY
Gibsonia Estates - water
Lake Gibson Estates - water
Lake Gibson Estates - wastewater
Orange Hill/Sugar Creek - water
Rosalie Oaks - water
Rosalie Oaks - wastewater
Village Water - water
Village Water - wastewater
PUTNAM COUNTY
Beecher's Point - water
Beecher's Point - wastewater
Hermits Cove - water
Interlachen Lake Estates - water
Park Manor - wastewater
Palm Port - water
Palm Port - wastewater
Pomona Park - water

**Aqua Utilities Florida, Inc.
Docket No. 080121-WS**

Exhibit JML-1

Listing of Systems by County

SYSTEM BY COUNTY
River Grove - water
Silver Lake Oaks - water
Silver Lake Oaks - wastewater
St. Johns Highlands - water
Welaka/Saratoga Harbour - water
Wootens - water
SEMINOLE COUNTY
Chuluota - water
Chuluota - wastewater
Florida Central Commerce Park - wastewater
Harmony Homes - water
SUMTER COUNTY
The Woods - water
The Woods - wastewater
VOLUSIA COUNTY
Jungle Den - water
Jungle Den - wastewater
Tomoka - water
WASHINGTON COUNTY
Sunny Hills - water
Sunny Hills - wastewater

Jasmine Lakes (Pasco County)

Water System: 1 water treatment plant
4 production wells

Chemical Treatment: Chlorine for disinfection
Aqua Mag to coat the lines for Lead and Copper violation.

Operations: TThm – last samples were below the MCL
Taste and Odor sampling – quarterly, last samples were below the MCL
Lead and Copper testing – last samples were below the MCL

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Schedule contractor to remove sludge, and removal of grit dumpster.
6. Schedule the delivery of all chemicals.
7. Schedule contactors on a as need basis.
8. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
9. Oversight of lawn maintenance contractor.
10. Meter reading, customer service calls, and new and periodic meter installations.
11. Distribution system mark-outs as required by Florida One Call System.
12. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
13. Schedule the delivery of all chemicals.
14. Schedule contractors on an as needed basis.
15. Oversight of Lawn maintenance contractor.

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Wastewater System: 1 wastewater treatment plant

Percolations ponds

Spray field

7 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond and spray field maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Palm Terrace (Pasco County)

Water System: Consecutive system – purchase water from City of Lakeland

Chemical Treatment: None

Operations:

System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant

Percolations ponds

Spray field

4 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 5 days/week and lift stations 2 days per week.

The operator performs the following duties:

Exhibit JML-2

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Lake Gibson Estates (Polk County)

Water System: Water treatment plant
2 Production wells

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

**Wastewater System: Interconnection with City of Lakeland
4 Lift stations**

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 3 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.
6. Lawn maintenance – oversight of contractor.
7. Schedule contractors on an as needed basis.
8. Lawn maintenance – oversight of contractor.

Gibsonia Estates (Polk County)

**Water System: Water treatment plant
2 Production wells**

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.

5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

Orange Hill/Sugar Hill (Polk County)

Water System: Water treatment plant

2 Production wells

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Transport liquid chlorine from Orange Hill to Sugar Creek because the well location prohibits the chlorine trucks from making the delivery.
6. Meter reading, customer service calls, and new and periodic meter installations.
7. Distribution system mark-outs as required by Florida One Call System.
8. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
9. Schedule the delivery of all chemicals.
10. Schedule contractors on an as needed basis.
11. Lawn maintenance – oversight of contractor.

Zephyr Shores (Pasco County)

Water System: Water treatment plant
1 Production wells

Chemical Treatment: Chlorine

Operations:

System Requirements: Operator must visit the system 6 days/week. This system has numerous complaints because of the transient population. There is an increase of complaints for water quality as the residents do not flush the hot water heaters and ice makers, also meter reading complaints when they leave or arrive.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

Rosalie Oaks (Polk County)**Water System:** Water treatment plant

1 Production wells

Chemical Treatment: Chlorine

Operations: System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Lawn maintenance – oversight of contractor.

