090462-WS

CLASS A WATER AND/OR WASTEWATER UTILITIES

FINANCIAL, RATE AND ENGINEERING MINIMUM FILING REQUIREMENTS

OF

UTLITIES, INC. OF FLORIDA

Exact Legal Name of Utility Docket No.: 090462-WS

PINELLAS COUNTY VOLUME III



FOR THE Test Year Ended: December 31, 2008

00706 FEB-1 2

FPSC-COMMISSION CLERK

Utilities, Inc. of Florida

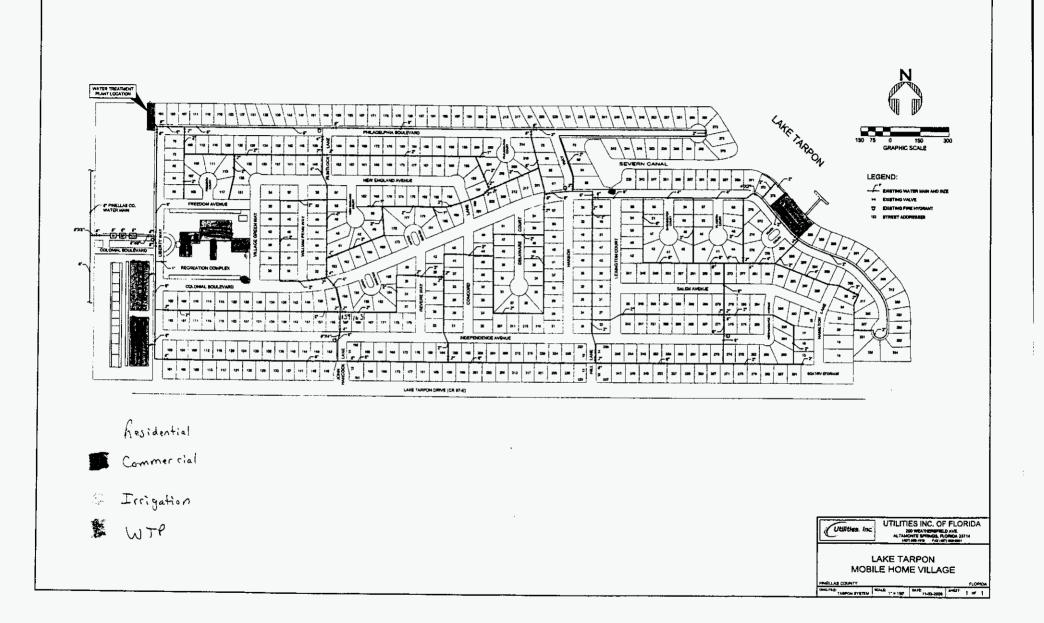
anna ann

Docket No.: 090462-WS

Pinellas County

25-30.440 (1) DETAILED MAP

Test Year Ended December 31, 2008



Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (2) CHEMICALS USED

Test Year Ended December 31, 2008

Utilities, Inc. of Florida; Pinellas County Docket No. 090462-WS Schedule of Chemicals Test Year Ended December 31, 2008

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		Sodium Hypochlorite Aqua Ammonia 12% solution 19%			Tube Assy with Is - EA	Monochlor F reagent PK/100		Freight	Tax	TOTAL AMOUNTS	
Date of Invoice	1 Gal	Unit Price	Gallons	Units Price	Each	Unit Price	Units	Unit Price	\$	\$	
1/17/2008	60	1.25									75.00
2/14/2008	50	1.25									62.50
2/21/2008			55	2.50							137.50
3/13/2008	65	1.25									81.25
4/10/2008	65	1.25									81.25
5/8/2008	100	1.25									125.00
5/22/2008					10	10.00			5.62		105.62
6/5/2008	50	1.25									62.50
7/22/2008							5	43,85	15.95	15,35	250.55
7/31/2008	25	1.25									31.25
8/21/2008	100	1.25									125.00
10/9/2008	75	1.25									93.75
11/20/2008	75	1,25									93.75
	665 55			10	1	5		22	15	1,324.92	
Quantity Purchased	665		55		10	I	5				
Unit of Measure	G	allons	Ga	lions	Each		Gallons				
Average Cost/Unit		1.25		2.25							
Where Used (Water/ Sewer)	l l	Vater	N	later	v	later	W	later			
Specify Dosage Rate	Disinfe	cting agent	Disinfec	ting agent	Chemical	Pump Parts	Chemic	al reagent			
Water, total item used, gallons		665		55					. <u>.</u> .		
Water, chemical feed rate, ppm		3.9		0,3		N/A	N	N/A			
Volume treated, million gal.	2	0,493	20).493							
Sewer, total i tem used, gallons Sewer, chemical ieed rate, ppm Volume treated, million gal .						-		·			

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Utilities, Inc. of Florida; Marion County Docket No. Schedule of Chemicals Test Year Ended December 31, 2008

		Hypochlorite i solution		typochlorite solution		syanuric Acid ne tabs		lypochlorite s powder	Freight	Sales Tax	TOTAL AMOUNTS
Date of Invoice	1 Gal	Unit Price	1 Gal	Unit Price	50# Pail	Unit Price	Pounds	Unit Price	Freight		
1/15/2008	50	1.25									62.50
1/15/2008			110	1.25							137.50
2/12/2008			70	1.25							87.50
2/12/2008	165	1.25									205.25
3/11/2006	55	1.25									68.75
3/11/2006			90	1.25							112.50
4/8/2008	65	1,25									81,25
4/8/2008			110	1,25							137.50
56/2008			130	1.25							162.50
5/6/2008	135	1.25		1.20							
5/20/2008	400	1.20			1	135					168.7
6/3/2008			150	1.25	•	1.50					135.00
6/3/2008	115	1.25	1.00	1.25							187.50
6/3/2008	115	120					400				143.75
		4.05					100	1.48			148.00
7/1/2006	80	1.25									100.00
7/1/2008			150	1.25							187.50
7/29/2008	75	1.25									93.75
7/29/2008			185	1,25							231.25
8/25/2006	70	1.25								-	87,50
8/25/2008			100	1.25							125.00
9/23/2008			135	1.25							168.75
9/23/2005	125	1,25									156,25
10/21/2008			150	1.25							167.50
10/21/2008	90	1,25									112.50
11/18/2008			150	1.25							187.50
11/18/2008	75	1.25									93.75
12/6/2008	110	1.25									137.50
12/16/2008		1110	110	1.25							
121 Raeling	1,210	1	1,640		1		100				137.50
			.,•••		· · · · ·		100			<u>-</u>	3,843.30
Quantity Purchased	1,210		1,640	1	50		100				
Linit of Measure	Ga	ions		lions	Pounds		Pounds				
verage Cost/ Unit	_	1.25		1,25							
Where Used (Wales/ Sewer)	N	Vater	S	ewer	Se	wer	Ser	wer			
Specify Dosage Rate	Disinfec	ting agent	Disinfe	cting agent							
Vater, total item used, gallens	1	.210									
Valer, chemical feed rate, ppm		2			N/A		N/A		_		
folume treated, million gal.	67	7.829	• •				1923				
ewer, lotal item used, gallons				,640							
ewer, chemical feed rate, ppm				29							
olume treated, million gal.			6	.799				·			

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Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (3) CHEMICAL ANALYSIS

Test Year Ended December 31, 2008

PUBLIC WATER SYSTEM INFORMAT	TION (to be completed by sempler-	- Please Sper or print legibly)
Syssem tiernes: 19ke Tar	FOR MHP	PWS1.D. # 6 5 2 1 001
System Type (check one):	nity Montransient Non-	
Address: 36235 LLS	19 NUNT	
City: <u>Palm Harbo</u>	Sta	E ZIP Code:
	Fax	1 2 1
E-Mail Addrews;		
SAMPLE INFORMATION (in be complete		
Sample Number: 1590/09		
Sample Date: 2 . 4 . C.Y	Location (Code (If issown):
Bemple Location (se specific):	WCII demple (inne; Alf PM (Chois Chu
		milo acide): mg/L Field pH1;
		mus mine): mg/L Field pH1:
annale Type (Claude Only One)	Banaon	(a) for Sample (check all that apoly)
Distribution	Routine Compliance (with 62	-580) Clustitarily (Which Cluster?
(Entry Point (is Dishibition)	Confirmation of MCL Excert	
Plant Tap (not for compliance with 68-660)	Composite of Multiple Sites	
JFLEW (at unit or inteles)		Replacement (or investment Semple)
Nex Residence Time	Dither: Trianna	11 F C
Ave Residence Time		C(7)
Near Fire Glasterier		
*3ee 62-550.500(8) for requirer NCTE: See 62-550.512(8) for a for nitrate or nitrite MCL	dditional requirements	**8ae 62-660.660(4) for requirements and attach a results page for each alls.
	Hachery	
	1-9/27 Browning &	fex #:
mpin's E-Mail Address:	Sumplers F	- CX %:
ERTHFICATION (to be completed by	simpler)	
Stephen	Habery	a an Xau
(Print Name)	/ / cr / y	CPC rator (Print The)
HEREBY CERTIFY that the above	ve public water system and	
mplete and correct.		
	2	Date: _ 2 · 4 · 0 9
	······································	
	10	
orling Formet 42-680,750 Elve January 1996, Werkerd January 3007	Properties 10	

LABORATORY CERTIFICATION INFORMATION (to be completed by lab ATTACH CURRENT DOH ANALYTE SHEET *	- Please type or print legibly)
Lab Name: Advanced Environmental Laboratories, Inc	Florida Certification #: E84589
Address: 9610 Princess Palm Avenue	Certification Expiration Date: 06/30/2009
Tampa, FL 33619	Phone #: (813)630-9616
	e(s) Received: <u>02/04/2009</u>
PWS ID (From Page 1): 6521000 Sample Nur	mber (From Page 1): <u>T0901680001-002</u>
Lab Assigned Report Number or Job ID: <u>T0901680001-002</u>	
Group(s) Analyzed & Results attached for compliance with Chapter 62-55	0, F.A.C. (Check all that apply):
Inorganics Synthetic Organics Volatile Organic Mail 17 All 30 All 21 Partial All Except Dioxin Partial Nitrate Partial Partial Nitrite Dioxin Only Radionuclides Asbestos Only Qtrly Compo	Trihalomethanes Haloacetic Acids Bromate Chlorite site** <u>Secondaries</u>
Were any analyses subcontracted? 🔀 Yes 🗌 No	₩All 14 Partial
If yes, please provide DOH certification numbers: ES3574	ESSABS
ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB *	
CERTIFICATION	<u>^</u>
I, Tammie Heslin ,	<u>P.m.</u>
(Print Name)	(Print Title)
do HEREBY CERTIFY that all attached analytical data are correct and unl Environmental Laboratory Accreditation Conference (NELAC).	· ·
Signature:	Date: 3/11/09
 Failure to provide a valid and current Florida DOH lab certification number and a results will result in rejection of the report, possible enforcement against the pub result in notification of the DOH Bureau of Laboratory Services. ** Please provide radiological sample dates & locations for each quarter. 	
COMPLIANCE DETERMINATION (to be completed by DEP or DOH)	
Sample Collection Info Satisfactory: DYes DNo Sample Analy	sis Info Satisfactory: 🔄 Yes 🛄 No
Replacement Sample(s) Requested (circle or highlight group(s) above)	ed Report Requested (circle or highlight group(s) above)
Additional Monitoring Required (circle or highlight group(s) above)	
Reason(s): MCL(s) Exceeded Detection(s) Missing Analyte Sheet(s) Location Unsatis Other:	Incomplete Report sfactory Analysis Unsatisfactory
Person Notified:	Date Notified:
Comments: DEP/DOH Reviewin	
Date Reviewed: DEP/DOH Reviewin	
Reporting Format 62-550.730 Effective January 1995, Revised January 2004 Page 2 of 6	

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INORGAN	IC CONTAM	INANTS				Report Number / Job ID: T0901680001							
62-550.310	(1)					PWS	ID (From Page	1): <u>6521</u>	000				
Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification			
1040	Nitrate (as N)	10	mg/L	1		EPA 300.0	0.094	02/04/2009	17:22	E84589			
1041	Nitrite (as N)	1	mg/L	0.094	U	EPA 300.0	0.094	02/04/2009	17:22	E84589			
1005	Arsenic	0.010	mg/L	0.00091	1	EPA 200.8	0.00072	02/17/2009	17:08	E82574			
1010	Barium	2	mg/L	0.019	1	EPA 200.8	0.00030	02/17/2009	17:08	E82574			
1015	Cadmium	0.005	mg/L	0.00016	U	EPA 200.8	0.00016	02/17/2009	17:08	E82574			
1020	Chromium	0.1	mg/L	0.00026	U	EPA 200.7	0.00026	02/09/2009	14:54	E82574			
1024	Cyanide	0.2	mg/L	0.0021		SM 4500-CN-E	0.0014	02/11/2009	19:49	E84589			
1025	Fluoride	4.0	mg/L -	0.047	U	EPA 300.0	0.047	02/04/2009	17:22	E84589			
1030	Lead	0.015	mg/L	0.00012	U	EPA 200.8	0.00012	02/17/2009	17:08	E82574			
1035	Mercury	0.002	mg/L	0.000024	U	EPA 245.1	0.000024	02/10/2009	12:15	E82574			
1036	Nickel	0.1	mg/L	0.00098	U	EPA 200.7	0.00098	02/09/2009	14:54	E82574			
1045	Selenium	0.05	mg/L	0.0013	I	EPA 200.8	0.00098	02/17/2009	17:08	E82574			
1052	Sodium	160	mg/L.	63		EPA 200.7	0.026	02/09/2009	14:54	E82574			
1074	Antimony	0.006	mg/L	0.00018	U	EPA 200.8	0.00018	02/17/2009	17:08	E82574			
1075	Beryllium	0.004	mg/L	0.00013	U	EPA 200.7	0.00013	02/11/2009	11:50	E82574			
1085	Thallium	0.002	mg/L	0.00037		EPA 200.8	0.000061	02/17/2009	17:08	E82574			

Reporting Format 62-550.730 Effective January 1995, Revised January 2004

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Page 3 of 6

*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Corre Rule 62-160, Table 1. Results qualified with A. F. H. N. O. T. Z. P. T. are unacceptable for the second busice value 2-160. Results qualified with a struct R. or Y must be accompanied by written.jum. It utility and will be evaluated on a reserve to busic. To such a monitoring violetion, unaccontable to the struct regression with acceptable regression. To such a monitoring violetion, unaccontable to the struct regression with acceptable to the struct regression with acceptable to the struct regression with acceptable to the struct regression of the struct regression acceptable to the struct regression of the struct regression with acceptable to the struct regression acceptable to the struct regression of the st

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SECON	DARY CONTAMINANTS		Re	eport Number /	Job ID: T	0901680001		<u> </u>		
62-550.3	20				í	PWS ID (From P	'age 1):	6521000		
Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	Analysis Date	Analysis Time	DOH Lab Certification #
1002	Auminum	0.2	mg/L	0.061	U	EPA 200.7	0.061	02/09/2009	14:54	E82574
1017	Chloride	250	mg/L	120		EPA 300.0	2.7	02/04/2009	17:22	E84589
1022	Copper	1	mg/L	0.002		EPA 200.8	0.00040	02/17/2009	17:08	E82574
1025	Fluoride	2.0	mg/L	0.047	υ	EPA 300.0	0.047	02/04/2009	17:22	E84589
1028	fron	0.3	mg/L	0.038	U	EPA 200.7	0.038	02/09/2009	14:54	E82574
1032	Manganese	0.05	mg/L	0.00046	1	EPA 200.8	0.00023	02/17/2009	17:08	E82574
1050	Silver	0.1	mg/L	0.0004		EPA 200.8	0.000062	02/18/2009	17:37	E82574
1055	Sulfate	250	mg/L	22		EPA 300.0	3.3	02/04/2009	17:22	E84589
1095	Zinc	5	mg/L	0.0062		EPA 200.8	0.0043	02/17/2009	17:08	E82574
1905	Color	15	Color Units	3.2	U	SM 2120B	3.2	02/05/2009	12:58	E84589
1920	Odor	3	T.O.N @	1.0	U	SM 2150B	1.0	02/05/2009	08:30	E84589
1925	pH	6.5 - 8.5	pH unit	8.05		EPA 150.1	0.10	02/18/2009	11:15	E84589
1930	Total Dissolved Solids	500	mg/L	510		EPA 160.1	10	02/06/2009	13:36	E84589
2905	Foaming Agents	0.5	mg/L	0.075	1	EPA 425.1	0.027	02/06/2009	08:45	E84589

Reporting Formal 62-550 730 Effective January 1995, Revised January 2004

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Results raise be remared with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A. F. H. N. O. T. Z. 2, 2, are unacceptable for compliance start 1910. Results qualified with a J. Q. R. or Y tants to accompanied by written justification and to lefts evaluated on a case by case hasis. The word to monitoring violation, unacceptable results as a science of the complexity for exceptable some monitoring provide the same monitoring provide th

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RADIONUCLIDES 62-550.310(6) Report Number / Job <u>T0901680001</u>

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PWS ID (From Page 1): <u>6521000</u>

Contan ID		MÇL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DON Lab Certification #
4006	Combined Uranium (U-23411-235, & U-238)	30	ug/L	3.4		EPA 200.8	0.038	0.038		02/17/2009	17:08	E82574

** If the results exceed 5 pCi/L, a measurement for radium-226 is required.

*** If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, measurements for radium-226 and uranium are required.

**** If urarium (U) is reported as a measurement of activity (pCi/L) it will be converted to a mass measurement (µg/L) by multiplying the result by 1.5.

***** Reserved

Reporting Format 62-560.730 Effective January 1995, Revised January 2004

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Page 5 of 6

*Results must be reported with appropriate qualifiers in accordance with Plorida Administrative Code Rule 62-160, Table 1. Results qualified with A, F, H, N, O, T, Z, 2. * are unacceptable for compliance with 62-550. Results a solified with a J, O, R, or Y must be accompanied by writing justification and will be evaluated us a case by case basis. To evolv a monitoring abation, unacceptable results qualified with a D, O, R, or Y must be accompanied by writing justification and will be evaluated us a case by case basis. To evolv a monitoring abation, unacceptable results quast be reject. If will be marked by case basis. To evolv a monitoring abation, unacceptable results quast be reject. If will be reject a case by case basis. To evolv a monitoring abation, unacceptable results quast be reject. If will be reject a case by case basis. To evolv a monitoring abation, unacceptable results quast be reject. If will be reject a case by case basis.

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SYNTHETIC ORGANICS 62-550.310(4)(b)

Report Number / Job ID: T0901680001

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PWS ID (From Page 1): 6521000

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Contam ID	Centam Name	MCL	Units	Analysis Result	Qualifie	Analytical Method	Lab MDL	RDL	Extraction Date	Analysis Date	Analysis Time	DOH Cab Certification
2005	Endrin	2	ug/L	0.0020	Ū	EPA 508	0.0020	0.01	02/09/2009	02/11/2009	15:08	E82574
	Lindane	0.2	ug/L	0.0033	U	EPA 508	0.0033	0,02	02/09/2009	02/11/2009	15:08	E82574
	Methaxychlor	40	ug/L	0.011	U	EPA 508	0.011	Ŭ Ì	02/09/2009	02/11/2009	15:08	E82574
2020	Toxaphene	3	ug/L	0.091	U	EPA 508	0.091	1	02/09/2009	02/11/2009	15:08	E82574
2031	Dalapon	200	ug/L	1.0	U	EPA 515.3	1.0	1	02/12/2009	02/13/2009	11:48	E82574
2032	Diquat	20	ug/L	7.6	U	EPA 549.2	7.6	0.4	02/09/2009	02/11/2009	13:10	E82574
	Endofhall	100	ug/L	4.8	U	EPA 548.1	4.8	9	02/09/2009	02/13/2009	09:40	E82574
2034	Glyphosate	700	ັບg/L	6.5	U	EPA 547	6.5	6	02/10/2009	02/10/2009	13:33	E82574
2035	Di(2-ehylhexyl)adipate	400	ug/L	0.95	U	EPA 525.2	0.95	0.6	02/11/2009	02/15/2009	15:55	E82574
2036	Oxamyl (Vydate)	200	ug/L	0.57	_ U	EPA 531.1	0.57	2	02/17/2009	02/17/2009	16:40	E82574
2037	Simazine	4	ug/L	0.19	U	EPA 525.2	0.19	0.07	02/11/2009	02/15/2009	15:55	E82574
2039	Di(2-Ethylhexyl)phthalate	6	ug/L	0.77	U	EPA 525.2	0.77	0.6	02/11/2009	02/15/2009	15:55	E82574
2040	Picloram	500	ug/L	0.23	U	EPA 515.3	0.23	0.1	02/12/2009	02/13/2009	11:48	E82574
2041	Dinoseb	7	ug/L	0.67	U	EPA 515.3	0.67	0.2	02/12/2009	02/13/2009	11:48	E82574
2042	Hexachlorocyclopentadiene	50	ug/L	0.015	U	EPA 508	0.015	0.1	02/09/2009	02/11/2009	15:08	E82574
2046	Carboluran	40	ug/L	0.28	U	EPA 531.1	0.28	0.9	02/17/2009	02/17/2009	16:40	E82574
	Atrazine	3	ug/L	0.16	U	EPA 525.2	0.16	0.1		02/15/2009	15:55	E82574
2051	Alachior	2	ug/L	0.26	U	EPA 525.2	0.26	0.2	02/11/2009	02/15/2009	15:55	E82574
	Heptachlor	0.4	ug/L	0.0063	U	EPA 508	0.0063	0.04	02/09/2009	02/11/2009	15:08	E82574
	Heptachlor Epoxide	0.2	ug/L	0.0028	U	EPA 508	0.0028	0.02		02/11/2009	15:08	E82574
	2,4-D	70	ug/L	0.55	U	EPA 515.3	0.55	0.1		02/13/2009	11:48	E82574
	2,4,5-TP (Silvex)	50	ug/L	0.32	U	EPA 515.3		0.2	02/12/2009	02/13/2009	11:48	E82574
2274	Hexachlorobenzene	1	ug/L	0.0027	U	EPA 508	0.0027	0.1	02/09/2009	02/11/2009	15:08	E82574
2306	Benzo(a)pyrene	0.2	ug/L	0.096	U	EPA 525.2	0.096	0.02	02/11/2009	02/15/2009	15:55	E82574
	Pentachlorophenol	1	ug/L	0.069	U	EPA 515.3		0.04	02/12/2009	02/13/2009	11:48	E82574
2383	Polychlorinated biphenyls(PCB)	0.5	ug/L	0.11	U	EPA 508	0.11	0.1	02/09/2009	02/11/2009	15:08	E82574
2931	Dibromochloropropane	0.2	ug/L	0.0082	U	EPA 504.1	0.0082	0.02	02/10/2009	02/10/2009	18:41	E82574
2946	Ethylene Dibromide (EDB)	0.02	ug/L	0.0091	U	EPA 504.1	0.0091	0.01		02/10/2009	18:41	E82574
2959	Chlordane	2	ug/L	0.048	U	EPA 508	0.048	0.2	02/09/2009	02/11/2009	15:08	E82574

NOTE: Effective January 1, 2004, results indicating non-detection with a reported lab MDL >50% of the MCL will not be accepted for compliance with 62-550.310(4)(b).