Wastewater System: Wastewater Treatment Plant

3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.

6. Wastewater treatment plant maintenance, repairs and inspections.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Village Water (Polk County)

Water System: Interconnected with the City of Lakeland

Operations: System Requirements: Operator must visit the system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Schedule contractor to remove sludge, and removal of grit dumpster.
6. Schedule the delivery of all chemicals.
7. Schedule contactors on a as need basis.
8. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
9. Oversight of lawn maintenance contractor.
10. Meter reading, customer service calls, and new and periodic meter installations.
11. Distribution system mark-outs as required by Florida One Call System.
12. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
13. Schedule contractors on an as needed basis.

Wastewater System: Wastewater Treatment Plant
4 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week.

The operator performs the following duties:

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1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.
6. Wastewater treatment plant maintenance, repairs and inspections.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Lake Suzy (DeSoto County)

Water System: Interconnected with DeSoto County

Operations: System Requirements: Operator must visit the system 2 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Schedule contractor to remove sludge, and removal of grit dumpster.
6. Schedule the delivery of all chemicals.
7. Schedule contactors on a as need basis.
8. Percolation pond maintenance. Monthly sampling of the ground water monitoring wells.
9. Oversight of lawn maintenance contractor.
10. Meter reading, customer service calls, and new and periodic meter installations.
11. Distribution system mark-outs as required by Florida One Call System.
12. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
13. Schedule contractors on an as needed basis.

**Wastewater System: Wastewater Treatment Plant
7 Lift stations**

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Lake Josephine (Highlands County)

**Water System: Water Treatment Plant
2 production wells**

Operations: System Requirements: Operator must visit the system 6 days/week. Numerous customer complaints (avg. 5-10/day) due to shut-offs for non-payment of bills. This is a transient community and we receive water quality complaint because the customers do not flush the hot water heaters or cold water in the refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.

3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule contractors on an as needed basis.

Sebring Lakes (Highlands County)

Water System: Water Treatment Plant

2 production wells

Sequestering as a corrosion inhibitor for lead & copper control.

Operations: System Requirements: Operator must visit the system 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Leisure Lakes (Highlands County)

Water System: Water Treatment Plant

2 production wells

Operations: System Requirements: Operator must visit the system 6 days/week. We contract out the operations of this facility.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.

3. Conducts annual distribution system maintenance, flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Wastewater System: Wastewater Treatment Plant

7 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days per week. We contract out the operation of this facility.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Schedule contractor to remove sludge, and removal of grit dumpster.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Sunny Hills (Washington County)

Water System: 3 water treatment plant
3 production wells
1 Booster Station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.

3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond and drying bed maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.

Carlton Village (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

East Lake Harris/Friendly Center (Lake County)

Water System: 2 water treatment plant – systems are interconnected
2 production wells

Chemical Treatment: Chlorine for disinfection
Polyphosphate for lead/copper control

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

East Lake Harris/Friendly Center (Lake County)

Water System: water treatment plant – systems are interconnected
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit

2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Fern Terrace Center (Lake County)

Water System: water treatment plant – systems are interconnected
1 production wells

Chemical Treatment: Chlorine for disinfection
Polyphosphate for lead/copper control

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

11. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
12. Prepares the monthly operating report to be submitted to DEP and WMD.
13. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
14. Water treatment plant maintenance, repairs and inspections.
15. Meter reading, customer service calls, and new and periodic meter installations.
16. Distribution system mark-outs as required by Florida One Call System.
17. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
18. Schedule the delivery of all chemicals.
19. Schedule contractors on an as needed basis.
20. Oversight of Lawn maintenance contractor.

East Lake Harris/Friendly Center (Lake County)

Water System: water treatment plant – systems are interconnected
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Grand Terrace Center (Lake County)

Water System: water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection
Polyphosphate for lead/copper control

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit

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2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Hobby Hills (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The system is a low income area resulting in numerous monthly shut-offs/turn-ons. The infrastructure is old causing service line and main breaks.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Imperial Mobile Terrace (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Morningview (Lake County)

Water System: water treatment plant
1 production wells
Polyphosphate for corrosion control. Lead/copper control

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
2 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Kings Cove (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
5 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.