Reporting Format 62:550.730 Effective January 1985, Revised January 2004

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*Results must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A. F. H. N. O. T. Z. ¹, are unacceptable for oxideance with 25-550. Results qualified with 0.1, Q. R. or Y must be accompanied by writer publication and will be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable for only must be replaced with acce, color results of the termines collected during the ware evaluated on a case by case basis. To avoid a monitoring violation, unacceptable of the came evaluated on a case by case basis. To avoid a monitoring violation, unacceptable of the came evaluated on a case by case basis. To avoid a monitoring violation, unacceptable of the came evaluated with be evaluated on a case by case basis. To avoid a monitoring violation, unacceptable of the came evaluated on a case by case basis. To avoid a monitoring violation of the came evaluated on a case of the came eval

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VOLATILE ORGANICS 62-550.310(4)(a)

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Report Number / Job ID: T0901680002

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PWS ID (From Page 1): 6521000

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Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier	Analytical Method	Lab MDL	RDL	Analysis Date	Analysis Time	DOH Lab Certification #
2378	1,2,4-Trichlorobenzene	70	ug/L	0.22	υ	EPA 524.2	0.22	0,5	02/11/2009	15:04	E82574
2380	cis-1,2-Dichloroethylene	70	ug/L	0.12	U	EPA 524.2	0.12	0.5	02/11/2009	15:04	E82574
2955	Xylenes (fotal)	10,000	ug/L	0.37	U	EPA 524.2	0.37	0.5	02/11/2009	15:04	E82574
2964	Dichloromethane	5	ug/L	0.32	U	EPA 524.2	0.32	0.5	02/11/2009	15:04	E82574
2968	o-Dichlorobenzene	600	ug/L	0.15	U	EPA 524.2	0.15	0.5	02/11/2009	15:04	E82574
2969	para-Dichlorobenzene	75	ug/L	0.26	U	EPA 524.2	0.26	0.5	02/11/2009	15:04	E82574
2976	Vinyl Chloride	1	ug/L	0.20	U	EPA 524.2	0.20	0.5	02/11/2009	15:04	E82574
2977	1,1-Dichleroethylene	7	ug/L	0.17	U	EPA 524.2	0.17	0.5	02/11/2009	15:04	E82574
2979	frans-1,2-Dichloroethylene	100	ug/L	0.27	U	EPA 524.2	0.27	0.5	02/11/2009	15:04	E82574
2980	1,2-Dichloroethane	3	ug/L	0.18	U	EPA 524.2	0.18	0.5	02/11/2009	15:04	E82574
2981	1,1,1-Trichloroethane	200	ug/L	0.20	U	EPA 524.2	0.20	0.5	02/11/2009	15:04	E82574
2982	Carbon tetrachloride	3	ug/L	0.24	U	EPA 524.2	0.24	0.5	02/11/2009	15:04	E82574
2983	1,2-Dichloropropane	5	ug/L	0.21	U	EPA 524.2	0.21	0.5	02/11/2009	15:04	E82574
2984	Trichioroethylene	3	ug/L	0.14	U	EPA 524.2	0.14	0.5	02/11/2009	15:04	E82574
2985	1,1,2-Trichloroethane	5	ug/L	0.28	U	EPA 524.2	0.28	0.5	02/11/2009	15:04	E82574
2987	Tetrachloroethylene	3	ug/L	0.24	U	EPA 524.2	0.24	0.5	02/11/2009	15:04	E82574
2989	Monochiorobenzene	100	ug/L	0.19	U	EPA 524.2	0.19	0.5	02/11/2009	15:04	E82574
2990	Benzene	1	ug/L	0.17	U	EPA 524.2	0.17	0.5	02/11/2009	15:04	E82574
2991	Toluene	1,000	ug/L	0.21	U	EPA 524.2	0.21	0.5	02/11/2009	15:04	E82574
2992	Etinyibenzene	700	ug/L	0.13	U	EPA 524.2	0.13	0.5	02/11/2009	15:04	E82574
2996	Styrene	100	ug/L	0.11	U	EPA 524.2	0.11	0.5	02/11/2009	15:04	E82574

Reporting Format 62:550,730 Effective January 1995, Revised January 2004

Page 3-of-2

TResults must be reported with appropriate qualifiers in accordance with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A. F. H. N. O. T. Z. 2. * and ynacceptable for compliance with 62-52. Is qualified with a J. Q. R. or Y must be an interfective function and will be e. If you a case by case basis. To avoid a money with diation, unacceptable treates must be appreciable could be accordence with Florida Administrative Code Rule 62-160, Table 1. Results qualified with A. F. H. N. O. T. Z. 2. * and ynacceptable for compliance with 62-52. Is qualified with a J. Q. R. or Y must be an interfective function and will be e. The new case by case basis. To avoid a money with diation, unacceptable treates must be appreciable could be accordence of the content of the conten

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RADIONUCLIDES 62-550.310(6) Report Number / Job ID: T0901680001

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PWS ID (From Page 1): 6521000

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	RDL	Analysis Error	Analysis Date	Analysis Time	DOH Lab Certification #
4000	Gross Alpha (Excl Uranium)	15**	pCi/L	2.7		EPA 900	2.1	3	1.4	2/11/09	15:09	E83033
4002	Gross Alpha (incl Uranium)	***	pCi/L					1				E
	Combined Uranium	****	pCi/L					*****				E
4006	(U-234, U-235, & U-238)	30	µg/L					1				E
4020	Radium-226		-0:"	0.9		EPA 903.1	0.2	1	0.2	2/17/09	10:55	E83033
4030	Radium-228	5	pCi/L	0.8	U	EPA Ra-	0.8	1	0.5	2/17/09	11:42	E83033

** If the results exceed 5 pCi/L, a measurement for radium-226 is required.

If the results exceed 5 pCi/L, a measurement for radium-226 is required. If the results exceed 15 pCi/L, measurements for radium-226 and uranium are required.

+*** If uranium (U) is reported as a measurement of activity (pCi/L) it will be converted to a mass measurement (µg/L) by multiplying the result by 1.5.

***** Reserved

Reporting Format 52-550.730 Effective January 1995, Revised January 2007 Page 6 of 9 🕉

*Results must re-peopled with appropriate qualifiers in accordance with Florida Administrative Code Rule b2-160, Table 1: Results qualified with A, F, H, N, O, T, Z, 7: are unacceptable for completing with E2553-Results qualified with a J, C, R, or if must be peopled by written justification and will be emploated on a case by case backs. The avoid elimination guidation, unacceptable for results from sometime result

NU. 190 P. 6

Florida Radiochemistry Services, Inc.

Contact: Michael J. Naumann 5456 Hoffner Ava., Suite 201 Orlando, FL 32812 Phone: (407) 382-7733 Fax: (407)382-7744 Certification I. D. # E33033

Work Order #: 0902041 Report Date: 02/18/09

Report to:

Advanced Environmental Laboratories, Inc. 9610 Princess Palm Ave. Tampa, FL 33619 Attention: Michael Cammarata

I do hereby affirm that this record contains no willful misropresentations and that this information given by me is true to the best of my knowledge and belief. I further certify that the mothods and quality control measures used to produce these laboratory results were implemented in accordance with the requirements of this laboratory's certification and NELAC Standards. The test results in this report relate only to the samples received.

umann - Presid

Data 2-18-09

Page 1 of 3

Units

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Sample Login

Advanced Environmental Laboratories, Inc.	Date / Time Received	Work order # 0902041
Michael Cammarata		
T0901480		·
Glient Sample I.D.	Sample Date/Time	Analysis Requested
T0901650-0 01	02/04/09 09:00	Ga, Ra226, Ra228
Analysis Results		
2.7		
MJN		
0.9	Radium 228	0,8U
0.2	Error +/-	0.5
0.2		8,0
903.1	EPA Method	Ra-05
	Laboratories, Inc. Michael Cammarata T0901680 Cilent Sample J.D. T0901680-001 Anatysis Results 2.7 1.4 2.1 900.0 02/10/09 07:34 02/11/09 15:09 MJN 0.9 0.2	Laboratories, inc. Raceived 02/06/09 10:00 Michael Cammarata T0901680 Cilent Sample I.D. Sample Date/Time T0901680-001 02/04/09 09:00 Analysis Results 2.7 1.4 2.1 900.0 02/10/09 07:34 02/11/09 18:09 MJN 0.9 Radium 228 Error +/- 0.2 0.9 Radium 228 Error +/- MDL

903.1 EPA Method Ra-08 Prep Date Prep Time Analysis Date Prep Date Prep Time Analysis Date 02/10/09 02/10/09 07:5**6** 02/17/09 07:58 02/17/09 11:42 PJ Analysis Time Analyst Analysis Time 10:55 MJN Analyst pCl/l Units pCi/l

Page 2 of 3

P.D

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NU. 190 P. 8



Florida Radlochemistry Services, Inc.

QA Page

Analyte	Sample #	Date Analyzed	Sample Result	Amount Spiked	Spike Result	Spiks /Dup Resujt	Spike % Rec.	Spike Dup % Rpd
Gross Alpha	0902049-02	02/11/09	1.7	10.2	10.2	10.2	82	0,0
Radium 226	0902040-01	02/17/09	0.\$	28,2	22.7	21.8	87	4.0
Radium 228	0902040-01	02/17/08	<0.8	5.8	6,0	4.9	103	20.2
		Quality	Control	Linite				
		% RPD		% Rec.				
Gross Alpha		23.5		62-121				
Radium 226		28.0		72-125				
Radium 228		20.5		80-123				

P.11

Page 3 of 3

L	A A	EL, Tampa		PROJECT HAVE:					34	1			-						
MCORESC.		Princess Pair	n	P.O. NUMBER/NOJECT		T09	01680		E SE	1000 mL Pietto	100 mL Pasis								
	Tampa, Fl	L 33619		PROJECT LOCKINGHE									· · · · ·				}		
Pitane:		3)630-9616		ji j	<i>0</i> -RK9/RF9		noki:		RE			Į							
Filler	(813	3)630-4327										l .							
COMPLET:	Michae	el Cammarat	a						Ц Ш Ш	E	8								
									S S S	₽	N.	Зх.							
	TURNARDU	WO TINCE:						Ϋ́	8	5	Ε								
Cleve	ap							ANALYSIS REQUIRED	Gross Alpha	Radlum 226	Radium 228								
SAMP	- m				Ocak	8/44	'UNG		<u> </u>		— ·	HNO3						-	
		SAMPLE DE	500 KIP I N		Comp	DATE	TIME	SMITRIC	PRIME.	HNO3	HNO3	ļ							
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				antion sample				Villante reigi/	wed, pH ch			nperat				_		degree	_
Form revi	d 2005 Rollayachod by:							ê lin te birmîn	g Temp by	adışın ida		-							

Internal Transfer Chain of Custody



Rdvanced Environmental Laboratories, Inc.

Transfer From AEL-Tampa

Transfer To Ship Work to AEL/Jacksonville

Circle if applicable: (If SHORT HOLD is circled, these samples must be batched for receiving immediately and managers notified)

RUSH

SHORT HOLD

Ch	ain 8897	3 - HBN 4	45136						
15 N 16 N			and the second secon		a an	n an		使多多的性性	
	T0901642010		Na2504	DW	2/4/2009 10:40	2/4/2009 13:	39 MP	5242-W-THM	
-	and a summer survey and the survey of the su	n - RECEIVING	In the environment that is the Advent of the	AND AND A DESCRIPTION					医学生
		and the same of the weather the							
45	T0901642011			ÐW	2/4/2009 12:30	2/4/2009 13:	39 MP	5242-W-THM	1
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	T0901642012	-A LP n - RECEIVING	HNQ3	DW	2/4/2009 12:55	2/4/2009 13:	39 MP .	1801-W, 2007-D	/
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	19- 19-1 9-19-19-19-19-19-19-19-19-19-19-19-19-19	n- RECEIVING					ta Parsad		
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3.5	T0901547001		NH4CI	DW	2/3/2009 10:00	2/4/2009 14:	00 MP	5522-W, 5522-W-P	
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	a standard and a standard a standa		通信部 ストー・・・	DW	2/3/2009 10:00	2/4/2009 14	OD MP	8242-W-THM	MELLINE OFFICE
	T0901648001	A LP	HNO3	bw bw	2/3/2009 10:00	2/4/2009 14:	00 MP	1801-W, 2008-D	
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- 14	T0901880001		Na2SO4	DW	2/4/2009 09:00	2/4/2009 15:	15 TMH	5252-W, 5252-W-P	1
and a second	man the state of a state of the state	- RECEIVING	and the second	DW	2/4/2009.09:00	2/4/2009 15:	15 TMH	5481-W 5481-W-P	
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16 Pi	T0901680001 avious Location	-J 40CVOA n - RECEIVING		DW	2/4/2009 09:00	2/4/2009 15:	15 TMH	5041-W, 5041-W-P	1
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18	T0901680001	-N 40CVOA	Ne2804	DW	2/4/2009 09:00	2/4/2009 15:	15 TMH	E547-W	an a bheadar ann ann ann ann ann ann ann ann ann a
-	evious Location					State and the		16012WI20078DIZ00	B-DASABIANK
Sec.	10.00					All and All and All and All	North State of the	1601-W.2007-D.200 W-R HG2451-W	き に 「 「 」
Thur		05, 2009 4:21:3	32 Deciv		973 - HBN 45	136	* - The nois	d container is no longe	r on the chain.
	aday, Peordary 2 of 3	44, 2448 4 (21)	- 00001		99 PIQTI - 010	· · · · ·			
						1.13	>		
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Transfer From	AEL-Tampa	Circle If applicable: (If SHORT HOLD is circled, these samples must be	RUSH
Transfer To	Ship Work to AEL/Jacksonville	batched for receiving immediately and managers notified)	SHORT HOLI
Chain 88979 -	HBN 45143		
1 T0901663001-F	LP HNO3 WA 2/4/2009 12	2:45 2/4/2009 14:18 TMH	2007-W, 2007-W-P
Previous Location - R	NOCYON HUSING BUSINESS DAVES - 224/2003 0	eco datzoos 14:16 Trans	TO A REPORT OF
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Thursday, February 05, 2009 5:18:07 Document 885 Page 1 of 1

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Document 88979 - HBN 45143

* - The noted container is no longer on the chain.

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250-2018-0-00

Advanced Environmental Labs Inc.

-CVENDSO Environmenta: _305 9610 Princess Paim Ave. Tampa, FI 33619

Log-In request number:_	 <u>5</u> °	101	650	
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Completed by:

*See accompanying chain of custody for client name, project name, date/time received, and received by information.

Cooler/Shipping Information:

Courter: 🗹 AEL 🔲 Client 🗆 UPS 🗆 Blue Streak 🗇 FedEx 💭 Other (describe); ______

Type: Cooier 🗆 Box 🗆 Other (describe) _____

Cooler temperature: Identify the cooler and document the temperature blank or ice water measurement

Temp (°C)	3
Temp taken from	
Temp measured with	Er IR gun (ID: 1DA) D Thermometer (anter D):

Other information: Any "NO" responses or discrepancies should be explained in the "Comments" section below.

	CHECKLIST	YES	NO	NA	
1.	Were custody seals on shipping container(s) intact?			·	
2.	Were custody papers properly filled out and included (ink, signed, match labels)?			Ī	
3.	Did all bottles arrive in good condition (unbroken)?				
4.	Were all bottle labels complete (sample #, date, signed, analysis, preservatives)?				
5.	Were correct bottles used for the tests indicated?				
6.	Were proper sample preservation techniques indicared on the label?			}	
7:	Were samples received within holding times?				
. 8.	Were all VOA vials checked for the presence of air bubbles?			-F	angthy.
9.	Were there air bubbles present in the VOA vials?		-		to alson
10.	Were samples in direct contact with wet ice? If "No." check one: D NO ICE D BLUE ICE		_		χ ι -
11.	Were sample pHs checked and recorded by Sample control?			1	
	Metals & Nutrients < 2.0; Cyanides >12.0; Sulfides >9.0				
	NOTE: VOA samples are checked by laboratory analysis.			ł	
12.	Were the sample containers provided by AEL?				
13.	Were samples accepted into the jaboratory?				

Comments:

WTamps-serverMy Documents-Server-Amende-V.FL Log-in Checklist Form--Tampa ver. 3.doc (6/11/08)

Fage

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		North Lake Bivd., Suite 1	016, Altamonte Sp	orings, FL 32701 • (4		(407) 937-1	597					rag	e	of _	
CLIENT NAME:		cit.	PROJECT N	IAME:	vil ac.		F	SIZE							
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WW= waste water	SW=surface water	GW=ground water	DW = drinking wate		l=air SO=s	oil SL	3 -	Preserv	· ·						
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DRINKING WATER BACTERIOLOGICAL SAMPLE COLLECTION AND LABORATORY REPORTING FORMAT

Control - C												
Relinquish B Received By Report Number		inc.	For Lab Use Only The lab performing this analysis is checked on the shower Lab Receipt Date & Time:									
XI Standard C System Nam System Addree System or Own Collector:	Inalysis Requested: (please check all that apply) Standard Collform Test Standard Collform Test ystem Name: (A (A C TArpon MHP)) ystem Address: 36235 36235 15/9 ystem or Owner's Phone #: 222.934.9(3) ystem or Owner's Phone #: 222.934.9(3) placector: 54 cP (A (A C TArpon MHP)) prove of Supply: (check only one) Collector's Phone #											
Private We	/ Water System Noncomn II Swimmin mpling: (sheek any one) SRoutine C	Pool	•	Repeat		Nontra Bottled Replac	Water		nity Water Sys Main Clearanc		Limited Use 5 Other	iystem
Sample Number	Semple Point (Location or Specific Address)		Collection Time	Sample Type ¹	Dis- infect Res'd (mg/L)		Fec		n Analysis Mal oli Analysis Ma Total Colilorm	hod: <u>SMC</u> thod: Fecul or E. coll	Deta Qualifier ²	Lab Sample
1	BOAT dock		9247m	A P	ه ۲:۲				A A			Number Ool OOR
3 4	156 Independence 56 Plymouthet		957Am 938Am	×	2-6 2-6				<u>A</u>			003 004
	Average of disinfectant residuals for	routine and	repeat earnp	iee .				² Deline	d in Floride Adm	nistrative Code R	ule 62-160, Tabl	1
Disinfectant Res Person performin 22 A certified op	nplets for community and noniransient nonco up to and including 4,000. Do not include new idual Analysis Method: DPD Color ng analysis is: (plagas obsolt one of below versior (#	or plant san matric	npies in the p	verage.) Other: I by a cer	lified lab		Det Lat	e PWS N e State N e Signati ie signed	ottled by lab of ottled by lab of ire:	n accordance with I positive results I positive results 	<u> </u>	ndis.
	Bill My Tan DEP 13051 NORTH TELECO		Setiefactory DEP/DOH USE ONLY Incomplete Callection Information Repeat Samples Required Replacement Samples Required Date Reviewed by DEP/DOH: DEP/DOH Reviewing Official: Trax 8 = Spetial (descent, etc.)									

Analysis biothesis: MF = GAUSSIS & D; MTP = 92518 & RCARUS; MACANUS = Sh Results: A = collisions are absont; P = collisions are present; C = confluent gravit; T BR: HPC = BMBE188

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tome are present; C = confluent growth; TNTC = too numerous to count (IC2-800.750 Reporting Format

Effective 01/06, Revised 11/08/07

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Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (4) OPERATIONS REPORTS

Test Year Ended December 31, 2008

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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neueral latorinaria e	for the Mouth Y	itar olt	Jacuary, 2007					
Public Water System	(PWS) Informa	tion						
WS MARE	Lake Tarpen					PWS Klassification Monther	6521000	·····
PWS Type:	Commently	Non-Transient	Kon-Community	Transient Non-Com	nunity	Conseculive		
Number of Service Connection	ous at End of Menils:		\$14		Total P	opulation Served at End of M	landy; 1,295	
PWS DAREE	Uniting Inc. of Floris	<u>له الم الم الم الم الم الم الم الم الم الم</u>						
Context Person	Patrick C. Phym				Centau	Person's Tiller	Regional Director	<u>من المستخلي المراجعين المراجعين</u>
Content Person's Mailing Ar	ldress:	200 Worthersfield aven	810		City Alexande Spri	Stater Farida	Lip Code	34681
Contact Pasar's Telghons	Neraber.	407-869-1919			Contac	Person's Fax Maraber:	497-869-6961	······································
Contact Person's E-Mail Ad	<u>dess</u> :	p.c.fynnCutilies	Inc-usa.com					
Water Treatment Pla	not Information							
Plant Name:	Laka Terpon					Fint Telephone Number.	1-800-27	2-1919
Plani Auktream	36235 US Highway				City: Palan Harber	Stata: Florida	Zip Culs	34684
Type of Water Timiteins by	Flast:	Raw Ground W	ater Punc	hased Finished Weter				
Permitted Maximum Day O	perating Capacity of I	that, galleen per day:		720,000				
Place Category (per scheeti	m 62 699 3 10(4), FJ		<u>v</u>		Plant	lass (per subscotion 61-679.)	10(4), P.A.C. C	
Liceased Operators		Name	<u> </u>	License Class	License Number	- Day	(ii) / Shiff(s) Warked	
Lend/Chiel Operator.				C	2012	Linys hat Shiil		
Other Operators:	Jack Athins			e	13019	Days 1st Shift		
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L the undersigned water treatment plant operator licensed in Florida, are the leadified operator of the water treatment plant identified in part 1 of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and bellef. I certify that all drinking water treatment chemicals used at this plant conform to NSF international Standard 60 or other applicable standards referenced in subjection 62-555.320(3), F.A.C. Take certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, 3 agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

2-5.07 Signature and Date

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Page 1

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER PhatName |Leks Terror PWS Mentification Number: 6521000 January, 2007 111 Dath Data ter fix Mentic Year of: Moons of Achieving Four-Log Virus Insolivation/Reports Free Calorina T Calorine Diamin Course (Combinet Chlorine (Chloringines) T Ultraviolet Kadigion C Other (Describe): Type of Disinfectant Residual Maintained in Distribution System: W Free Chlorine (Combined Chlerine (Chlenning) 1 Chlorine Diorida CT Calculations, or UV Does, to Demostate Four Log Vines Inactivation, if Applicable* CT Calculations. UV Dese LoundCT Disidentat Provided Days Plant Langed Residual Conduct First Batters or al Anward Semifle Vinis Factoria Minister Smithd or DHC Here & Data Sectors Visited by Not Quantity Concention (C) Contractor Longat UV Dont Conceptition of Humpines or Abnormal Opension Conditions; Massergean Omerican Regional, Opender of Finished Herene as a Part Point During During Peak Misiana CT Reports Print in Requirer Marine wark that breatres Day of Hangs (Land Customer Desirg Fire, FP Terry of pilet Water, Required, ag UV Dom, nW-Wales Fast Now Post Frow Detration Taking Water System Camp nears Oct of Che Pace 1 Water C AppEndie Sall-antime Occurring Producted, and Par Few, mgl. inc/L LOC STOR Rates, and CIXE LOCS anical. System, myl. hân 6 •**X**1 Onesting 240 1 210 359,600 23 Z X 12 240 67.00 30 - Ĵ 3 20 65,000 30 310 4 22 * 000 [3 34.0 30 5 8 11 24.0 6 7 24 0 24.0 211,000 25 5. * Ū, 24.0 \$1,000 32 9 25 × 27 10 20 \$1,000 D х 2.7 n 24.0 66,000 х 13 12 24.0 76,000 21 11 \$ 24.0 13 14 24.0 15 14.6 211.000 ī. 1 21 24.6 77,000 22 16 . 20 n 210 75,060 15 3 24 24 U 14.0 69.000 LI π. В 24.0 76,060 30 * 13 20 HO 21 40 TAUDO ٥Č 22 24.0 24 . 23 110 68,000 3.1 ** 1 74 ¥ 78,1717 4.0 24 32 25 24.0 61.003.18 22 × 16 11.0 79,000 3.5 14 x 17 2.4 210 61,000 20 π. 28 ЖÖ 29. 34.0 139,000 29 X 25 30 340 14,000 10 ĸ 1.0 740 25 31 x 802.08 23 Tutul 2337,004 7523 Avenue

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MONTHLY OPERATION REPORT FOR PWS# TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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1. General Information for the Month Year of: February, 2007

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A. Public Water System (PWS) Information

. Fumic Trater System	(LAAO) THIM MA	11023							
and the second	ake Tarpre					PWS Identification Nin	aber:	6321000	
PWS Type:	Community	Non-Trassient Hon-Co	mmunity 🔲	Transleat Non-Com	nuniky	Consecutive			
Number of Service Constitu	an a End of Month:	514			h	fitul Population Served at End a	of Monets	1,285	
PWS Oren I	Utilities los. of Florid	<u>64</u>							
Cornel Person	Hatick C. Flynn				[t	Contact Parina's Title:	Regional Direc		
Content Ferrar's Maring Ad	fiens:	300 Wentersfield avenue			City: Alisment	# Spran State: Florida		7 ip Code	34624
Contact Person's Telephene ?	Vacular.	407-869-1919		•		Contact Person's Pax Humber:	407-840-6961		
Consect Fernals E-Mail Add	lensa:	p.c. flynnouiliseinc-us	a.com						
Water Treatment Plan	nt Information								
Plant Manaz	Lake Tarpon					Plant Tolephone Nembe	st;	1-800-272-1	919
Plata Addiena:	16215 US Indaway	19 North			City: Pales Ha		·····	Tip Code	
Type of Water Transmity	Pinnet:	I Raw Ground Water	Purchased Fl	nished Water				<u></u>	
Permittel Manuan Day Op	enting Capacity of F	Plant, guillons per day.		720,000					
Plant Category (per missicio	= 62-699 310(4), FJ	ACI	V			Place Class (per subsection 62-6	599 110(4) FACA	С	
Licensed Operators	fer	Name.		License Class	License Nur		Day(a) / Shift(a)		
Leid/Chief Operator:	Supher Habry			C	6012	ibers for Shid			~ ~ ~
Other Operators	Jack Athins			ic	13019	Dep in Still	······································		
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If Critification by Land Chief Operation

i, the universigned water treatment plant operator licensed in Florida, and the leatificial operator of the water treatment plant identified in part 1 of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and before. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), P.A.C. 1 also certify that the following additional operations records for this plant water propared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner so the PWS owner so the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least test years.

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Signamers and Date

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Page 1

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Pust	entrestion	Number:		6521000		fant Name	Lake Tappon							
			aala Year ol		1	ebruary, 2007								
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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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General Information	for the Month?	Year ol: Murd	. 2007			•	
Public Water System	(PWS) Inform	ation					
PWS Name:	Lake Tarpon			·····		PWS Mentification Number:	6521000
WS Type:	Community	Non-Transient rion-Co	annunty [Transient Non-Con-	munity I I c	DESECUTIVE	
NUMBER OF SETTISE LODGES	con at End of Month			······		opulation Served at End of Mond	h: 1.285
WS Owner	Unities, Los. of Fier	ide .					
Contact Pervon:	Patrick C. Physic	1		4 ⁻	Cupled	Penne's Title: Re	nional Director
Contact Person's Mariling A	ddens:	203 Wostlersfield svenic			City: Attamonte Sprie		7.0 Cale: 31584
Collact Person's Telephone	Number:	407-869-1919				······································	-\$69.6261
COMER PARIOR'S H-Mail Ad		p.c.flynn@utiliesinc-us	8.0071				
Vater Treatment Ph	ant Information				····		·
Mand Manae:	Jake Taspon		· · · · · · · · ·			Plant Telephon: Nomber	1-806-172-1919
Hai Addicu:	36235 US IEghnay	19 North			City. Take flatter	State: Florida	Zip Colc: 146M
ype of Wates Treakment by	Plikal.	A Raw Ground Water	Purchased	Finished Water			
incided Maximum Day O	passing Caracity of	Must. gallons per day;		726 (2)7			······································
Tant Category (per subsect	on 62-699.310(4), F.	AC):	V		Plant (lass (per subsection 67-699 310	ALFACE: C .
Licensed Operators	$= \sum_{i=1}^{n} \sum_{j=1}^{n} \sum_$	Name	ista provinsui	License'Class	License Number-		/ Shift(s) Worked
Lead/Chief Operator:	Stophen Libery			- C	18/12	Den In Xha	
Other Operators	Jack Athins	-		le	13019	Dava Int Shift	
	izit soinerta			C	6462	I Jays Ist Shift	
	lacities was			C ···	8492		
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It Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, and the lead/chief operator of the water treatment plant identified in part 1 of this report. 1 certify that the information provided in this report is true and accurate to the best of my knowledge and belief. 1 certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. 1 also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

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Stephen Habery

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Signature and Dida

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Page 1

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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PWS Id	calification	Number.		6521000	_	Photo Nationa	Late Tarper	۱						
III. D	aily Data	for the M	ooth/Year c	ոլ։ 		March 2007		-						
_			Vins Issen.		l Free C	blorine 🗂	Chorine Di	ouide	T Ozone	DF Cont	ined Chlori	ae (Chlorae	ແມ່ສອະເ)	
	raviolat R			r (Describe):		•			•	7-4				
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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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E. General Information	for the Month/Y	curuf: Acri	2007						
A. Public Water System	(PWS) Informat	tian							
PWS Haute	Lale Tupin					1	WS Identification North	ter: 6531000	
PWS Type:	/ Community	I Non-Transfent Hou-C	minurity 🗌	Transient fion Com	munky	∐ Co	scutte		
Humber of Sanize Councels	ons at End of Month:	514			1	lotal Pop	ulation Served at End of	Mamh: 1,285	
PWS Owner	Utilities for of Florid	4			-				
Cooper Person	Patrick C. Flyma		-			Consistent (*	nam's Tale.	Reparal Discher	
Contact Person's Mailing Ad	lkess.	200 Weathersheld avenue			City. Alternoo	to Sprind S	lata. Monda	Zip Code	J4684
Contact Person's Telephone I		407-869-1919				outest P	estain Fax Parater.	407-569-6961	
Conner Perron's E-Mail Ada	decen	p.c.flynn@utiliesinc-u	a com			-			
B. Water Treatment Pla	int Information								
Phane Neuror:	take Tappan					ł	fam Jelophene Nazder	r 1-860-271	41919
Plant Address:	36115 US IEnhury I				City: Palm Ha	iber S	itata: Mariaka	Zip Code.	34634
Type of Water Treatment by	Pheat:	Raw Ground Water	Purchased i	Finished Water					
Permitted Manimum Day Op	remting Country of Pl	hest, gallons per day:		730,000					
Phent Category (per subscotio	og 62-699.3 10(4), P.A	LC.):	V			Planí Cla	as (per subsection 62-65	99.310(4), F.A.C.): C	
Licensed Operators	and the second	Name		License Class	Licenso Nu	rber	E	Day(a) / Shifl(s) Worked	3
Lend/Chief Operator:	Stephen Habary		-	c	\$012	1	kys for Skift		
Other Operators:	keith schneider			C	8452	1	daya ist Shift		
	any cardinal			e	8493	h.	haya tut Shinh		
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II. Certification by Lend/Chief Operator

DEPFor II 555 XXXX MARIN

I, the undersigned water treatment plant operator licensed in Florida, am the lead/chief operator of the water treatment plant identified in part 1 of this report. I certify that the information provided in this report is true and accumte to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. 1 also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

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Stephen fishery

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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I. General Information for the Month Year of: Mar 2007

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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L. General Information for the Month/Year of: Jinie, 2007 A. Public Water System (PWS) Information PWSNLme PWS Lindington Manhart Luiz Turpon 6521000 Non-Transfert Hon-Continuoity Transient Hon-Community PWS TITE Community Number of Service Connections at End of Month: 514 Total Population Served at East of Member 1:285 PUS Chaper Utilities for of Fleritia Contact Person's Title: Contact Person Patrick C. Flynn Regardal Director Contact Person's Mailing Address: 200 Westhersfield avenue City: Altamonte Sprin State: Florida Zip Cale: 34684 Contact Person's Telephone Number: 407-469-1919 Contact Person's Fax Humber: 407-869-6961 p.c.flynn@uliliesinc-uta.ccm Contact Person's E-Mail Address B. Water Trestment Plant Information Plant Marrier Lake Torgaa Plant Telephone Humber. 1-200-272-1919 16235 US | Eghway 19 Math Plant Address: City: Palm Harbor States Florida Zip Code: 14634 - Raw Ground Water Purchased Flaished Water Type of Water Tennings by Plant: Prensisted Maximum Day Operating Capacity of Flast, golkes per day: 720,000 Hart Catalory (per advantage 62-699, 310(4), F.A.C.); v Plant Class (per subsection 62-659 310(4), F.A.C.); Ĉ Licensed Operators Name License Class ÷ 1 License Number Day(s) / Shid(s) Worked -- -Lead/Chief Operator Suches Haboy 1012 One Ist Shift Other Operatorie keita achoeider 8462 Durs In Shia tory condinal 8.1924 Days 1st Shift

IJ. Certification by Lead! Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, an the lead/chief operator of the water treatment plant identified in past 1 of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

7-3-07

Stephen Halvery

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C-R012 License Nember

Signature and Date

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER



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1. General Information for the Month Year of: July, 2007 A. Public Water System (PWS) Information WS Lientification Physics: PWS Name: Laka Tarron 6521000 Community Non-Transient Non-Community Transient Hon-Companyity PWS Type: Consecutive 514 Number of Service Connections at End of Month: Total Population Served at Find of Months 1,385 Utilities has af Florida PWS O mer. Cashet Person. Patrick C. Flynn Contact Person's Tithe Regimal (Xroctor 30 Wotherfeld accur Control Person's Mission A. Kiressi City: Alternante Sprin State; Horida 7 jp Code 34684 507-867-1919 Centret Person's Far Humber; Certer Person's Telephone Number: 407-869-6961 p.c.flynnæutiliesinc-usa.com Conter Person's E-Mail Address: 8. Water Treatment Plant Information Place Manyer: Laire Turon Plant Tekybone Number: 1-500-272-1919 15235 US Highway 17 North City: Palm Histor Hant Address: State: Florida Lip Code. 34684 Raw Ground Water Purchased Finished Water Evro of Water Treatment by Plant: 110.000 Fermitted Maximum Day Operating Capacity of Plant, gallens per day: Plast Category (per subsection 62-699.310(4), F.A.C.): V . Plant Class (per subsection 62-699310(4), F.A.C.); C Licensed Operators Name -----License Class License Number ... Day(a) / Shifl(a) Worked Lead/Chief Operator: Stephen Habery Days 1st Shift 8012 Other Operators keith schweider \$462 Days Ist Shift tony cardinal 8H93 Dava 1st Shift 4

If Certification by Lead Chief Operator

L, the undersigned water treatment plant operator licensed in Florida, and the lead/chief operator of the water treatment plant identified in part 1 of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant coafform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

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Sumature and Data



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1. General Information for the Month/Year of: August, 2007

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A. Public Water System (PWS) Information

PWS Haray.	Lake Tarpon					PWS Mentification Nonthe:	6521000
P9/3 Type:	- Comraunity	I Non-Translent Non-Com	munity L	Transient Kon-Com	ngally [Consecutive	
Number of Novice Canad	tions at Heal of Morale	514			Tota	I Population Served at End of Manula	1,285
PWH Ormon	Unities les of Flori	<u>.</u>		· * *	<u> </u>		
Centert Person	Patrick C. Flyes		· · · · · · · · · · · · · · · · · · ·			and Person's fille: Regional	Director
Contact Ressan's Mailing /	uklean:	200 Weathers field streams			City: Altamoete S	pro State: Plenda	Zip Cude: 34684
Custors Herson's Tekyhor	Manhor:	407-2//2-1919			Co.	tect Person's Fac Norther: 407-869	the second se
Contact Porson's E-Mail A	diters:	p.c.flynn@ulillesinc-use.	com				<u></u>
Water Treatment P	ant Information						
Plant Mana	Lake Tappon				· · ·	Plant T-lephone Number	1-500-272-1919
Plant Aukheur:	36235 US Highway	19 Marti			City: Palmillette		LipCule: 14414
Type of Water Treatment b	y Pisnit	Raw Ground Water	Purthased 1	Finished Water			
Permitted Maximum Day	Ipeating Capacity of I	Plant, gallons per dey:		720,000	+		
Plant Calegory (per subsec					Pla	et Class (par subsoction 62-679.310(4), F.	AC) C
		A.C.). V Namo/a		License Class	Pla Liconse Nümb	na Class (par subsection 62-699-310(4), F. Day(3) / Sh	AC): C
		Name		Licenso Class	Pla License Numb 8012	ta Class (par subsection 62-699.310(4), F. Et Day(a) / Sh Jaya watenta	A.C.) C III(3) Worked
Licensed Operators		Name		C	License Numb	ar Day(a) / Sh	AC) C III(s) Worked
Licensed Operators Lead/Chief Operator	Stephen Habery	Name		C C C C	"License Nümb 8012	E Day(s) / Sh daya workenda	AC) C III(s) Worked
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H. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, am the teathchief operator of the water treatment plant identified in part 1 of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all driaking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) seconds of amounts of chemicals used and chemical feed rates, and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

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Signature and Data

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FWS M	milication			6521000			Late Tarpas	_						SHEU WATER
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1. General Information for the Month Year of: September: 2007 A. Public Water System (PWS) Information PWS Mame Lale Taroon PW3 Identification Number. 6521000 Transient tico-Community - Computity Non-Transient tion-Community Consecutive PWS Type: Number of Service Connections at End of Months Total Population Served at End of Months 514 1:285 Unition inc. of Florida PWS Oster: Patrick C. Flime Contact Ferson's Tille: Regional Director Conduct Person: Md Westbersheld avecus City: Altamate Spin State: Florida 7 in Colz Contact Person's Making Address. 34684 Contact Person's Fax Number: Control Person's Telephane Momber. 407-869-1919 407-869-6961 p.c.flynn@utiliesinc-usa.com Contact Parson's K-Mail Address B. Water Treatment Plant Information Plant Telephone Mumber: Plant Name: Lake Tarnos 1-800-272-1919 Pinet Ashbour 36215 US Highway 19 Nonh City: Falm Hattor State: Florida 7in Catz 14684 Type of Water Tensement by Plant: Raw Ground Water Purchased Finished Water Permitted Maximum Day Operating Capacity of Plant, gallons per day. 720,000 ¥ Plant Class (per subscenes 67-699.310(4), F.A.C.): Plant Calegory (per subsection 62-699.) 10(4), F.A.C.): C Licenso Class License Number Div(s) / Shif(s) Worked Licensed Operator Lord/Civer Operator: Stephen Hilberry \$012 data weekende e . Other Operators 13019 dere workende hele Athing \$162 days word made heith schweider 8491 tony cashinal days weekmals 22.4 **____

If Certification hy Lead Chief Operator

I, the undersigned wates treatment plant operator licensed in Florida, and the lead/chief operator of the wates treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. 1 also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

10.4.07

Signature and Date

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General Information			ber, 2007		<u></u>		
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Cantoria Person's Telephone		407-£27-1919			Conta	et formers Fax Nuester: 407-869	-6951
Costant Fermin's E-Mail Ad		p.c.flynn@utiliesinc-u	50 COTT				
Water Treatment PL	ant information				·		
Nant Name:	Lake Tayon		. 14	· · ·		Place Telephone Matcher:	1-400-272-1919
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Licensed Operators		Name	in in the set	License Class.	License Namber		
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H. Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, an the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSP International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide there additional operations records to the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

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Stephen Hahen

Printed or Typed Name

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* Refer to fire international frequencies and to determine which plants must provide this information.