3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Palms Mobile Home Park (Lake County)

Water System: water treatment plant
 1 production wells
 3 Sand Filters for iron removal

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

Old distribution system requires a lot of maintenance. When the transient customers return we receive water quality complaints because they do not flush the hot water heaters and water filters in refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Picciola Island (Lake County)

Water System: water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Piney Woods/Spring Lake Manor (Lake County)

Water System: water treatment plant
2 production wells
Aeration for hydrogen sulfide removal

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Quail Ridge Estates (Lake County)

Water System: water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Ravenswood Estates (Lake County)

Water System: water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Silver Lake Estates/Western Shores (Lake County)

Water System: 2 water treatment plant
3 production wells
2-25K storage tanks with fire booster pumps
The system is interconnected

Chemical Treatment: Chlorine (gas) for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 7 days/week.

When the transient customers return we receive water quality complaints because they do not flush the hot water heaters and water filters in refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Skycrest Shores (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.

7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Stone Mountain (Lake County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Summit Chase (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

When the transient customers return we receive water quality complaints because they do not flush the hot water heaters and water filters in refrigerators.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
1 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

Exhibit JML-2

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Tangerine (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The distribution system is aging and we have been receiving numerous service line and main line breaks. We are preparing plans to begin replacing the aging water mains and service lines.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.

8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Valencia Terrace (Lake County)

Water System: 1 water treatment plant
 2 production wells
 Polyphosphate for corrosion control. Lead/copper control

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
 3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The wwtp is old and requires numerous hours of operations to maintain optimum results.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Venetian Village (Lake County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

Installed new water main to alleviate the low pressure complaints

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.

6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
4 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week. We have begun an I&I program to reduce infiltration.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Chuluota (Seminole County)

Water System: 2 water treatment plant
4 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. Numerous complaints for water quality, billing. The system is aging resulting in service line and water main breaks.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Wastewater System: Construction of new WWTP will be completed by 12/31/06.
1 wastewater treatment plant
3 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 7 days/week and lift stations 2 days per week. I&I problems are being addressed.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Harmony Homes (Seminole County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. Numerous service calls for non-payment shut-offs and trun-ons.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.

7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of Lawn maintenance contractor.

Florida Central Commerce Park (Seminole County)

Wastewater System: 1 wastewater treatment plant
Gravity system

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 7 days/week.
Collection system has number of breaks due to soil types.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Oversight of lawn maintenance contractor.

Interlachen Lake Estates (Seminole County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. Unaccounted water loss-continue to do leak detection to locate leaks.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.

Park Manor (Seminole County)

Wastewater System: 1 wastewater treatment plant
1 lift station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 7 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

Silver Lake Oaks (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.

9. Schedule contractors on an as needed basis.

Wastewater System: 1 wastewater treatment plant
1 lift station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift station 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Oversight of lawn maintenance contractor.

River Grove (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Palm Port (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.

9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: 1 wastewater treatment plant
2 lift station

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift station 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contractors on a as need basis.
10. Oversight of lawn maintenance contractor.

Hermits Cove (Putman County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. Public notice for TThm's.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Welaka Mobile Home Park (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.

7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Saratoga Harbour (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. We had elevated TThm's were able to reduce level by decreasing the chlorine dosage rate and flushing.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Beechers Point (Putman County)

Water System: The system is interconnected with the Town of Welaka

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Wastewater System: Interconnected with the Town of Welaka

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the wastewater system 5 days/week. Gravity system.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.

4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.

Wootens (Putman County)

Water System: 1 water treatment plant
1 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. TThm's issue we are working to resolve.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Pomona Park (Putnam County)

Water System: 1 water treatment plant
2 production wells

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the water treatment plant and wells 5 days/week. We have a large amount of service order for service line and main line breaks. Because of the age of the system we are beginning to replace the older service lines and water main.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Holiday Haven (Putnam County)

Water System: Interconnection with the Town of Astor

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.

5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: Interconnected with the Town of Astor

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the wastewater system 6 days/week. Gravity system.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System.

Jungle Den (Putnam County)

Water System: Interconnection with the Town of Astor

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 5 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.

3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.

Wastewater System: Interconnected with the Town of Astor
5 Lift stations

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the wastewater system and lift stations 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Sewer readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
5. Collection system mark-outs as required by Florida One Call System

Ocala Oaks (Marion County)

Water System: water treatment plants
20 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. We receive low pressure complaints from the Bellaire section during peak demands.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Arredondo Farms (Alachua County)

Water System: 1 water treatment plants
2 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Arrendondo Estates (Alachua County)

Water System: 2 water treatment plants
2 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. We have numerous water service line and main breaks because of the age of the system. This is a low income area increasing service order to terminate service then turn water on.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment plant maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Wastewater System: Wastewater treatment plant
5 Lift stations

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the wastewater treatment plant, system and lift stations 6 days/week. Identified I&I problem which is being addressed.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by all regulatory agencies as permit requires
2. Prepares the monthly operating report to be submitted to all regulatory agencies.
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System
7. Schedule the delivery of all chemicals.
8. Schedule contractors on an as needed basis.
9. Oversight of lawn maintenance contractor.

Oakwood (Brevard County)

Water System: Interconnection with the Brevard County

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Kingswood (Brevard County)

Water System: Interconnection with the Brevard County

Chemical Treatment: none

Operations:

System Requirements: Operator must visit the water system 3 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Meter reading, customer service calls, and new and periodic meter installations.
5. Distribution system mark-outs as required by Florida One Call System.
6. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
7. Schedule contractors on an as needed basis.
8. Oversight of lawn maintenance contractor.

Tomoka (Volusia County)

Water System: 2 water treatment plants
2 wells

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. TThm's issue, made operational changes for pre & post chlorination and reduced the levels. Water quality complaints from customers. Identified 80% of those complaining have home treatment units and have not been serviced.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.

3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

Twin Rivers (Volusia County)

Water System: 1 water treatment plants
1 well

Chemical Treatment: chloramination

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

The Woods (Sumter County)

Water System: 1 water treatment plants
 1 well
 Filtration for iron & manganese

Chemical Treatment: chlorine

Operations:

System Requirements: Operator must visit the water treatment plant and wells 6 days/week. Reduced Tthm's levels below MCL, have issue with HAA5's.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD.
3. Conducts annual distribution maintenance, system flushing, valve operation, and maintenance.
4. Water treatment maintenance, repairs and inspections.
5. Meter reading, customer service calls, and new and periodic meter installations.
6. Distribution system mark-outs as required by Florida One Call System.
7. Maintenance of the automatic flushing valves located on dead-ends of the system to improve water quality.
8. Schedule the delivery of all chemicals.
9. Schedule contractors on an as needed basis.
10. Oversight of lawn maintenance contractor.

South Seas Resort (Lee County)

Wastewater System: 1 wastewater treatment plant
 Percolations ponds
 7 Lift stations

Chemical Treatment: Chlorine for disinfection

Operations:

System Requirements: Operator must visit the wastewater treatment plant 6 days/week and lift stations 2 days per week.

The operator performs the following duties:

1. Monthly, quarterly, annual water quality testing as required by DEP and WMD operating permit
2. Prepares the monthly operating report to be submitted to DEP and WMD
3. Conducts annual maintenance of collection system, inspection of manholes, cleaning and degreasing as needed.
4. Wastewater treatment plant maintenance, repairs and inspections.
5. Sewer meter readings, customer service calls, inspection of blocked sewer laterals and main lines. Schedule the appropriate maintenance.
6. Collection system mark-outs as required by Florida One Call System.
7. Scheduled contractor to remove sludge and removal of grit dumpster.
8. Scheduled the delivery of all chemicals.
9. Schedule contactors on a as need basis.
10. Percolation pond maintenance. Monthly sampling of ground water monitoring wells.
11. Oversight of lawn maintenance contractor.