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASE OF INISHED WATER

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. General Information	tor the Month-Y	car of: November, 2007		·····	<u>.</u>		<u></u>
. Public Water System	(PWS) Informa	lion					
	Lalos Tarpon	· · ·			FWS Identification Manh	xr: 6571000	
PWS Type	Community	Non-Transferit Non-Community	Transient Hon-Comm	nuelly	Consecutive		
Number of Service Contorch	on at Frit of Month:	514		Total P	opolation Served at End of	Mocah: 1,285	
the second s	Uninies los, of Floris	h	· .				· · · · ·
Consist Person	Patrick C. Flynn			Contra	t Person's Titles	Regional Director	
Contact Person's Mailing As		200 Weatherstehl averes		City. Alimately Spri	state. Flatida	Zip Code:	34634
Cantact Person's Telephone	and the second	107-859-1919			t Person's Fax Number.	401-865-6561	
Contact Person's E-6123 Ad		p.c.flynn@utiliesinc-usa.com					
3. Water Treatment Pla							
Fland Name:	Lake Taiyee				Flast Telephone Namber	1-600-272-1	919
Stort Advess	36235 US Highway	19 North		City: Pala Herbur	State: Planils	7.pp Code:	14654
Type of Water Treatment by			used Finisted Water				
Penninted Maximum Day O		"hert, anliens per day.	720,000				
First Category (per scheet				Fluet	Class (per subsection 62-69		
Licensed Operators		Namo	License Class	License Number	D and the second se	ay(s) / Shift(s) Worked	
Leal/Chief Operator:		· · · · · · · · · · · · · · · · · · ·	C	E012	days / weekends		
Other Operators,	Jack Athins		e	13019	thyst weekrads		
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II Certification by Leads Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, and the lead/clief operator of the water treatment plant identified in part 1 of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.326(3), F.A.C. 1 also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

7.4.07 Signature and Date

Stephen Habery Printed or Typed Name C-8012 Licenso Nomber

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Avgenze 65,433 Maximum 142,000

* Refer to the interesting for this report to determine which plants must per ite this altimation

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WS Nata	2 (PWS) Informa Late Tarpon		<u></u>			PWS Mentilication Number:	6521000	
WS Type:	Community	Non-Transient Non-Co	KULU KULU	Transient Non-Comm	nuniky 🛄	Consecutive		
lumber of Service Connect		and the second se	· · · · · · · · · · · · · · · · · · ·		forei	Population Served at End of Mont	1: 1,285	
WS Owner:	Utilities less, of Flori		*		×			-
oriant Person	Patrick C. Fhua				Conta	ut Person's Title: Re	sional Director	
onlact Person's Mudang A	Alters.	200 Weathersheld svenue			City: Altamosts Sp	in State: Florida	Zip Code:	31634
untact Person's Telephone		407-569-1919		. z	Conta	ct Person's Fax Number: 40	-867-4961	
mint Perters E-Mail A	and the second	p.c.flyrin@uliliesinc-u	ia.com		· .			
Vater Treatment P	and the second sec						·	
fami Manas.	Like Tarpes					Hant Telephone Number:	1-800-272-1	919
het Addess:	36235 US Highway	19 Neath			City: Palm Harbor	State Harida	Zip Code:	34684
ype of Water Frestment b	Piant:	Rew Ground Water	Puechased F	Unished Water				
Supplied Maximum Day (Plant, gallooa per day:		720,000			3	
last Calcony (per subsec	tion 62-679.310(4), F	ACY	٧			Class (per subsection 62-699.310	(4), FAC): C	
Licensed Operators		Name and		License Class	Licease Number	n - Dayla	/ Shiff(s) Worked	· · · · ·
ead/Chief Operator		·····		C	8012.	days waskends		
Other Operators:	lack Atkins	· · · · · · · · · · · · · · · · · · ·		C	13019	daya weekonda		
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IL Certification by LendsChief Operator

f, the undersigned water treatment plant operator licensed in Florida, am the textrehief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

-3.08

Signature and Date

Stephen Hahmy Printed of Typed Name C-8012 Latrase Number

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DEP Fun 2:665 SC(DAPenala

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Licensed Operators License Number Day(a) / Shift(a)	Worked
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Other Operations. Izabi seleccies C \$462 days/workseda	
tacy certinet C \$193 days/waskesda	
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II Certification by Lead/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, an the lead/chief operator of the water treatment plant identified in part 1 of this report. 1 certify that the information provided in this report is true and accurate to the best of my knowledge and belief. 1 certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 50 ur other applicable standards referenced in subsection 62-555.320(3), F.A.C. 1 also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

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LEP FARE ST-USE 100 SADATA

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER PWS Identification New York 6521000 Plast Name Hake Tamon III. Daily Data for the Month/Vear of: Laury, 2003 Free Chlorine Distude 1 Ozose Means of Achieving Pour-Log Virus Inscrivation/Removal: (Si Combined Chierine (Chierannines) 🔽 Ultraviolet Radizias Other (Describe): (Cambined Chlerins (Chloraciices) Fire Chlorine Chlorine Diovide Type of Disinfection Residual Maintaised in Distribution System: CT Cilculations; or IJV Dose, to Demostate Four-Lon Virus Inactivation, # Applicable* CT Celestations UV Ouse ×.,* يا ومنها . * 1.1 Forest CT **.**... •, -31.82 1.1.1. Doinfector Printol A. . . - C - C -14 m Longit Resolat Contact Trene Refere or at Louis Ranital Days Place 74 N ويست سارهما Minister **Disalization** Newsouthat Staffedor inac --sint Concentration at Front proof of Abacimal Operating Coasts Fr INDE Manuscot ب فلائد ا Lanest Visital by Ide Omeriy Concentration (C) CENTRAL AGainen (1) Operates Repete or Meleninger Work stat Levelyn -Taling Waler System Compensation Out of Report of Finished Defore or at Past Point Denieg During Post 1 1 1 T Raxa Post in Day of Operator Humphan - **a** UVDpa - mW-Town of set of Water Required, and Destrine Witer -Part Flow Outoms During Piet Line Flow, ing. . 1012 - (Plane Water, "I WARE ALL TEAL and and Openiton Month X Opension Producted, cil Rea and Fust Flow, any L. and a state of with in Waadaa System, cap1, 1 24.0 2 24.0 130540 30 29 x 82,000 29 3, 34.0 32 X 4 210 74000 10 28 Υ. 24月 55000 75 22 5 x 310 6 7 200 157400 21 29 8 21 . 210 31,000 73 * 9 210 70,000 3.5 30 X 28 10 210 33,000 33 X Ĥ 24.0 75,050 15 2.j * 12 3.4 30 34.6 61,000 3 13. 24.0 H HG 176,000 30 31 1 3.0 31.0 104,000 11 15 X Ĵ.Ŭ 16 31.6 106,000 11 X 24.0 75,000 32 17 3.5 8 35 3.0 345 69,000 18 * 19 24.6 61,000 35 33 . 24.0 20 110 141000 3.4 33 21 x 34 22-21 6 70,060 3.5 a. 27 35 .23 216 65.000 ¥ 34.0 25 22 24 77,000 x. 39 28 21.0 -13.000 25 3 26 24.0 69,000 35 32 x 210

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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Public Water System	Lata Tamon	1				PWS kkraitstation Mamber:	6521000
WS Type:	Continuity	Hon-Transfent Hon Co	mmunity [Transient Non-Com	nuntity L	Consecutive	
Number of Service Connach	ons at End of Month:	314	v		Tota	Regulation Served at End of Month:	1,285
PWS OWNER.	Gilitim Inc. of Florid	la,			1		·
Contact Person	Patrick C. Flyin	*			Cca	taat Dersan's Tislar Novi met	Dissier
Contact Person's Mailing A	Maar.	200 Wonthersfield average			City: Altamonta S	prin Stam: Florida	Zip Code: 34684
Cantact Person's Telephone	Hanber.	407-869-1919	· · · · ·		Cas	nci Penca's Fix Number: 407-863-	6961
Contact Person R-Mail Ad	cherse.	p.c.flyin@utiliasinc-us	a com				· · · · · · · · · · · · · · · · · · ·
Water Treatment Pl:	sut Information			· · · · · · · · · · · · · · · · · · ·			
Plant Noune:	Lake Targon				· · · · · · · · · · · · · · · · · · ·	Plant Telephone Magnher:	1-800-272-1919
Plast Ashhass:	36235 US Highway				City: Halin Harbor	State: Florida	Tip Cede: 34684
Type of Water Treatment by	(Phrot:	Raw Ground Water	Purchased	Finished Water		·	
Permitted Marazana Day O	presting Capacity of I	Tus, pikos par day:		720,000		· · · · · · · · · · · · · · · · · · ·	
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		Name State		License Class	Licensé Numb		ill(s) Worked
Lead/Chief Operator:				C .	2012	Liystocclasti	
Other Operators	faith not mailer			C	8462	deyz/workends	
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II Certification by Lend/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, and the lead/chief operator of the water treatment plant identified in part 1 of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555 320(3), F.A.C. 1 also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years

3.5.08 Signature trai 1)ate

Stephen Habery Practed or Fypod Mame C-8012 Lacense Merchar

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Public Water Systen PR's Name	Leis Tepa	· · · · ·		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	PWS Identification Number:	6521000
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Namber of Service Connec	tious at Erst of Manth:	514	~			anilation Served at Had of Maath:	1,285
PWS Owner:	Utilities Inc. of Florida)					
Costact Person:	Patrick C. Flyman			-	Contac	Person's Title: Repicted	Director
Context Person's Mailing A	aktras, 2	Wathen Self manar		· ·	Laty: Altamonte Spri	state: Florida	Zip Cride: 32714
Curitori Person's Telephone	Noraber. 4	107-869-1919			Costae	Person's Pax Nuester, 407-869-	
Contact Person's E-Mail A		o.c.fhan@ulililiesinc-u	<u>69.00m</u>	-			
Water Treatment Pl	ant Information					<u> </u>	
l'Ant Menne:	LALS TANKO				····· ·	Plant Telephene Marnher:	1-100-272-1919
Phot Addas:	36215115 Highway 19	Hite			Cay: Jaka Horber	Sime: Florida	7sp Cate: 34684
Type of Weter Treatment to		Raw Ground Water	Purchased Fir	nished Water			
Permissal Maximum Day C	paning Capacity of Pla	irst, galilotas per day:		720,000	ŵ	· · · · · · · · · · · · · · · · · · ·	
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Licensed Operators		Name	an a	License Class	Linense Number	Dayis) / Sh	ift(c) Worked
Lead/Chief Operator:	Stephen Hubery			C .	6912	trys/ weekensk	······
Other Operators:	Krith extension			C	\$462	Lift writes is	
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If Certification by Lead Chief Operator

I, the undersigned water treatment plant operator licensed in Floride, an the lead/clief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

4.4.08

Signature and Date

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C-8012 Lürense Hampher

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April, 2008

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I. General Information for the Month/Year of: A Public Water System (PWS) Information

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. Funde water system	(PWS) informa	lion					
PWS Name:	Lake Tarpon					PWS Identification Number:	6521000
PWS Type:	∠ Community	Ilon-Transient Non-Com	munity 🗌 Tr	ansient Non-Com	nunity	Consecutive	
Number of Service Connect	ions at End of Month:	: \$14			fotal	Population Served at End of Month:	1,285
PWS Owner:	Utilities Inc. of Flori	da .					
Contact Person:	Patrick C. Hynn				Conta	et Person's Links: Regional	Director
Contact Person's Mailing Ac	hires:	200 Weathersfield avenue			City: Altamonic Np	in State: Fiorida	Zip Cusle: 34684
Contact Person's Telephone	Number:	407-869-1919			Conta	et Person's Fax Number: 407-869-	
Contact Person's E-Mail Ad	dresse	p.c.flynn@utillesinc-usa.c	com				
. Water Treatment Pla	nt Information						
Plant Name:	Late Tarpon					Plant Telephone Number:	1-500-272-1919
Plant Address:	36335 US Highway	19 North			City: Palm Harbor	State: Horida	Zip Cade: 34684
Type of Water Treatment by	Plant:	Raw Ground Water	Purchased Fini	shed Water			
Permitted Maximum Day O	perating Capacity of I	Mant, galions per day:		720,000			
Plant Category (per subsection	ion 62-699.310(4), F.	A.C.): V	1		Plant	Class (per subsection 62-699, 310(4), 15.	A.C.E. C
Licensed Operators	ي کا جاري الجاري ال	And Anton Name And Anto	en igerengen frikke	License Class	License Number	Day(s) / Sh	ift(s) Worked the Attack
Lead/Chief Operator:	Stephen Habery			С	8012	days/ weekends	
Other Operators:	Keith schneider			С	8462	dave Avectends	· · · · · · · · · · · · · · · · · · ·
	Toay cardinal			С	\$493	days / weekends	· · · · · ·
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II. Certification by Lead/Chief Operator

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Signame and Date

Stephen Habery

Printed or Typed Name

C-8012

License Number

WS IA	ntification	Number.		6521000		Plant Name:	Lide Tarpan							
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* Refer to the instructions for this report to determine which plasts must provide this information.

CEP Form 62 568 400(3) Ellipsino Augunt 78, 2003

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I. General

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al Information for the Month' Car of:	May, 2008	ł		L_	U	U I	1		

A. Public Water System (PWS) Information

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WS Name	Lake Tarpen	· · · · · · · · · · · · · · · · · · ·			• · · · · · · · · · · · · · · · · · · ·	PWS Identification Number:	6521000
WS Type:	2 Community	Non-Transfert Non-Com	multy T	ransient Non-Com	nueky	Consecutive	
lumber of Service Cornerts	ars at East of Mossie	\$14			Гот	Pepulation Served at End of Alexthr	1,285
WS Owner:	Utilities Inc. of Plan	ida .					
Contact Person	Patrick C. Flyza				Con	taci ferma Tele. Regime	d Director
Contact Person's Mailing An	legenn:	200 WestLenfield average			City. Alternate S	prin State: Florida	7 sp Code. 34624
Contact Person's Telephone	Nember	407-869-1919	· .		Curr	tet Person's Fax Namber: 407-86	26661
Contrat Person's R-Mail Ad	fiets:	p.c.flynn@utiliesinc-use	çom				
Water Trestment Pla	nt Information						
Plant Name:	Laba Yaspon			4	· · · · · · · · · · · · · · · · · · ·	Plant Telephone Namber	1-800-272-1919
Fluid Addream	36235 US Ibehany	19 North			City: Pate Harlie	State: Florida	Zip Code: 34684
Type of Water 'Iscattnest by	Plant,	Raw Ground Water	Ponthased Fini	shed Water	<u> </u>		
Pennified Maximum Day O	senting Capacity of I	Plout, gallans per day:		720,000			- · · ·
Place Category (per subsection	m 62-699.310(4), F.	A.C.): V			Max	at Class (per subsection 62-699 310(4),	AC) C
Licensed Operators	eg e d'attage	Namo		License Class			
Lead/Chief Openitor	Stephen Habery			c	#012	-byx/week ends	
Other Operators	Keith solution	-		C	1467	Ave Andered	
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II. Certification by Lend/Chief Operator

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80-27

Stephen Habary Printed or Typed Name

C-\$912 License Humber

Signature and | late

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* Reter and provide plans of the report to determine which plants must provide the sufferenties (Passes Aspen 20, 2013)

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER



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I. General Information for the Month/Year of: June, 2008 A. Public Water System (PWS) Information 6121000 FWS Mestination Number: PWS Name: Lake Leman Non-Transient Non-Community Transient lion Community Consecutive PWS Type Community 1.285 Total Population Served at End of Month Mumber of Survice Connections of Fird of Months 514 Dillitica Inc. of Flerida PUS UNDER Contact Person's Title Regional Drocha Patrick C. Flyco Contact Person 20 Cule 32214 City. Alteriorie Serie State: Florida 300 Weathersfield symme Contest Person's Mailing Address: 107-867-6961 Contact Autor's Fax comparts 407-869-1919 Contact Parton's Telephone Nomber. p.c.flynn@utilitiesinc-usa.com Content Person's R-Man Addeaur B. Water Treatment Plant Information 1-501-272-1919 Flux Telephone Number: Hant Hame: Lake Tarpon Lin Cons 14634 City, Palm Histor State. Florida 16135 US Highway 19 North Plant Additions: Rew Ground Water Purchased Finished Water Ivpe of Water Treatment by Plant: 720,000 Permitted Maximum Day Operating Capacity of Plant, gallant per day. Plant Class (per subarction 62-699, 110(4), F.A.C.): C Plant Caregory (per subcaction 62-69).310(4), F.A.C.). ¥ Day(s) / Shift(s) Worked License Class License Number Licensed Operators Name Low we tont 8012 Lead/Chief Operator: Stephen Lubery 8462 Ly weires B Other Operators: Kenh schwider days weekeeds 8191 feery contrail

II. Certification by Lead? Chief Operator

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7-8-08

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Summer and Date

Inimal or Typed Name

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C-8012 Listenne Names

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1. General Information for the Month/Year of: July, 2008 A. Public Water System (PWS) Information Lake Tarpon PWS NAME. PWS Eleminication Marchar; 6521000 Community PWS Tyme: Non-Translent Non-Community Transient Kon-Community Consecutive Mamber of Service Connections at End of Menth 514 Total Population Served at End of Marth 1.285 PWS Owner Utilities ina of Florida Contact Person: Contact Person's Taile. Patrick C. Flynn Reviewal Director Contact Person's Mailing Address; 200 Wothersfield average City: Altamonte Sprie State: Florida Zip Cule: 34684 Contact Person's Telepinne Number: 407-269-1919 Contact Person's First histories; 107-147-1561 p.c.flynnchutiliesinc-usa.com Contact Person's E-Mail Addance: B. Water Treatment Plant Information Plant Name: Lake Taroon Plant Tolephone Muniter. 1-900-272-1919 Plant Addrest: J6235 US Happenay 19 North Ciny. Palaa Harbor Zip Code 34684 State Florida Raw Ground Water Type of Water Tresencet by Plant: Purchased Finished Water Permitted Maximum Day Operating Carnely of Plant, stations per day: 730,000 Plant Category (per mbaction 62-699 310(4), FAC). v Plant Class (per subscettors 62-699 318(4), F.A.C.): €: Licensed Operators License Number Name Day(s) / Shift(s) Worked License Class Lead/Chief Operator: Stephen linkery 1012 days a selenda Order Operators: Koila schreider 6162 das i weekends There endines 8493 days weeksaala

11. Certification by Lead Chief Operator

I, the undersigned water treatment plant operator licensed in Florids, an the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were grepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

Jan 8-7.08

Stephen Hilbery Prostad or Typed Marge C-8012 Licence Maniter

DEP From \$1.425 AVa 31Manuta

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itat firer Late Tarpor. 6S21000 PWS Electrication Number. July. 2003 III. Daily Data for the Month Year of. Manus of Achieving Four-Log Vinus Inscrimation/Removal: free Chlorine Combined Chlorine (Chloranines) Chierese Danie T Ultraviolet Radiative C Other (Describe): Combined Chlorine (Chlormines) Chlorine Diousia Type of Disinfectant Residual Maintained in Distribution System: sea Chiorine CT Calculations, or UV Dose, to Demostate Four Log Virus Inactivation, if Applicable* . UV Dose CT Cikebress · · · · · * 114 ਼ਿ Lowot CT Discontact Provided ٠<u>:</u>-Lowest Rosidial Longet Westernal Contest Type Beibie or at Dana Plas \$ LEGENSE Dulascount Denerant ÷ (T)#C · * First 2.1.1 ITY Date Consentration of Financianoy or Abantonal Operating Consistoner, Lower *.* Concentration (C) Monmercont Vietod be Not Quantity Colorat Orester Raganed, Recent or Membruses West that Investiges Renale Point is Margana C1 of Finishod Bestos or it First Point Darlog Dunca Pat Operator Houseplant Dayici Temp of pit of Ware Required wy - LIV Date Taling Weter #jitom Components Out of Operators . **.................................** Distribution -Cinturer During Fink How: How, ag-(First . **P** Water Non Fiow tt to a Water, C & Applicable erW-toctm Spice, c.g.L minL sector. Pankacied, and Kata, and Fax How, sgl -Gial X **H**acia Operation 2.9 1. × 3.5 2 1 π 3.5 <u>j</u> x 33 4. × 15 5 л 6 33 7 X 33 1 8 35 9x 35 -lu x 33 11 × 32 12. X B 15 14 * 11 15 x 35 16 X 3.2 mail hack up line, ran kautina T) 3 15 210 67,000 1 18 ĸ 1.2 19 24.0 62,000 18 x 24.0 20 2.0 210 1(6,020 2.0 21 x 1.8 210 62.030 20 22 x 14 21 340 74,000 15 4 26 210 52/00 20 24 X. 1.5 STIC 22 25 . Hű ж 1.5 20 61,000 **"** 24.0 1 27 24.0 1.5 22 25 . 240 102,000 Zú 29 240 59100 22 ı 11 500000 20 30 24.0 L 1 Ě 64.000 25 31 210 x Total e in i 123,000 25,151 Avgenige 116,000 Maximus

MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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L. General Information	for the Month	Trar of: August, 20	04				
A. Public Water System	(PWS) Inform	tion					
PWS Name	Lake Tarpon					PWS Identification New	iter.
PWS Type:	Community	- Hon-Transient Non-Comm	unity	Transferst Non-Come	nusity	Consecutive	
Number of Service Conner	inter at End of Marth					Population Served at Rud o	f Month:
PWS Owner.	Dittin he of Fkg						
Contact Person:	Publick C. Figure				Cost	et Passa's Tales	Kegiom
Contact Person's Mailing A	dyne	200 Weetherstield avenue			City: Alternate St	inSite Fierde	
Contact Parent's Temphote	Nerber	407-469-1919			Cost	a Person's Fax Mamber.	407-167
Contact Person's E-Mail A.	Stream	p.c.flynn@ullissinc-usa.c	<u>om</u>				
B. Water Treatment Pl	ant Information		_				<u> </u>
Plant Manu:	Late Terpin					Plant Telephone Number	
Piezt Addens:	16115 US IEginary	19 North -		·	City: Palm Hather	State Pheida	
Type of Water Treatment b	y Flast	Raw Ground Water	- Purcha	used Finished Water			·
Permitted Maximum Day	purstan Capacity of	Plana, gallors per day;		720/00		· · · ·	
Plant Columny (per subset)					Ptan	Class (per subsection 62-6	99 310(A) F
Licensed Operators		Name	-	License Class	License Mumber)ay(s)/S
Lead/Chief Operator:	Westen Habery			£	\$012	Ling woodingda	
Other Operators	Zoth schowing			5	8451	באוווגוסה פרול	
	Two antrel			C	3495	daya waackanala	
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If Certification In Tead Cluef Operator

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Signature and Data

CEP Ford #2 555 ROO(\$A5strate

Stephen Habery

Prizied or Spoi Name

	MONTHLY OPERATION REPORT FOR PW*Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER													
PWSIA	ethic then	Number		6521000		Plant Nuibe:	Late Tayon							
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Mores		2 Fox-1.02	Vina bactiva	ifunRen-oval r (Describe):	t Frae C	hlorina (Chlorine Di	niće	C Ozena	A Comp	ined Chierr	u (Chierae	linar)	
Type o	f Disiniet	tant Resid			utica System:) Pres Chla	rica 15	Cambin	al Chlorize	(Chloramico	в) Г	Chlorine I	liouide	
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I. General Information	for the Month/Y	carol: Septemb	er, 2003		···				
A. Public Water System	(PWS) Informat	tion							
and the second	Lake Tarpus	1				PWS Identification Number:	6521000		
PWS Type:	Community	Hon-Transient Hon-Com	taunity L	Translent Hon-Com	nunity 🛄 C	oasecutive			
Mapher of Service Connecti	nes as Fed of Month:	\$14			Total Ho	autr 1,285			
PWS Owner:	thilking Inc. of Florid	<u>ki</u>							
Contact Prevort.	Patrick C. Flyta		<u> </u>		Capted	Penorie Inde: 1	Regional Disector		
Control Person's Mashing Ac	ideess:	200 Wasthers Geld avenue			Cuty: Alternance Spair	Sute: Flarida	Lip Cale 34684		
Contact Person's Telephones	and the second sec	407-869-1919			Control	Person's Fax Namber:	407- \$(7)-6% [
Contact Person's E-Mail Ad	lisers)	p.c.fiynn@utiliasinc-usa	com						
B. Water Treatment Pla	at information								
Plans Nama	Late Trapon			-		Plant Telephone Manhor.	1-800-272-1919		
Plaet Adiress	35235 LIS Highway I	19 Hurth			Cay. Pala Habar	Statu. Fionda	Zip Cade: 34684		
fyre of Weles Treasment by	Plant:	Raw Ground Water	Purchased	Finished Water					
Permittal Mananan Day O	proving Capacity of P	fant, gallous per day.		720,000					
Plant Celeborry (per calculation	ina 62-699.310(4), F.A	<u>v</u>			Plant Class. (per subsoction 62-699.310(4), FAC): C				
: Licensed Operators		Name .	* *	License Class	License Number	Day	(s) / Shift(s) Worked		
Lead/Chief Operator:	Stephen Hatary			e	8012	daya wachenda			
Other Operators:	Keith salmeider			с	8462	der's workers is			
	Tany certificat			c	8493	days wezizade			
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If Critification by Lead/Chief Operator

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Signative and Date

Printed of Typed Name

C-8012

Lucina Musher

DEP Form 62 428-900(3)Alernate

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PWSId	metication	Hunker		6521000		Watt Name:	Lele Terpo							
111. Daily Data for the Month/Year of September, 2008														
Losa of Achieving Fuer-Log Vous Inscrivering/Romoval: 17 Free Chlorine Dioxide * Ozone (F Combined Calorine (Chlorimines)														
T Ultravighet Radiation T Other (Describe):														
Type a	Disinfect	tant Reside	nal Maintain		ution System:	Free Cisla	(11) - A			(Chlorassine		Chiorine I	lionide	
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Дуу (4 Фж	(11220		Waba	Peak How	Castor - Daring	I tal flow,	Flow, mg-	Terop of	H of Water	Kogurod, me	UV Desa	mW.	Dimitration	Taking Wein System Compounds Out of
فمعاد	. X1		Productice, gal		Peak FLTS: HEC/L	Chindres -	nin/i	Water, C	X Applicatio	unit.	a Wanter	ancies 1	System, my.f.	Operation
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Public Water System WS Nume:	Lake Tarpia					PWS Meutification Numb		6521000	
WS Type	Community	I Han Transfeat Hon-Co	xmmunity	Translert Non-Com	Punity	Consecutive			
innher of Service Cornecti	ocs at End of Month:	314	×	·	Total	Population Served at Ead of	Monih	1,285	
WS Owner	Dilities inc. of Florida								
inter Prise	Patrick C. Flyns		,			I Penan's Fale	Reguest Directo	•	
onnet Porson + Mailing As	Ates: 20	O Westhersheld avenue			City: Altamonte Sp	n State: Florida		Zip Code:	34651
Southet Person's Telephone		17-869-1919			Canta	et Fersól's Fax Mizzabes:	407-869-6961		
Control Person's E-Mail Ad		c fyrn@utiliesinc-us	sa,çom						
Water Treatment Pla	ant Information								
Lize Name	Lake Terpen			······		Plant Telephonen Number:		1-800-272-1	919
Tont Address	36235 US lEghnar 193	the second s		And a second	City: Value Harbor	State: Florida		Zip Cade:	34681
Type of Water Treatment by	Pinni:	Pan Ground Water	Purchased	Finished Water					_
Amazini Marinean Day O	pending Capacity of Pin	al, gallons per day:		720,060		-			
Int Congrey four enforces	44 67-699 11/841 F & C	• 1 -	v						
						Class (per subjection 62-69)		C	
Licensed Operators	=	Name		License Class			9-310(4), FAC.): ay(s)/Shift(s)		
Licensed Operators Lead/Chief Operator:	Septen Hatery			C.					-
Licensed Operators Lead/Chief Operator:	=			License Class C	Liccose Number	D			
Licensed Operators Lead/Chief Operator:	Septen Hatery			C.	Liceoso Number 8012	D days Westends			
Licensed Operators Lead/Chief Operator:	Stephen Habery Koith schercher			C C	Liceoso Number 8012 8462	days weekends days weekends			
Licensed Operators Lead/Chief Operator:	Stephen Habery Koith schercher			C C	Liceoso Number 8012 8462	days weekends days weekends			
Licensed Operators Lead/Chief Operator:	Stephen Habery Koith schercher			C C	Liceoso Number 8012 8462	days weekends days weekends			
Licensed Operators Lead/Chief Operator:	Stephen Habery Koith schercher			C C	Liceoso Number 8012 8462	days weekends days weekends			
Licensed Operators Lead/Chief Operator:	Stephen Habery Koith schercher			C C	Liceoso Number 8012 8462	days weekends days weekends			

H. Certification by Lend/Chief Operator

I, the undersigned water treatment plant operator licensed in Florida, and the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all drinking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. I also certify that the following additional operations records for this plant were prepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates, and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

11-5-08

Stephen Habery

C-8012

Signature and Date

CEP Form \$2.653. \$70(3)32erman

Pristed or Typol Name

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MONTHLY OPERATION REPORT FOR PW"Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER . PWS Identification Hunter. 6521000 Plant Name: Lato Tarcon HI. Daily Data for the Month/Year of: October 2008 Means of Achistving Four-Log Virus Intervelian/Removal-Free Children Chlorine Dioxde C Oreac " Combined Chlorine (Chloranines) C Other (Describe): C Ultimidet Ratigica F Couldined Chlorine (Chloramines) Type of Disinfectant Residual Maintained in Distribution System: free Chlorine Colorine Dioxide CT Calculations, or UV Dose, to Depositate Four-Log Virus Inactivation, if Applicable* Ci Caladana UV Dosc LowsetCT . . Disinfected Populat Depa Plans Lunes Resided Contact Time Before or H owest Registeral ()#C Maintan Suffed or -- I Xant Gentland Find Disting UV Dose Victoria Ly Not Quantity Concentration (C) Longoncol Costorias Longeri Constitution of Hardsgroup on Absormed Openning Conditions ×. . Chint Linzing Constant Required Before or at First of Financi Daing Rok Report Point in Repair of Main tamente Work Cal Invalues Operator Day o Liours stint UV Dom. mW. Water Cestamor Darioz Posk How. Yow, my Traper plic Wier Reverding Distributer 14.0 (Phics **1** Park Flow Talling Water System Components Chet of ***X*)** Opportune Displaying mit Hate, and Wet How, my/L. mol Winter C TApple be - min/L www.weta sides? Mere 2 System, www. Oncentions 24.0 65 008 28 Ł 25 × 21 2 . 21.0 al.000 22 34.0 66,000 23 3 25 x 30 24.0 57,000 4 x 23 34.0 . 5 2.5 24.0 121,000 6 2.5 ¥ .. 20 1 * 34.8 56,000 20 1.9 8. 24.0 66,000 x 15 11 24.0 9 **GL**000 8 18 33 10 240 \$3,000 3.0 5 34.0 SECO 30 11 25 x 12 24.0 24.6 25 109000 n. 2,1 x 340 25 N 64,000 x 23 210 67,000 3.0 15. 28 1 28 31.0 55.000 16 2.5 2 2.5 17 240 51,000 16 x 2.8 340 71/00 11 -2.5 х. 246 19. 20 24.0 101.000 27 ŽŠ T <u>]]</u> 70,000 340 21 ... 30 ¥ 22 مىد 62,000 27 25 1 24 340 71.000 л 26 1 30 340 24 ¥ 56,000 25 75 240 65100 2.8 22 I 210 26 110 119(0) 29 11. 25 x 24 (3,00) 25 11 25 X. 17,000 13 210 22. 3 30] 216 11 30 x 66,000 30 27 31 240 പ്പാ 70 ÷. Total 1,366,030 (0.111 Avgence

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<u>FILE COPY</u> 1. General hiformation for the Mouth/Year of: November, 2008 A. Public Water System (PWS) Information PWS Numi. Lake Turpog PWS handification Months. 6521000 Transient Hon-Community WS Type Commonity fion-Transient Hon-Community Consecutive Nomber of Service Conzections at End of Month; 514 Total Population Served at End of Measth: 1,2%5 PWS Owner Unkling Int. of Florida Cantact Person: Patrick C Flynn Contact Person's Talie: Regiment Disector City. Altanacta Scale State: Florida 200 Wonthersfield avenue Contact Person's Mailing Additest: Zip Code. 34684 Contact Ryson's Telephone Number: 107-869-1919 Contact Person's Fax Marsher. 107-267-6951 p.c.flynn@utiliesinc-usa.com Control Person's E-Mail Address: B. Water Treatment Plant Information Plant Name Lako Tarpen Plans Telephere Number 1-300-272-1919 State Florada Find Adress: 36235 US IEghnay 19 Noth Calv: Palm Harbor Tip Coda: 34684 Raw Ground Water Purchased Finished Water Frene of Water Treatment by Plant: Permisted Maximum Day Operating Capacity of Plant, gallons per day 720,000 Plant Category (per selenction 62-699.310(4), F.A.C.): ۷ Hant Class (nor submetices 62-699 310(4), F.A.C.): - Č License Class Licensed Operators Nanto License Number Day(s) / Shift(s) Worked Lead/Chiel Operator: Siephen Habery 3012 days workends C Other Operators. Keith minsister 8463 daya weckenida \$493 Tony cardinal trys weekends

If Certification by Lead/Chiel Operator

I, the undersigned water treatment plant operator licensed in Florida, and the lead/chief operator of the water treatment plant identified in part I of this report. I certify that the information provided in this report is true and accurate to the best of my knowledge and belief. I certify that all disking water treatment chemicals used at this plant conform to NSF International Standard 60 or other applicable standards referenced in subsection 62-555.320(3), F.A.C. Talso certify that the following additional operations records for this plant were grepared each day that a licensed operator staffed or visited this plant during the month indicated above: (1) records of amounts of chemicals used and chemical feed rates; and (2) if applicable, appropriate treatment process performance records. Furthermore, I agree to provide these additional operations records to the PWS owner so the PWS owner can retain them, together with copies of this report, at a convenient location for at least ten years.

12.4.08

Stephen Habery

Squius end Data

Printed or Typed Name

<u>C-8012</u>

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DEP Form IC \$55, 905(7)/Remain

MONTHLY OPERATION REPORT FOR PW'Ss TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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MONTHLY OPERATION REPORT FOR PWSs TREATING RAW GROUND WATER OR PURCHASED FINISHED WATER

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L. General Informatio	a for the Month!	Vear of: Dece	mber, 2008	.*					
A. Public Water System	n (PWS) Inform	atien							
PWS Name:	Lake Tarpon						PWS Limitiation Number	г. 6521000	
PWS Type:	2 Community	Non-Transfert Non-C	onimunity	Transient Non-Com	nunixy	- Uc	onsecutive		
Number of Service Conact	tions at Find of Month	c 51 \$				Total Po	publican Second at End of M	forsh: 1,285	
FWS Owner	Utilities has of Flor	ida		· · ·			-1		
Contact Person:	Petrick C. Flynn	· · ·			*	Centrat	Person's Title:	Regional Director	
Contact Person's Marking	Address:	200 Weekenfeld avenue			City: Altama	ete Sprin	State. Florida	Zip Code:	34684
Contact Person's Telephon	e Nomber:	407-869-1919				Contact	Person's Fax Mumber:	407-859-6961	
Contact Person's E-Mail A		p.c.fivnn@utileainc-u	sa.com	· · · · · · · · · · · · · · · · · · ·				۰ .	
B. Water Treatment P	lant Information								
Plant Name:	taka Tarpon 🔄	•					Plant Telephone: Nearber:	1-800-272-1	919
Plant Address.	36235 US IErhury				Cay: Palm F	labor	State: Florida	Zip Code	34681
Type of Water Treatmonth	<u> </u>	Have Ground Water	Purchased	Finished Water					
Permitter Maximum Day	Operating Copacity of	Plant, gallons per day,		720,000			<u> </u>		
Plazi Calegray (per subset		ACE	Y				ina (per subrection 62-699.		
Licensed Operators		Name		License Class	License N	umber	Dar	y(s) / Shift(s) Worked	
Lead/Chief Operator	Stephen Habery			C	\$012		daya wexchanda	· · · · · · · · · · · · · · · · · · ·	
Other Operators	Kaik schender		·	c	8462		days weekends		
	Tony caulinal	-		C	8493		Jays weekcarts		
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If Certification by LeadEChief Operator

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Sieghan Habery Frieddlar Typed Hame C-8012 License Nember

DEP Form 02 455 107245-014

Senature and Date

Page 1

<u>WS II</u>	and seating	Haniter.		6521000		Plant Name:	Lako Farpen							
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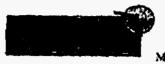
Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (5) INSPECTION REPORTS

Test Year Ended December 31, 2008



Jeb Bush Governor

M. Rony François, M.D., M.S.P.H., Ph.D. Secretary, Department of Haulth

PINELLAS COUNTY REALTH DEPARTMENT

October 17, 2006

Steve Hetwey Chief Operator Utilities, Inc. of Florida 2448 Arcadia Road Holiday, Florida 34890

RE: <u>PUBLIC WATER SYSTEM TRIENNIAL SANITARY SURVEY</u> Lake Tarpon Mobile Home Village. PWS ID #<u>4521000</u>

Dear Mr. Habrey:

On October 2, 2000, personnel from the Pinelias County Health Department Environmental Health Division met with system operators to perform the triennial sanilary survey of your Community Public Drinking Water System serving Lake Tarpon Mobile Home Village (MHV) and the adjoining Kimball Apertments. The Inspection found evidence that Utilities inc. of Fiorida has been working toward improving the system's equipment and operation. The water system equipment was found to be in good operational order.

However, we do have some questions regarding the backflow prevention device protection on your public water system. We seek to verify that all service lines from your public water system to your customers are protected by property sized backflow prevention devices. Also, please provide us with documentation that every Lake Tarpon MHV public water system backflow prevention device was tested in accordance with Florida Administrative Code (F.A.C.) chapter 62-555.360(2) that states all back-flow/back-siphon devices shall be tested annually by a state certified personnel.

We wish to thank you and your staff for the cooperation we have received. If you have any questions, please contact our office at 538-7277, Extension 1113.

Sincerely,

Paul Sterl

Paul Stanek Environmental Supervisor (J

Enclosure

Telephones: (727) 5 18-7277 + 4175 East Bay Drive, Suite 300, Clearwater FL 33764 + FAX (727)507-4255

Florida Department of Health Pinellas County Health Department Environmental Engineering

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2006 SANITARY SURVEY REPORT

Plant Neme Lake Tarpon Village Plant Location 36235 US Hwy 19, Palm Harbor, (Libert	County Pinellas PWS ID # 6521000
Plant Location 36235 US Hwy 19, Palm Harbor, (Libert	Way & Philadelphia Bivd) Phone
	T 11/312 (BU / 1 809-1719
Owner Address 200 Watharsfield Ave. Altmoste Sarts	urs, FL 32714
Contact Person Steve Rabrey This Survey Date: 14/02/06 Lest Survey Date	Title Operator Phones PG 993-0420
This Survey Deb: 14/02/06 Last Survey Date_	8/08/05 Last C.I. Date
PWS TYPE & CLASS	AUXILIARY POWER SOURCE
Community	Yes None 🖾 Not Required
Non-transient Non-community	Source Interconnection with Pinellas Co Unlities
Non-Community	Capacity of Standby (kW) NA
	Switchover: 🖾 Automatic 🔲 Manual
PWS STATUS	Standby Pisu: 🛛 Yes 🔲 No
Approved system with approval number & date	Hrs Operated Under Load <u>NA</u>
01/01/1973	Standby Pisu: X Yes No Hrs Operated Under Load <u>NA</u> What equipment does it operate?
Unapproved system	Well pumps <u>NA</u> High Service Pumps <u>NA</u>
	High Service Pumps NA
SERVICE AREA CHARACTERISTICS	Treatment EquipmentNA
Mobile Home Park (Senior Citizen): Aparments	Satisfy 1/2 max-day demand? XYes No Unk
Food Service: Ves ENO N/A	Comments Automatic pressure valve interconnect
	with Pinellas Co. Utilities Water System
OPERATION & MAINTENANCE	
Certified Operator: Yes INo INot required	TREATMENT PROCESSES IN USE
Operator(s) & Certification Class-Number	Chloramine Disinfection
Stove Habrey 8012-C (Land Operator): Jack Adkins	What additional treatment is needed? None Known
13019-C: Keith Schneider #462-C	For control of what deficiencies None Known
O & M Log: X Y IS O No ONot required	
Concentry Vigitation Frequency	DISTRIBUTION SYSTEM
Wreiday: Required NA Actual NA	Flow Measuring Device Flow Meter
Developt Requireds tiwkend Actual 3+1 whand	Mater Size & Type6" Badger 1500 GPM
Non-Consecutive Days? 🖸 Yet 🖾 No 🛄 N/A	Backflow Prevention Devices: X Yes No
MORe submitted regularly" 🔀 Yes 📋 No 🛄 N/A	Cross-connections None known or reported
Data missing from MORs? No Yes N/A	Written Cross-connection Control Program: Yes
Number of Service Connections514	Coliform Sampling Plan: X Yes No N/A
Population Served 128: Basis 2 Der unit	Comments All backflow prevention devices present are
Average Day (from MORs) 56.100 cpd	customer owned. The two Lake Tarpon backflow
Average Day (from MORs) 56.100 gpd Max. Day (from Mt)Rs) 136.500 gpd	preventers are: a 2"Wilkins Zura under a community
Max-day Derign Capacity720.000 and	sim and a 2" FEBCO 785-2PUB on a nearly read
Comments Data isken from August 2006 MOR	island. There is a 2"Wilkins Zum 975XL at the from
	NE corner of Kimball Apts. The SE corner of these
RAW WATER SOURCE	anartments appears to have had a backflow preventer but now has a gate valve with an atmospheric wait.
@ GROUND; Number of Wells one (1)	DOW DAS & REIO VILVE WITH AN ADDEDROTO WITH
SURFACE/UDI: Source NA	
PURCHASED from PWS ID #6521405	
Emergency Water Source Pinellas Co. Utilities	
Emergency Water Capacity 100%	

PWS	D#	6521000
Date		10/02/06

Well Nu		1	2	
Year Dri		1928	1947	+
Depth Dr	<u> </u>	125'	120	
Dalling		Rotary	Rotary	
Type of C		Concrete	Cuncrete	
Static Wa	iter Lovel	15'	15	
Pumping	Water Lovel	62'	57'	
Design W	oll Yiuld	500 gpm	300 gpm	
Test Yiek	3	500 gpm	Unknown	
Actual Yi	eld (if different than rated	450 gpm	Unknown	
Strainer		Stainless Steel	Unknown	
Length (or	staide casing)	62'	57'	+
Diameter	(outside casing)	10"	6"	
Matorial (outside easing)	Black Steel	Black Steel	
Well Cont	amination History	No	No	
ls inundati	ion of vell possible?	No	No	
6' X 6' X	4" Concrete Pad	Yes	Yes	1
	Septic Tank	Not Present	Not Present	
SET	Rouse Water	Not Present	Not Present	t
BACKS	WW Plumbing	Meets Standard	Meets Standard	
	Other Senitary Hazards	None Known	None Known	f
	Туре	Vert Turbine	Vertical Turbing	
	Manufacturer Name	Holloshaft	U.S. Motors	
PUMP	Model Number	A324UPY	4011226	
	Rated Capacity (gpm)	412 gpm	Unknown	
	Motor Horsepower	25 HP	Unknown	
	12" above grade?	No: (4-6")	No: (4-6")	
Well Casin	g Sanitary Seal	Yes	Yes	
	Sempling Tap	Yes	Yes	
bove Grou	und Check Valve	Yes	Yes	
cace/Hous	ling	Yes	Yes	
Vall Vent I	Tolocion	Yes	No	

GROUND WATER SOURCE

- •

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2

CHLORINATION (Disini action) Type: Hypechlorite Gas Make Stenne: Capacity Sond@ 100 psi Chlorine Feed Rate 1. 26 lbs per hour Avg. Amount of Ch gas used <u>NA</u> Chlorine Residuals: Plant <u>>2.2</u> Remote 2.2 Remote tap location 25 Philadelphia Blvd DPD Test Kit: On-site With operator None Not Used Daily Injection Points Sodium: Hypochlorite - Before Hydro-Tank: 18% Animonia Hydroxide - After Hydro-Tank Booster Pump Info <u>NA</u> Comments Chloranine Disinfection

~

Not Applicable Chlorine Gas Use YES NO Comments Requirements Dual System 1 NA Auto-switchover NA Alarms: NA Loss of Cla capability Loss of Cl₂ residual Cl, leak detection Scale NA Chained Cylinden בו NA Reserve Supply 1 NA Adequate Air-pak 13 NA Sign of Leaks <u>1</u> X Fresh Ammonia \Box NA Ventilation ব্র **Room Lighting** 13 ГЛ Warning Signs ไ₫ Repair Kits 73 Fitted Wrench Π NA 13

	PWS ID	#	657	1000
STORAGE FACILO	Dete	-	10/02	/06
(G) Ground (H) (B) Bladder (C)	L'and an and the second second	atic	(É)	Elevated
Tatik Type/Number	(H)	<u> </u>		7
Capacity (gal)	10,000	╆━━━		
Material	Steel	<u> </u>		
Gravity Drain	Yes			
By-pass Piping	No			
Pressure Gauge	Yes			
Sight Glass or Level Indicator	Yes	_		
Fittings for Sight Glass	Yes			
Protected Openings	Yes			
PRV/ARV	Yes	-		
On/Off Pressure	No			
Access Padlocked	Yes			
Height to Bottom of Elevated Tank	Not Applic.		\neg	
Height to Max. Water Lovel	Not Applic		-+-	
Comments				
26' long 25' 3" in circus	nlerence			
Tank operates 75% to :	30 % full			

Not Applicable

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111010 2	CKY	CE P	UMPS	
D		_		

Cump Number			A CONTRACTOR OF A CONTRACTOR OFTA CONTRACTOR O
Туре			[
Make			
Model			
Capacity (gpm)			
Motor HP	——		
Date Installed			
Maintenance			
Comments			
	the state of the second second second second second second second second second second second second second se	and the second se	

PWS ID# 6521000 Date 10/02/06

MONITERING VIOLATIONS MCL VIOLATIONS No Monituring Violation Detected No MCL Violation Detected		Date 10/02/06
	MUNITORING VIOLATIONS	
No MCL Violation Detected		SICL VIOLATIONS
		No MCL Violation Detected
	Second statements and and and and and and and and and and	
		-

DEFICIENCIES:

No violations noted at this time peading rejulation of the two questions below.

The Orest Connection Control Plan submitted to this office by Utilities. Inc. of Floride. Inc. for Lake Tarson Mobile Home Village states that the utility will maintain its backflow prevention devices while their customers will maintain the customer owned backflow prevention devices. However, Utilities, Inc. of Florids, Inc. owns no backflow prevention devices on this system. Therefore, without owning backflow prevention devices, how does Utilities, Inc. of Florida protect its public water system from the dame ra of en as connection as defined in 62-500, 200, F.A.C.?

We have received a communication from Michael Wilson. Regional Manager, Utilities, he. of Florida stating that the utility requires its commercial outcomers to own and maintain the backflow prevention devices on the system and that it requires customers to provide test results to the utility annuality. Onercian 1: Why was the backflow provention device on the service line to the south spartment building namoused? Is there another backflow prevention device located somewhere unstream on that pipeline which provide a protection for the water system? This spaces to be a line without backflow protection. Othersten 2: The two 2 inch Lake Terror Mobile Home Village backflow prevention devices appear to be on lines sized too small to provide water to the whole community. Are there other water service lines into Lyke Tarron Mobile Home Village that do not have backflow prevention devices on them? Our position is that suitable backflow prevention devices may be installed on public water service lines not evice lines the utility cannot transfer its responsibility to ensure its possible public water system?

Request: Please provide popies of backflow provention device tests conducted within one year.

	é
Inspector Gala L. Rood Real Title Environmental Specialist II	
Approved by Paul Stanck Control Title Pauline Title Paulin	Date 10/16/06
Title Pavironmental Supervisor II	
	Date 10/17/05

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (6) PERMITS

Test Year Ended December 31, 2008

BOARD OF COUNTY COMMISSIONERS

Nancy Bostock Neil Brickfield Calvin D. Harris Susan Latvala John Morroní Raren Williams Seel Kenneth T. Welch RECOVED *



September 1, 2009

Mr. Patrick C. Flynn Regional Director Utilities Incorporated of Florida 200 Weathersfield Ave Altamonte Springs, FL 32714

Re: Annual General Permit Renewal

Dear Mr. Flynn:

Enclosed is your renewal package for your Annual General Permit with Pinellas County. All standards have remained the same as last year. Our fees have remained the same as last year. If you would like to renew this permit, please sign under "Permittee" on the bottom of page 2 of the permit, submit your check in the amount of \$57.15 payable to Pinellas County Board of County Commissioners and return to us as soon as possible.

If you have any questions please feel free to contact Lora Strong at (727) 464-3394.

Sincerely, James S. Cannon

Public Works Engineering Supervisor Public Works Regulatory Services

Enclosures

PLEASE ADDRESS REPUT TO: 440 Court Street Clearwater, Florida 33756 Phone: (727) 464-3251 Website: www.pinelfascounty.org

3

ANNUAL GENERAL PERMIT FOR UTILITIES INCORPORATED OF FLORIDA CONSTRUCTION ACTIVITY

THE COUNTY OF PINELLAS, a political subdivision of the State of Florida, hereinalter called the PERMITTER, hereby grants to Utilities Incorporated of Florida, 200 Weathersfield Ave, Altamonte Springs, FL 32714, hereinafter called the PERMITTEE, a permit to construct, operate, maintain, renew and/or remove on an annual basis within Pinellas County, water and sewer facilities as further described in attached Exhibit "A". All work is to be done in accordance with Pinellas County's "Operational Standards for Annual General Permits" and is subject to the following provisions and conditions:

1. The PERMITTEE has paid the Annual General Permit fee of \$57.15, receipt of which is hereby acknowledged. This permit creates permissive use only and the placing of facilities upon County property pursuant thereto shall not operate to create or to vest any property rights in said PERMITTEE.

2. This permit expires on October 1, 2010.

3. Construction, operation and maintenance of such utility shall not interfere with property and rights of prior occupant.

4. The construction, operation and maintenance of such utility shall not create obstruction or conditions which are dangerous to the traveling public.

5. The PERMITTEE does hereby agree to indemnify, defend and save harmless the PERMITTER and all the members of its board, its officers and employees from and against all losses and all claims, demands, payments, suits, actions, recoveries, expenses, attorney's fees and judgments of every nature and description, including claims for property damage and claims for injury to or death of persons, brought or recovered against it by reason of any act of negligence or omission of the PERMITTEE, its agents, or employees, except only such injury or damage as shall have been occasioned by the sole negligence of the PERMITTER. With respect to and in

consideration for the indemnifications provided by PERMITTEE, the PERMITTER has paid to the PERMITTEE the sum of One and 00/100 Dollar (\$1.00), the sufficiency and receipt of which is hereby acknowledged.

6. The provisions of all applicable laws, statutes, County ordinances and operational standards shall apply to construction, operation, and maintenance pursuant to this general permit.

7. In the event of construction, repair or reconstruction of County-owned facilities, the PERMITTEE shall move or remove said utility installation at no cost to the PERMITTER.

8. The operational standards for Annual General Permits apply to the construction, operation and maintenance of PERMITTEE'S facilities and are attached hereto and incorporated by reference herein.

This permit shall be governed by the laws of the State of Florida.

This permit executed _____

PERMITTEE

PERMITTER

By:

By: RICK I FUINN Title: REGIONAL DIRE.

Steve Davis, P.E.

Date

UTILITIES INCORPORATED OF FLORIDA ANNUAL GENERAL PERMIT EXHIBIT A

All work indicated in Exhibit A shall be restricted to the area depicted in Figure 2 of the Utilities Annual General Permit Operational Standards.

Within Pinellas County the Mid-County and Tierra Verde service area are sewer only.

Sewer facilities to be covered include:

Sanitary services Taps Laterals Collector sewers Trunk sewers Manholes Pump stations Force mains Related appurtenances

Work proposed to be covered includes:

Line locates Sewer taps Lift station maintenance and repair Manhole maintenance and repair Line repairs Line maintenance Valve repair and replacement Other work as required to maintain a properly operating system

The Lake Tarpon service area is water only.

Water facilities to be covered include:

Main lines Meter assemblies Related appurtenances

Work proposed to be covered includes:

Line locates Line repairs Line maintenance Valve repair and replacement Other work as required to maintain a properly operating system

UTILITY

ANNUAL GENERAL PERMIT

OPERATIONAL STANDARDS

FOR WORK WITHIN PINELLAS COUNTY RIGHT-OF-WAY

IN ACCORDANCE WITH PINELLAS COUNTY ORDINANCE 92-63, AS AMENDED BY PINELLAS COUNTY ORDINANCE 94-38

Approved

Peter J. Yauch, P.El. Director Department of Public Works and Transportation

September 17, 2008

1. TYPES OF PERMITS FOR UTILITY WORK IN PINELLAS COUNTY RIGHT-OF-WAY

- ANNUAL GENERAL PERMITS are given for work that is beyond 5 feet from back of ourb (BOC) or edge of pavement (EP), as shown in Fig. 2. The Annual General Permit is a permit issued by the County for certain routine, repetitive work not requiring a specific utilization permit and may be issued or renewed for periods up to one year. This permit covers regular and recurring activities and specifies exempted activities for each utility. Exempted activities must obtain specific utilization permits.
- SPECIFIC UTILIZATION PERMITS are required before work is to begin, where nonemergency operations involve digging within 5 feet of the edge of pavement or back of curb as shown on Fig. 1. They are also required for bridge attachments, major drainage and waterway crossings, and major line or pipe extensions.
- EMERGENCY PERMIT An after the fact permit whereby notification to the Pinellas County Regulatory Services Division (464-5452) needs to be initiated prior to completion of emergency work.

II. OPERATIONAL STANDARDS FOR ANNUAL GENERAL PERMITS

1. MAINTENANCE OF TRAFFIC

- All activities in accordance with this agreement shall conform to the U.S. Department of Transportation's "Manual on Uniform Traffic Control Devices" ("MUTCD") and the Florida Department of Transportation's ("FDOT") Design Standards Indexes 600 through 670 (latest editions).

- A safe and easily accessible paved or unpaved pathway for pedestrian, hicycle, and handicapped traffic shall be provided and maintained through the work zone for the duration of the construction area. If the pathway lies along a designated school walking route then the Permittee, or its agent, shall provide adequate supervision and/or guidance to the school aged students as they traverse through the work zone.

- All construction of alternate or detour routes for pedestrians, bicyclists and handicapped persons must meet the requirements of the FDOT Design Standards Index 660.

- No street shall be closed without the prior written permission of the Pinellas County Traffic Engineering Division. At least 2 normal working days (Monday thru Friday) advance notice is required. All maintenance of traffic plans are to be submitted to the Pinellas County Traffic Engineering Division for approval prior to commencement of construction. Appropriate work zone sates is to be followed at all times - All construction activities shall include a traffic control plan in accordance with the FDOT Design Standards "General Information for Traffic Control Through Work Zones" (Indexes 600 through 670).

2. CLEAR ZONE SETBACK REQUIREMENTS

After construction is complete, no obstacles or impediments to vehicular traffic shall be left in the clear zone, as described in the "Manual of Uniform Minimum Standards for Design. Construction and Maintenance for Streets and Highways" as a result of construction activities by the permittee, or its agents. Utility poles and light poles shall be located behind the sidewalk when sufficient right-of-way and/or utility casements exist.

3. CLEARANCES

- All overhead installations shall conform to clearance standards of the National Electric Safety Code, latest edition, (incorporated herein by reference), and all underground crossing installations shall be laid at a minimum depth of 30" below grade, or at 36" below ditch bottom.

4. TRENCH SAFETY

- The Trench Safety Act (Florida Statutes, Section 553.60 et seq.) shall apply to construction, operation, and maintenance.

5. WORK ZONE SAFETY

Excavated materials will not be placed on sidewalks.

- Excavated materials must not restrict site distances (i.e., not be greater than 3 feet in height in the line of sight used by traffic).

- Work area and excavated material will be clearly marked and made safe to vehicular and pedestrian traffic at all times per the Manual of Uniform Traffic Control Devices ("MUTCD") Standards (latest edition).

6. RIGHT-OF-WAY RESTORATION

- All disturbed areas in the right-of-way will be sodded unless otherwise directed by the County's Inspector.

- Vegetation, other than sod, will be restored to its pre-construction condition. Excavated areas will be compacted to the standards specified in "Right-of-Way Compaction" below.

- Restoration of driveways and placement of sod shall be completed prior to excavation starting in another area (job) by the same contractor. Exception to this rule may be allowed where ongoing construction makes such restoration impractical.

 The type of sod used to restore the right-of-way shall be coordinated with the adjacent property owner. Sod must be maintained until it roots, a minimum water of 2 weeks.

- No stockpiling of material in roadway; all dirt and debris will be removed from the job site upon completion.

- Notify property owners regarding sprinkler systems, plants and mailboxes that may be disturbed during construction, prior to disturbing them. Replace those items that are damaged by permittee.

- The permittee shall be responsible for handling all complaints regarding the construction project.

7. DRAINAGE SYSTEMS

- Drainage systems must be operational at all times, this includes ditches and storm drains, underdrains, etc.

8. DRAINAGE FILTRATION SYSTEMS

- When drainage filtration systems are damaged, the County's Inspector will be notified and the system will be repaired to working conditions by the permittee.

9. TRENCH DEWATERING

- Trench water will be discharged into the road drainage system whenever possible. If contaminated groundwater is discovered during dewatering operations, the permittee shall stop all operations and contact the Pinellas County Regulatory Services Division. The permittee shall be responsible for meeting Federal, State, Regional and County water quality standards for all discharges from the construction site.

10. DRIVEWAY CROSSINGS

- When driveways are to be jack and bored or directional bored, no jetting air or water will be allowed.

- When driveway cuts are approved, they will be repaired from curb to sidewalk, expansion joint to expansion joint or to a 5 foot width of cut, whichever is least.

- Driveway cuts will be repaired per Fig. 3 and/or the Pinellas County Standard Construction Detail.

- Coordinate the cutting of driveways with the owner prior to cut. All driveways will be in passable condition at the end of each work day.

11. RIGHT-OF-WAY COMPACTION

- Compaction in the right-of-way to be in accordance with Pinellas County Minimum Testing Frequency Standard:

14. SIDEWALK RELOCATION

Where sidewalk must be moved, the Pinelia's County Standard Construction Detail will be used

• Use of the sidewalks may not be imparted or closed for greater than 60 minutes. When sidewalk is to be removed means of rerouting pedestrians, bicyclists and handicapped people must be constructed prior to sidewalk removal per FDOT Design Standards Index 660.

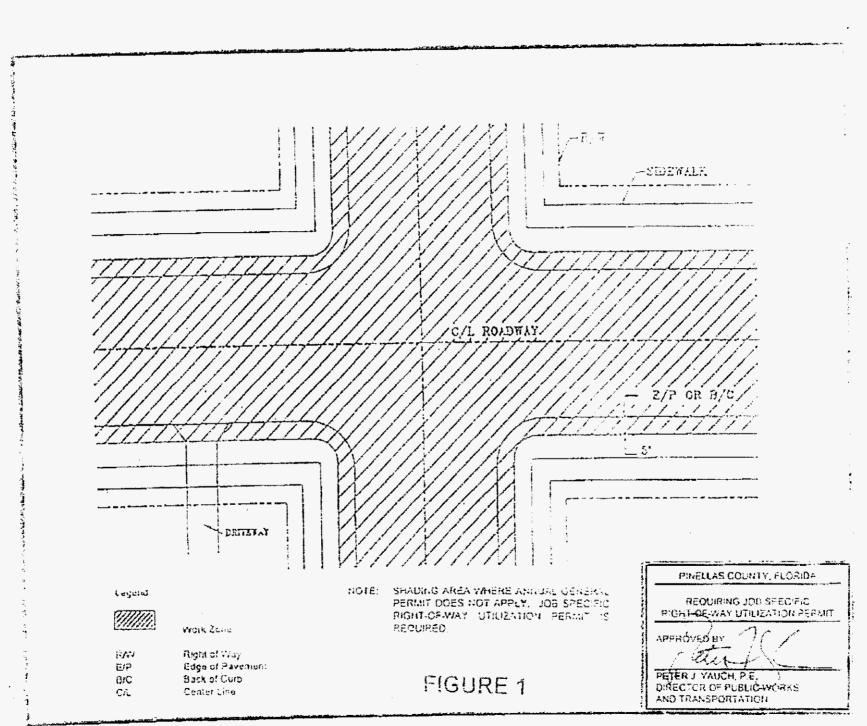
13 GOVERNMENTAL SURVEY

- When governmental survey control points are subject to displacement, they shall first be properly referenced prior to disturbance. After construction is complete, the control points shall be reset to their original locations. All survey work on governmental survey control points shall be performed by a Florida Registered Land Surveyor.

14. ONE CALL SYSTEM

- When digging is involved, the utility notification center (SUNSIHNE STATE ONE CALL OF FLORIDA, INC., 1-800-432-4770) shall be notified by the permittee not less than 48 hours or more than 5 days prior to construction.

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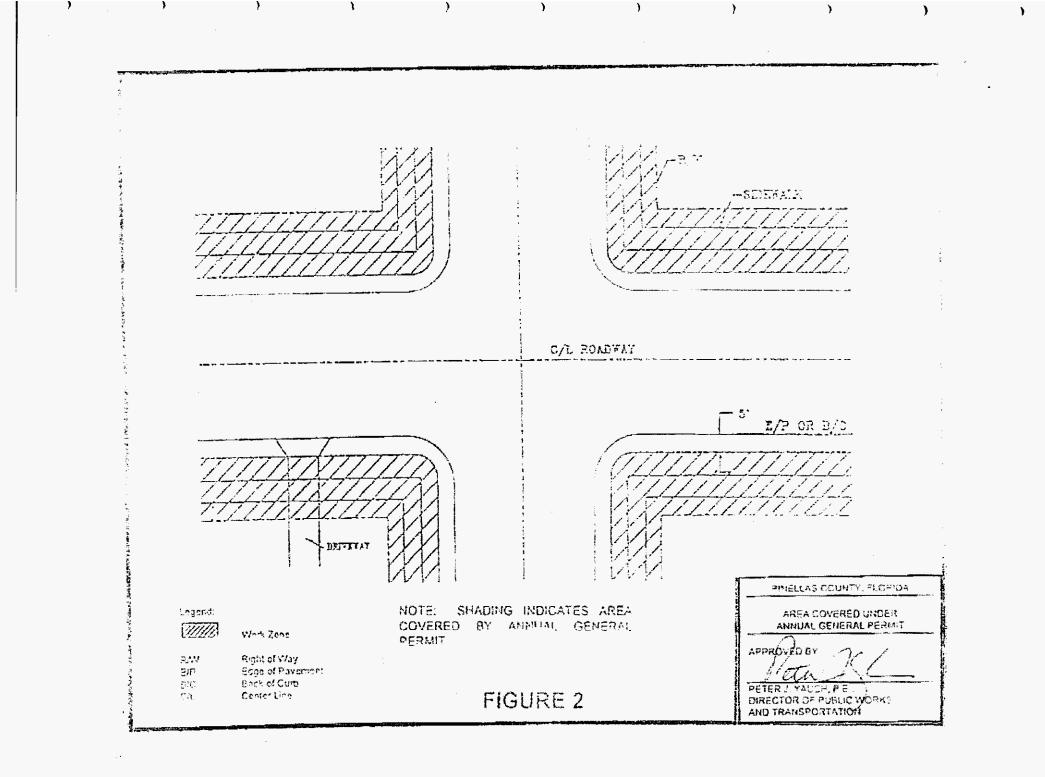
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Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (7) NOTICES

Test Year Ended December 31, 2008

Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (8) FIELD EMPLOYEES

Test Year Ended December 31, 2008

State of Florida

Department of Environmental Protection

ISSUED: 3/25/2009

LICENSE NO.: 8527

17:

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

STEPHEN J HABERY

CHARLIE CRIST

GOVERNOR

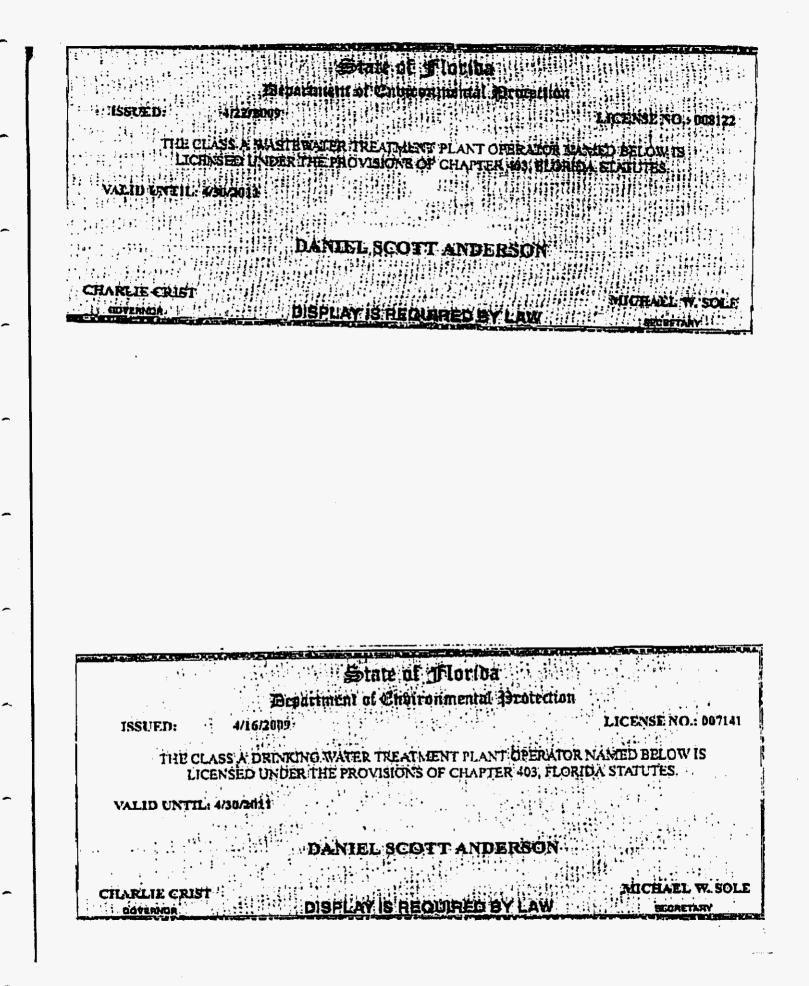
DISPLAY IS REQUIRED BY LAW

MICHAEL W. SOL

. . . SECRETARY

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			State of Florida		
ļ		Depart	tment of Environmental Protection		
ļ	ISSUED:	3/25/2009		LICENSE NO.: 8012	í ,
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			STEPHEN J HABERY		
	CHARLIE CRIST	D	ISPLAY IS REQUIRED BY LAW	MICHAEL W. SO SECRETARY	E
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	Estate of dilamina	
	State of Florida	
	Department of Environmental Protection	
ISSUED:	4/16/2009	LICENSE NO.: 009
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VALID UNTIL:	4/30/2011	
	STEVEN L. PFOUTS	
		* .
CHARLIE CRIST		MICHAEL W. S
GOVERNOR	DISPLAY IS REQUIRED BY LAW	SECRETARY
	State of Florida'	
	State of Florida' Department of Environmental Protection	
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ISSUED: THE CLA	State of Florida Department of Environmental Protection 4/16/2009 ASS C DRINKING WATER TREATMENT PLANT OPERATOR N ENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORID	LICENSE NO.: 0142 AMED BELOW IS
ISSUED: THE CLA LICI	State of Florida Department of Environmental Protection 4/16/2009 ASS C DRINKING WATER TREATMENT PLANT OPERATOR N ENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORID	LICENSE NO.: 0142 AMED BELOW IS
ISSUED: THE CLA LICI	State of Florida Department of Environmental Protection 4/16/2009 ASS C DRINKING WATER TREATMENT PLANT OPERATOR N ENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORID 4/30/2011	LICENSE NO.: 0142 AMED BELOW IS A STATUTES.
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			invironmental Protection	
	ISSUED:	1/28/2009	L	ICENSE NO.: 0014846
			ENT PLANT OPERATOR NAMI APTER 403, FLORIDA STATU	
	VALID UNTIL:	4/30/2011		
		ELISA MATARLO	WILLIAMS	
	CHARLIE CRIST			MICHAEL W. SOLE
	GOVERNOR	DISPLAY IS	REQUIRED BY LAW	SECRETARY
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State of Florida

Department of Endironmental Department OPERATOR CERTIFICATION PROGRAM 2600 BLAIR STONE ROAD, M S. 3506 TALLAHASSEE, FLORIDA 32399-2400 (850)245-7500

Lulinfillentiotimilentiamilentiation ELISA MATARLO WILLIAMS 2549 GRASSY POINT DR UNIT 103 LAKE MARY, FL 32746-6518

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State of Florida Department of Environmental Protection

LICENSE NO.: 014187 BATE USUED: 4.142409 CLASS C WAS ISWALER TREATHER T PLANT UPLE AT OR

ELISA MATARLO WILLIAMS

-5 LICENSED UNDER IRGVISIONS OF CHAPTER 433, FLORIDA STATUTES

VALID UNTIL, 4042011

State of Florida

Department of Environmental Protection

ISSUED: 4/16/2009

LICENSE NO.: 014187

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2011

ELISA MATARLO WILLIAMS

CHARLIE CRIST			MICHAEL W. SOLE
GOVERNOR	DISPLAY IS REQUIRED B	YLAW	SECRETARY
PAGE DI	MEDGELIELD	6982895202	\$5:80 6003/E0/90

Last Name	First Name/MI	Title	System(s)	Classification	Туре	Description	Туре	Description
Anderson	Daniel S.	Lead Operator	Crownwood	Class A DWTPO Class A WWTPO		Class A Drinking Water Treatment Plant Operator - FDEP (0007141 4/30/11)	A	Class A WW Treatment Plant Operator - FDEP (0006490 4/30/11)
Habery	Stephen (Steve) J.	Lead Operator	Orangewood Buena Vista MHP Buena Vista Manor L/S Summertree Summertree L/S	Class C DWTPO Class C WWTPO		Class C Drinking Water Treatment Plant Operator - FDEP (0008012 4/30/11)		Class C WW Treatment Plant Operator - FDEP (0008527 4/30/11)
Habery				Class C DWTPO		Class C Drinking Water Treatment Plant Operator - FDEP (0014204		
Pfouts	Steven L.	Lead Operator	Golden Hills	Class B WWTPO		4/30/11)	в	Class B WW Treatment Plant Operator - FDEP (0009509 4/30/11)
			Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Jansen Crescent Heights	Class C DWTPO				
Williams	Elisa M.	Lead Operator		Class C WWTPO	С	Class B Drinking water Treatment Plant Operator - FDEP 0014846 4/30/11	С	Class C WW Treatment Plant Operator - FDEP 0014187 4/30/11

UIF RATE CASE - 2008 EMPLOYEE LICENSE INFORMATION

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JOB TITLE	Water/Wastewater Treatment Operator I
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under direct supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Assists with maintaining plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements.
ESSENTIAL FUNCTIONS	 Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to existing system. Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. Ensures regulatory compliance and adherence to Company policies and
ADDITIONAL RESPONSIBILITIES	 Completes facility and vehicle inspections, along with related follow-up. Assists w repairs of water/wastewater treatment plant equipment. Forwards customer inquiries on to Operator II or Lead Operator.

Operations: Water/Wastewater Treatment Operator I

Page 1 of 2



	 Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. May install and read water meters. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	 Ability to read meters, charts and gauges and accurately maintain records of plant operations. Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. Ability to review, classify, categorize, prioritize and/or analyze data. Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	
CERTIFICATIONS/LICENSES	Required: Currently holds first-level operator license, may be in the process of obtaining second-level license; must maintain a valid driver's license.
Experience	specializing in chemical treatment of water and/or wastewater and/or a minimum of 1 year in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
TRAVEL REQUIRED	
Shift	overtime may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	
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Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working druft, subject to revision.

Operations: Water/Wastewater Treatment Operator I



JOB TITLE	Water/Wastewater Treatment Operator II
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY Essential Functions	Under general supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Maintains plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements. • Operates and maintains water and/or wastewater treatment equipment,
	 ensuring compliance with state and federal environmental protection limits. Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to exiting system. Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. Ensures regulatory compliance and adherence to Company policies and standards.
ADDITIONAL RESPONSIBILITIES	 Manager. Completes facility and vehicle inspections, along with related follow-up. Installs and reads water meters. Acts as liaison between customers and customer service; provides on-site customer communication.

Operations: Water/Wastewater Treatment Operator II



 turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. Performs other related duties as assigned. COMPUTER SKILLS Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook ADDITIONAL SKILLS Ability to read meters, charts and gauges and accurately maintain records of plant operations. Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions. EDUCATION 		
Preferred: Outlook ADDITIONAL SKILLS Ability to read meters, charts and gauges and accurately maintain records of plant operations. Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. Ability to review, classify, categorize, prioritize and/or analyze data. Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions. EDUCATION Required: Currently holds second-level operator license, may be in the process of obtaining third-level license; must maintain a valid driver's license. EXPERTENCE Requires 3 - 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a maintimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system. PHYSICAL DEMANDS Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+miles daily), climbing and mechanical repair. EQUIPMENT USED Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc; jack hammer and other construction equipment, boost		 jointly to provide quality seamless utility service. Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. Performs other related duties as assigned.
 of plant operations. A bility to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. A bility to review, classify, categorize, prioritize and/or analyze data. A bility to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. A bility to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. A bility to follow verbal and written instructions. A bility to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions. EDUCATION Required: HS Diploma or GED CERTIFICATIONS/LICENSES Required: Currently holds second-level operator license, may be in the process of obtaining third-level license; must maintain a valid driver's license. EXPERIENCE Requires 3 - 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater and/or wastewater and/or a specializing in chemical treatment of ground-water supplied water systems and associated distribution system. PHYSICAL DEMANDIS Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+miles daily), climbing and mechanical repair. Handheld and/or Blackberry, laptop water and/or wastewater facility equipment, booster pumps, etc.; jack hammer and other construction equipment, booster pumps, etc.; jack hammer and other construction equipment, booster pumps, etc.; jack hammer and other construction equipment, may operate heavy equipment. TRAVEL REQUIRED Within service area. SHIFT May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.	COMPUTER SKILLS	Preferred: Outlook
EDUCATION Required: HS Diploma or GED CERTIFICATIONS/LICENSES Required: Currently holds second-level operator license, may be in the process of obtaining third-level license; must maintain a valid driver's license. EXPERIENCE Requires 3 - 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system. PHYSICAL DEMANDS Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. EQUIPMENT USED Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment. TRAVEL REQUIRED Within service area. SHIFT May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.	ADDITIONAL SKILLS	 of plant operations. Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. Ability to review, classify, categorize, prioritize and/or analyze data. Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. Ability to follow verbal and written instructions. Ability to operate, maneuver and/or control the actions of equipment,
CERTIFICATIONS/LICENSES Required: Currently holds second-level operator license, may be in the process of obtaining third-level license; must maintain a valid driver's license. EXPERIENCE Requires 3 - 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system. PHYSICAL DEMANDS Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+miles daily), climbing and mechanical repair. EQUIPMENT USED Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment. TRAVEL REQUIRED Within service area. SHIFT May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.	EDUCATION	
EXPERIENCERequires 3 - 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.PHYSICAL DEMANDSModerate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.EQUIPMENT USEDHandheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.TRAVEL REQUIREDWithin service area.SHIFTMay include weekend scheduling; on-call, emergency call duty and paid overtime may be required.ADDITIONAL COMMENTSThis document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.	CERTIFICATIONS/LICENSES	Required: Currently holds second-level operator license, may be in the process of obtaining third-level license; must maintain a valid driver's license.
PHYSICAL DEMANDS Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. EQUIPMENT USED Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment. TRAVEL REQUIRED Within service area. SHIFT May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.	Experience	Requires $3 - 5$ years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and
EQUIPMENT USED Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment. TRAVEL REQUIRED Within service area. SHIFT May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.	PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+miles daily), climbing and mechanical repair.
SHIFT May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.		Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.	TRAVEL REQUIRED	
to limit management from assigning other work as desired.	Shift	overtime may be required.
CONTACT INFORMATION	ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
	CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working draft, subject to revision.

Operations: Water/Wastewater Treatment Operator II

Page 2 of 2



JOB TITLE	Area Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	plants. Provides leadership and guidance in water and wastewater plant management. Works with Regional Manager and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	 Develops strategic plans for water and wastewater facility needs; manages the design and construction of facilities and infrastructure. Hires, directs, evaluates, promotes and disciplines subordinate employees, including meter readers, operators, field technicians, etc, engaged in the operation of water/wastewater plants and distribution systems. Manages the operation of multiple water systems and wastewater treatment facilities. Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. Ensures water and wastewater quality consistently meet Federal, state and local laws. Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations and environmental guidelines regarding water/wastewater treatment and distribution. Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures; trains employees of safety policies and procedures.
ADDITIONAL	Responds to all emergency situations, including coordination of
RESPONSIBILITIES	 contractors, public notification and informing UI personnel and governmental agencies as needed. Meets Company goals and objectives in conformance with budgetary guidelines. Performs other related duties as assigned.
COMPUTER SKILLS	A 7
ADDITIONAL SKILLS	 Preferred: PowerPoint, Outlook and Explorer Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. Ability to objectively coach employees through complex, difficult and emotional issues.

Operations: Area Manager



	 Ability to implement recommendations to effectively resolve problems
	or issues by using judgment that is consistent with standards, practices,
	policies, procedures, regulation or government law.
	- Ability to delegate responsibility and authority to maximize use of
	employees' skills.
	 Ability to keep accurate records and prepare and submit accurate
	reports.
	 Ability to follow verbal and written instructions.
	 Ability to provide for safe working conditions for fellow workers.
i i i i i i i i i i i i i i i i i i i	 Ability to effectively communicate and interact with other employees
	and the public.
	Ability to understand and implement a variety of the field's concepts,
	practices and procedures.
	 Proven ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: HS Diploma or GED
	Preferred: Bachelor's degree, this may be required in some circumstances;
1	completion of multiple utility industry related courses, seminars, management
	and supervisory training is preferred.
CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible
	operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
Torne a second	Requires a minimum of 6 years progressive experience working in utility
Experience	management or the utility industry. Requires knowledge and experience in the
	operations, maintenance and processes of water/wastewater treatment;
	knowledge of the controls, instrumentation and mechanical equipment in the
	utility industry; knowledge of standard practices, terminology and safety
	standards in the utility industry; thorough knowledge of local, state and
	Federal water/wastewater regulations; knowledge and experience with the
	materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+
	miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water facility equipment and
	machinery including pumps, aerators, chemical feed equipment, booster
	pumps, etc.; jack hammer and other construction equipment.
TRAVEL REQUIRED	Within service area.
Shift	Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not
	intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working draft, subject to revision



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JOB TITLE	Construction Inspector
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Project Manager
JOB SUMMARY	adherence to contract specifications, building ordinances and zoning laws. Reviews, processes, supervises and inspects installation of water and sewer utility mains and new service connections, evaluates existing services, provides service information, investigates water and sewer service problems, and supports field maintenance activities.
Essential Functions	 Analyzes and manages a variety of situations relating to construction and installation of new water and sewer infrastructure, storage tanks, wastewater treatment plant construction and expansion. Evaluates specifications for plan procedures, start and completion dates, and staffing requirements for each phase of the construction project. Inspects construction of new service connections and water/sewer main breaks. Oversees construction and maintenance employees at a property location. Provides timely information regarding construction projects and work relating to construction projects. Prepares service work orders per plans for water and sewer main installations. Maintains frequent contact with external agencies and the general public in order to coordinate activities related to water and sewer service. Responds to customer issues related to construction projects. Enforces Company policies and procedures, work methods and operational procedures.
ADDITIONAL	- Assists Project Manager with property inspections, completing
RESPONSIBILITIES	environmental and engineer reports and attaining all necessary permits. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook, Explorer, JD Edwards
ADDITIONAL SKILLS	 Ability to follow verbal and written instructions. Excellent organizational and problem solving skills. Ability to provide safe working conditions for fellow workers.



	 Ability to effectively communicate and interact with other employees. Ability to deal professionally with customers and maintain good public relations.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Grade 2 State Distribution License, or ability to obtain within 18 months of hire; must maintain a valid driver's license
Experience	A minimum of 3 years experience in the installation, maintenance, repair or inspection of water supply and/or distribution facilities and sewer force mains, or 2 years as a Lead Operator.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Field Technician I
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	water meters to facilitate customer billing; to identify water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	 Walks 5 - 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. Determines consistency of meter readings; reports unusual cases to supervisor. Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. Indicates irregularities on forms for necessary action by servicing department. Documents customer interaction and field activities in CC22B. Turns off service for nonpayment of charges in vacant premises, or on for new occupants. Maintains accurate and up-to-date records. Acts as liaison between the customers and customer service personnel for problem/complaint resolution. Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL	 Performs minor meter maintenance and repair duties.
RESPONSIBILITIES	 Assists with repairs of water/wastewater treatment plant equipment. Assists with ordering parts and job costing. May assist with on-site customer communication. May assist with customer inquiries, requests and minor issues regarding meter reading schedule, billing, how meters are read and other customer service related matters. May prepare a variety of operational reports related to water meter reading activities. Assists with the installation and disconnect of water meters. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word; ability to learn internal software programs Preferred: MS Excel, Outlook



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ADDITIONAL SKILLS	 Ability to work independently in the absence of supervision. Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. Ability to learn to read a variety of water meters. Ability to learn and understand tariffs as they apply to assigned duties. Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. Ability to read maps, electrical schematics, blueprints, etc. Ability to follow verbal and written instructions. Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. "May be in the process of obtaining Distribution and/or Collections Systems certification or first-level plant operating license.
Experience	Some water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
Shift	May include weekend schechuling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign chaies and responsibilities at any time. This description is a working draft, subject to revision.



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JOB TITLE	Field Technician II
DEPARTMENT	Operations
Status	Non-exempt
SUPERVISOR'S TITLE	<u> </u>
JOB SUMMARY	water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	 Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains Maintains and tests water meters; performs new meter installation. Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic pluming tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. Inspects area for cross connection violations and other unsafe conditions. Maintains accurate and up-to-date records. Documents customer interaction and Field Activities in CC&B. Acts as liaison between the customers and customer service personnel for problem/complaint resolution. Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. Provides on-site customer communication. Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	 May assist with repairs of water/wastewater treatment plant equipment. May walk 5 - 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. Determines consistency of meter readings; reports unusual cases of water usage to supervisor. Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. Indicates irregularities on forms for necessary action by servicing department. Turns off service for nonpayment of charges in vacant premises, or on for new occupants. Assists with ordering parts and job costing. Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. Assists with the installation and/or disconnection of water/wastewater treatment facilities while learning the treatment process and plant equipment. May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment.



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	regulatory requirements.
	 Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs
CONFOLER SELLS	Preferred: Outlook
ADDITIONAL SKILLS	 Ability to work independently in the absence of supervision.
ADDITIONAL SKILLS	 Demonstrates initiative and desire to learn new tasks.
	 Demonstrates initiative and desire to learn new tasks. Possesses strong electrical and mechanical maintenance skills in the area of
	water and wastewater maintenance and repair, including working
	knowledge of collection and distribution systems, pumps, motors, controls
	and piping.
	 Ability to establish and maintain effective working relationships with the
	general public, co-workers, vendors and regulatory agencies.
	 Ability to read a variety of water meters.
	· Ability to apply the methods, techniques, tools, equipment and materials
	used in the minor repair and installation of water meters.
	 Ability to understand tariffs as they apply to assigned duties.
	 Ability to read maps, electrical schematics, blueprints, etc.
	 Ability to follow verbal and written instructions.
	Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license.
	Preferred: Distribution and/or Collections certification as required by statue or
	regulation, or the ability to attain certification within 12 months of
	hire.
	*May be in the process of obtaining first-level operating license.
EXPERIENCE	A minimum of one year water meter reading experience preferred, in addition
	to previous mechanical or maintenance experience. Knowledge of cross
	connection regulations and ability to report violations and other unsafe
	conditions. General knowledge of water meters, care and operation of a variety
	of tools and equipment, and safe work practices is helpful
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily),
	climbing and mechanical repair. You will be expected to work in all weather
	conditions: rain, snow, extreme heat and cold, etc; you may encounter various
	potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and
	hand tools; laptop, blackberry.
TRAVEL REQUIRED	
Shift	
	overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended
	to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working draft, subject to revision.

Operations: Field Technician II



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Operations: Field Technician III



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COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs
ADDITIONAL SKILLS	 Preferred: Outlook Ability to work independently in the absence of supervision.
	 Ability to work independently in the absence of supervision. Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. Ability to motivate others in pursuit of Company goals. Demonstrates initiative to take on new tasks. Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. Ability to read a variety of water meters. Ability to apply the methods, techniques, tools, equipment and materials used in the repair, installation and testing of water and flow meters. Ability to read maps, electrical schematics, blueprints, etc. Ability to follow verbal and written instructions. Ability to read and transfer digits accurately.
EDUCATION	
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Distribution and/or Collections certification as required by Stat regulatory laws, or the ability to attain certification within 12 months o hire. *May be in the process of obtaining dual certifications or first-level operating license.
Experience	A minimum of three years water meter reading experience preferred, in addition to previous mechanical or maintenance experience; in-depth, working knowledge of water meters, care and operation of a variety of tools and equipment used in maintaining water/wastewater systems, and safe work practices. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions.
PHYSICAL DEMANDS	climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
	Operates a variety of tools and equipment, including hand-held computers and hand
EQUIPMENT USED	tools; laptop, blackberry.
EQUIPMENT USED	tools; laptop, blackberry.
	tools; laptop, blackberry. Within service area. May include weekend scheduling; on-call duty, emergency response and paid
TRAVEL REQUIRED	tools; laptop, blackberry. Within service area.

Management maintains the right to assign or reassign duties and responsibilities at any time.

Operations: Field Technician III



This description is a working draft, subject to revision.

Operations: Field Technician III

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JOB TITLE	Lead Water/Wastewater Treatment Operator
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	water/wastewater treatment facility. Responsible for maintaining plant compliance with EPA standards and state water Commission. Assists with training of other personnel and leading work crews. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and works cooperatively to provide quality seamless utility service. Works with AM and RM to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	 Oversees the operation and maintenance of water/wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. Oversees the organization and delegation of team tasks. Develops and maintains operational records and prepares reports in compliance with regulatory standards. Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. Installs and repairs pumps, motors, valves and piping; diagnoses, repairs and clarifies aeration equipment, ion exchange bins, filtration equipment and other major apparatuses. Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when non-standard variances are detected. Samples water prior to exiting system. Detects and reports atypical conditions, such as: identifying damaged, maifunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. Cleans and maintains treatment plant, pumping stations and wells. Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. Implements emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol and notifies local emergency responders. Adds chemicals to water by predetermined formula. Maintains minimum inventory levels of these materials. Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Rerieves computer reports on treatment process. Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordiveping require

Utilities, In	c.'
	 Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. Ensures regulatory compliance and adherence to Company policies and standards. Coordinates construction and excavation involved in system repairs; estimates required labor and materials; identifies equipment needed for all projects; orders necessary parts. Maintains a safe working environment and reports safety concerns to Area Manager. Trains personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures. Ensures all operators are equipped with necessary tools, parts and safety equipment to work effectively. Stays abreast of Federal, State and local regulations and environmental
	guidelines regarding water/wastewater treatment and distribution.
ADDITIONAL RESPONSIBILITIES	 May assist with training personnel on safety procedures. Assists with overseeing and inspections of local construction projects. Assists with the development of short and long term plans for operation of facilities, including contingency plans as well as plant and equipment removal/replacement. Assists with the design and construction of extension and improvement
	 projects. Provides on-site customer communication. Acts as liaison between the customers and customer service. Responds to requests and inquiries from the general public. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service.
COMPUTER SKILLS	 Performs other related duties as assigned. Required: MS Word, Excel; ability to learn internal software programs
ADDITIONAL SKILLS	 Preferred: Outlook, Internet Explorer Ability to work independently and under limited supervision. Demonstrates initiative to take on new tasks.
	 Ability to mentor and guide co-workers to increase skill level, morale and efficiency. Ability to motivate others in pursuit of Company goals. Ability to read meters, charts and gauges and accurately maintain records of plant operations. Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. Ability to review, classify, categorize, prioritize and/or analyze data. Ability to keep accurate records and prepare and submit accurate reports. Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment.
	 Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies.

Operations: Lead Water/Wastewater Treatment Operator

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	- Ability to follow verbal and written instructions.
	 Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
Experience	Requires a minimum of 5 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water/wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; operates and oversees the use of heavy equipment, including agricultural sludge spreaders.
TRAVEL REQUIRED	
Shift	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a rooking draft, subject to revision.

Operations: Lead Water/Wastewater Treatment Operator



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JOB TITLE	Project Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	from initial contract negotiations through warranty termination.
ESSENTIAL FUNCTIONS	 Oversees complex technical projects, adhering to strict goals and deadlines. Creates and maintains activity and progress reports for internal and external customers. Responsible for all project development. Hires, directs, evaluates and disciplines Construction Inspectors. Obtains engineering proposals, monitors project budgets, construction activity and coordinates timing with operations. Tracks all budget related information, such as hours worked and expenses, etc. Coordinates all daily activities and personnel for each project. Processes paperwork, including invoices, for each project in a timely manner and submits to Regional Director. Ensures the success of projects, while remaining in line with time and budget parameters. Notifies management staff of any current or pending escalations relating to projects, or items that could impact the success of projects. Coordinates and completes the work necessary to obtain approval on emergency projects.
ADDITIONAL	Assists AM & RM with forecasting and planning capital projects
RESPONSIBILITIES	up to 5 years in advance. Attends project team status meetings as required. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook; ability to learn internal
	software programs Preferred: PowerPoint and Explorer
ADDITIONAL SKILLS	 Ability to calculate basic mathematical equations. Ability to read and interpret soil and hydro-geological reports and maps. Ability to complete work that will ensure the approval of all capital projects in a timely manner. Ability to keep accurate records and prepare and submit accurate reports. Ability to follow verbal and written instructions. Excellent organizational and problem solving skills, including negotiating, decision-making research and analysis, and interpersonal skills.



EDUCATION	 Ability to provide safe working conditions for fellow workers. Ability to effectively communicate and interact with other employees and the public. Ability to understand and implement a variety of the field's concepts, practices and procedures. Ability to motivate others in the pursuit of Company goals. Required: Bachelor's Degree in Civil/Environmental Engineering or similar field. Preferred: MS or MBA
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license
Experience	related to water and/or wastewater projects and design.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Within the region; up to 25% for training, meetings, project management, etc.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Operations: Project Manager

Utilities, Inc.

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JOB TITLE	Regional Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for the management of water and wastewater treatment operations for the region, including directing, planning, managing, staffing, and organizing the safe and efficient operation of all UI subsidiaries in assigned region. Provides leadership and guidance in water and wastewater plant management. Works with Area Managers and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	 Oversees plant operations and maintenance, customer contact and capital planning. Provides support and follow up to Area Managers. Maintains accurate and timely reports, records and permits associated with facility operations and customer relations, ensuring they meet compliance regulations. Assists Regional Director in the development and implementation of operational and regional strategies. Ensures water and wastewater quality consistently meet Federal, state and local laws. Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. Provides expertise as required to maintain compliance with local, state, regional and Federal regulatory requirements regarding water/wastewater treatment and distribution. Offers opportunities to increase efficiency by identifying and implementing operational cost saving ideas. Serves as the contact for inquiries regarding operational issues; answers routine and ad hoc information requests that are regional or unit-specific in nature. Responsible for safety and maintaining a safe work environment. Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures, in addition to safety policies and procedures.
Additional Responsibilities	 Provides leadership and guidance in energy management. Acts as point of contact with developers, engineers, consultants, regulators and customers. Assists Regional Director in executing any additional assigned duties.
	 Meets Company goals and objectives in conformance with budgetary guidelines. Performs other related duties as assigned.

Operations: Regional Manager

Utilities,	Inc.
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COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	 Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. Ability to keep accurate records and prepare and submit accurate reports. Ability to follow verbal and written instructions. Ability to provide for safe working conditions for fellow workers. Must have ability to effectively communicate with other employees and the public. Ability to understand and implement a variety of the field's concepts, practices and procedures.
	 Ability to motivate others in the pursuit of Company goals.
EDUCATION CERTIFICATIONS/LICENSES	Required: Bachelor's degree in Business, Engineering, Environmental Science or similar field, or a combination of education and experience. Preferred: Completion of multiple utility industry related courses, seminars, management and/or supervisory training. Required: Must maintain a valid driver's license. Preferred: Ability to hold the minimum licensing in order to be
	responsible operator in charge, or ability to attain within 1 year of employment.
Experience	Requires a minimum of 7 years progressive experience working in utility management or the utility industry. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Within region.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working draft, subject to revision.

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JOB TITLE	Warehouse Clerk
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Responsible for maintaining the inventory and allocation of commonly used supplies and equipment from the warehouse to local operations staff and other special projects as needed.
ESSENTIAL FUNCTIONS	 Manages warehouse facility, including minor grounds upkeep. Orders all supplies and chemicals through assigned vendors. Receives, processes and unpacks supplies; verifies correctness of shipments against purchase orders; maintains records regarding discrepancies and/or damaged merchandise and works with vendor to correct issues. Ensures safe loading and unloading of supplies. Manages distribution record of items received by operations staff for Company facilities. Coordinates inspection of fire extinguishers returned by field staff. Follows established safety policies and procedures to ensure safe work environment. Maintains warehouse facility and equipment in a clean and orderly condition.
ADDITIONAL	 Assists RM with performing price comparisons with competing
RESPONSIBILITIES	vendors to select most cost efficient option for the region. • Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook, Explorer, Filemaker Pro; familiarity with Mac computers would be helpful.
ADDITIONAL SKILLS	 Ability to work independently in the absence of supervision. Ability to effectively communicate and interact with other employees. Ability to receive, track and distribute materials, supplies and equipment. Ability to read, write, sort, check, count and verify numbers. Ability to prepare routine administrative paperwork. Ability to understand and follow safety procedures.
EDUCATION	Required: HS Diploma or GED
Certifications/Licenses	Required: Must maintain a valid driver's license. Preferred: Forklift certification
EXPERIENCE	Previous warehouse work is preferred, including shipping and receiving.

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PHYSICAL DEMANDS	to push, pull, lift and/or carry up to 50 lbs; ability to climb ladders in order to stock supplies; ability to remain standing in an upright position for an extended period of time. Also requires
	Riding forklift, walk-behind electric and manual pallet jack, pivot davit (crane) with hoist; PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
	This is a part-time position; Monday - Friday, 8am - 12pm with minor variations.
Additional Comments	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Operations: Warehouse Clerk



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JOB TITLE	Administrative Assistant
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Director or Regional Manager
JOB SUMMARY	
ESSENTIAL FUNCTIONS	 Coordinates and performs a wide range of staff and/or operational support activities for the region; assists visitors, resolves and/or refers administrative problems and inquiries. Schedules and organizes meetings, conferences, interviews and/or other events; distributes information or invitations; prepares agendas, notices, minutes and resolutions for meetings. Performs complex and confidential administrative functions, including written correspondence, reports, spreadsheets and other documents. Responds to routine external correspondence. Assists with arranging travel plans and itineraries for the RD, RM and others. Establishes, maintains and updates files, databases, reports, and/or other documents. Performs routine analyses and calculations in the processing of data for recurring internal reports. Prepares or assists with the preparation of scheduled and/or ad hoc statistical and narrative reports; performs basic information gathering and analysis and/or forecasting, as specifically directed. Sorts, reviews and distributes incoming and outgoing mail; composes, prepares and ensures timely responses to a variety of routine written inquiries. Serves as liaison with regional companies in the resolution of day-to-day administrative and operational problems. Uses the internet and historical documents to perform research. Maintains office supplies, maintenance of office equipment and other services.
ADDITIONAL RESPONSIBILITIES	 Assists RD and RM with calendar management; coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments as requested.
	 Assists management and staff in problem solving, project planning and development and execution of stated goals and objectives. Assists with special projects as needed. May assist other operational staff depending on workload.
	Performs other related duties as assigned.



COMPUTER SKILLS	a fine the second internet Explorer, ability to hair internal
	software programs
	Preferred: Visio
ADDITIONAL SKILLS	 Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy. Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Ability to multitask in a fast-paced environment. Ability to communicate and work professionally with senior level management and external contacts. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems.
EDUCATION	
	Preferred: Associates Degree in business related field
CERTIFICATIONS/LICENSES	
Experience	A minimum of 1-2 years previous experience in an administrative role or similar position.
PHYSICAL DEMANDS	
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Accounts Payable/Receivable Clerk
DEPARTMENT	
STATUS	Non-Exempt
SUPERVISOR'S TITLE	
JOB SUMMARY	Maintains accounts payable and receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.
ESSENTIAL FUNCTIONS	 Processes AP and AR for BioTech. Performs data entry of AP and AR invoices and journal entries. Enters and posts daily cash receipts. Accepts vendor payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling. Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each. Endorses checks daily with proper endorsing equipment. Prepares daily cash deposits and delivers to bank; obtains receipt of all bank transactions. Contacts vendors with payment discrepancies and/or to verify remittance information. Researches payment inquiries, provides copies of cancelled checks as proof of payment. Researches and processes payment related items Responds to vendor and staff inquiries and answers AP/AR related questions. Maintains AP/AR reports, spreadsheets and files.
ADDITIONAL	 Prepares analysis of accounts as required.
RESPONSIBILITIES	 Assists with receiving checks, processing utility invoices, proofing AP/AR and filing journal entries. Assembles and processes overnight shipments, as needed. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: JD Edwards, OC&B, Outlook, Internet Explorer
ADDITIONAL SKILLS	 Friendly, customer service focus. Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. Reliable, self-motivated and well organized. Strong written and verbal communication skills. Maintains confidentiality.
EDUCATION	Required: HS Diploma or GED Preferred: Associate's Degree or equivalent

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CERTIFICATIONS/LICENSES	Required: Valid Driver's License, safe driving record and proof of valid insurance.
EXPERIENCE	2 - 3 years related experience and/or training. Requires general knowledge of accounts receivable and bookkeeping skills.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision and ability to lift and transport daily mail.
EQUIPMENT USED	PC and/or laptop, endorsing machine, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Operations: AR Clerk



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JOB TITLE	Accounts Receivable Clerk
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Office Manager
JOB SUMMARY	Maintains accounts receivable records, including editing, checking and preparing accounts receivable entries and tabulating control statistics.
ESSENTIAL FUNCTIONS	 Processes AR for multiple states. Performs data entry of AR invoices, journal entries, cash book entries and customer address/contact information changes. Enters and posts daily cash receipts. Accepts customer payments and supplies receipt of payment; maintains copies of all cash receipts for reconciling. Maintains sole responsibility of cash drawer, i.e. opening/closing, deposit/tender controls and balancing of each. Endorses checks daily with proper endorsing equipment. Prepares daily cash deposits and delivers to bank; obtains receipt of all bank transactions. Contacts customer accounts with customers and Regional Office Manager. Researches payment inquines, provides copies of cancelled checks as proof of payment. Researches and processes payment related items Responds to customer and regional staff inquiries and answers AR questions related to processed payments. Prepares written notification to customers when payment cannot be processed for various reasons. Forwards all customer correspondence to branch offices daily. Maintains AR reports, spreadsheets and files.
ADDITIONAL	 Prepares analysis of accounts as required.
RESPONSIBILITIES	 Assists with receiving checks, processing utility invoices, proofing AR and filing journal entries. Assembles and processes overnight shipments, as needed. Performs other related duries as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs
ADDITIONAL SKILLS	 Preferred: JD Edwards, CC&B, Outlook, Internet Explorer Friendly, customer service focus. Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.

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	 Reliable, self-motivated and well organized. Strong written and verbal communication skills. Maintains confidentiality.
EDUCATION	Required: HS Diploma or GED Preferred: Associate's Degree or equivalent
Certifications/Licenses	Required: Valid Driver's License, safe driving record and proof of valid insurance.
Experience	knowledge of accounts receivable and bookkeeping skills.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision and ability to lift and transport daily mail.
EQUIPMENT USED	telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Operations: AR Clerk

Utilities, Inc.	
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JOB TITLE	Regional Executive Assistant
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY ESSENTIAL FUNCTIONS	Under direct supervision of the RVP, provides administrative and secretarial support to the RVP. Organizes and expedites flow of work through the office; coordinates special projects with regional staff. Manages the RVP's calendar; coordinates daily, weekly and
	 Manages the RVP's calendar, coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments. Arranges detailed travel plans and itineraries for the RVP. Organizes meetings, conferences and/or events by arranging facilities and caterers and issuing information or invitations; prepares agendas, notices, minutes and resolutions for meetings. Performs complex and confidential administrative functions, including written correspondence, reports and other documents. Responds to routine external correspondence. Types memos, purchase requisitions, payment requests and other department forms and documents. Prepares the RVP's expense reports. Reviews and summarizes miscellaneous reports, presentation materials and other documents; prepares background documents as necessary. Completes inquiry forms; analyzes resolves and distributes forms for resolution. Provides follow up on information requests, projects and pending matters with limited direction. Maintains regional headcount and organizational chart. Maintains regional filing system for records, reports and other documents. Acts as liaison between executive staff and others, including PUC, county and other government officials, as well as community and political leaders.
ADDITIONAL RESPONSIBILITIES	 Acts as receptionist to the RVP's office; screens calls for executive
NE OF UNSTRUCTURES	 staff; relays messages or directs callers to appropriate personnel; responds to emergency calls. Attends internal and external meetings and takes minutes as requested; transcribes and disseminates minutes to executive staff; prepares agenda for staff meetings. Assists office staff with JDE and other computer issues. Prepares various documents and forms upon request. Researches and analyzes projects as assigned. Makes photocopies, faxes documents and performs other clerical functions. Performs other related duties as assigned.

Operations: Regional Executive Assistant



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Preferred: Visio, JD Edwards, CC26B ADDITIONAL SKILLS Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy. Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Highly organized and ability to multitask in a fast-paced environment. Ability to communicate and work professionally with senior level management and external contacts while under pressure. Excellent written and verbal communication skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. Strong decision-making ability. Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems. EDUCATION Required: HS Diploma or GED Preferred: Associates Degree in business related field CERTIFICATIONS/LICENSES A minimum of 3 - 5 years previous experimeca as an Executive level. Requires knowledge of regulations, policies and practices. PHYSICAL DEMANDS Light to moderate physical activity, requires normal hearing and vision. EQUIPMENT USED Handheld/Blackberry,	COMPUTER SKILLS	
 and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy. Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Highly organized and ability to multitask in a fast-paced environment. Ability to communicate and work professionally with senior level management and external contacts while under pressure. Excellent written and verbal communication skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. Strong decision-making ability. Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems. EDUCATION Required: HS Diploma or GED Preferred: Associates Degree in business related field CERTIFICATIONS/LICENSES Required. HS Diploma or GED Preferred: Executive Assistant certification, or similar certification field. EXPERIENCE A minimum of 3 - 5 years previous experience as an Executive Assistant, or similar position, providing support at the executive level. Requires knowledge of regulatory and corporate policies and practices. PHYSICAL DEMANDS Light to moderate physical activity, requires normal hearing and vision. EQUIPMENT USED Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment. TRAVEL REQUIRED Occasional travel may be required. 		Preferred: Visio, JD Edwards, OC&B
Preferred: Associates Degree in business related field CERTIFICATIONS/LICENSES Required: Valid driver's license Preferred: Executive Assistant certification, or similar certification EXPERIENCE A minimum of 3 – 5 years previous experience as an Executive Assistant, or similar position, providing support at the executive level. Requires knowledge of regulatory and corporate policies and practices. PHYSICAL DEMANDS Light to moderate physical activity, requires normal hearing and vision. EQUIPMENT USED Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment. TRAVEL REQUIRED Occasional travel may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not	ADDITIONAL SKILLS	 Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy. Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Highly organized and ability to multitask in a fast-paced environment. Ability to communicate and work professionally with senior level management and external contacts while under pressure. Excellent written and verbal communication skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. Strong decision-making ability. Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility
Preferred: Executive Assistant certification, or similar certification EXPERIENCE A minimum of 3 – 5 years previous experience as an Executive Assistant, or similar position, providing support at the executive level. Requires knowledge of regulatory and corporate policies and practices. PHYSICAL DEMANDS Light to moderate physical activity, requires normal hearing and vision. EQUIPMENT USED Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment. TRAVEL REQUIRED Occasional travel may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not	EDUCATION	
Assistant, or similar position, providing support at the executive level. Requires knowledge of regulatory and corporate policies and practices. PHYSICAL DEMANDS Light to moderate physical activity, requires normal hearing and vision. EQUIPMENT USED Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment. TRAVEL REQUIRED Occasional travel may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not	CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Executive Assistant certification, or similar certification
vision. EQUIPMENT USED Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment. TRAVEL REQUIRED Occasional travel may be required. ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not		Assistant, or similar position, providing support at the executive level. Requires knowledge of regulatory and corporate policies and practices.
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ADDITIONAL COMMENTS This document describes typical duties and responsibilities and is not	EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine,
	TRAVEL REQUIRED	telephone and other general office equipment.
CONTACT INFORMATION		telephone and other general office equipment. Occasional travel may be required. This document describes typical duties and responsibilities and is not

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JOB TITLE	Regional Office Manager
DEPARTMENT	•
Status	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for overall regional office activities, including customer service, accounts receivable, phone reception, mail, purchasing requests and assisting local facilities.
ESSENTIAL FUNCTIONS	 Manages customer service team and regional office staff; hires, directs, evaluates, promotes and disciplines subordinate employees. Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level. Addresses disciplinary and/or performance problems according to Company policy. Oversees and coordinates overall administrative activities for the regional offices. Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. Maintains effective customer service and resolves escalated customer calls. Provides training to regional office staff and CSR's in the areas of billing, tariff compliance, rate case preparation, reporting and customer service. Maintains tap records, tracks Rule 9 apportionments and sever deposits, and requests reapportionment refunds from Corporate. Manages the reception area to ensure effective telephone and mail communications both internally and externally to maintain a professional image. Supervises the maintenance of office areas and premises. Informs management by reviewing and analyzing special reports, summarizing information and identifying trends. Negotiates the maintenance of office supplies and equipment for the regional office staff in accordance with company purchasing policies and budgetary restrictions. Supervises the maintenance of office equipment, including copy/fax machines, etc. Provides continual evaluation of processes and procedures; evaluates existing systems and tools and provides feedback for future improvements. Establishes work procedures and processes that support Company and departmental standards, procedures and provides feedback for future improvements.
ADDITIONAL	 May serve as liaison between Public Utilities Commission and regional
RESPONSIBILITIES	office regarding customer service issues; maintains files for commercial

Operations: Regional Office Manager



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	and developer agreements.
	 Follows pre-established guidelines in emergency situations.
	 Participates in special projects as needed.
	 Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook
	Preferred: Internet Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	 Maintains high level of confidentiality.
	 Communicates clearly and effectively, both verbally and in writing.
	 Ability to coach employees through complex, difficult and emotional
	issues.
	 Ability to implement recommendations to effectively resolve problems
	or issues by using judgment that is consistent with standards, practices,
	policies, procedures, regulation or government law.
	 Excellent organizational and interpersonal skills.
	Ability to delegate responsibility and authority to maximize use of
	employees' skills.
	 Demonstrates accuracy and thoroughness and monitors own work to
	ensure quality; detail oriented.
	 Friendly, customer service focus.
	• Ability to work equally well in a leadership role, within a team
	environment and independently.
	 Ability to motivate others in pursuit of Company goals.
	 Ability to promote positive morale and teamwork among staff while
	maintain a professional work environment.
	 Ability to specify goals and effectively achieve them.
	 Ability to provide vision and leadership.
EDUCATION	Associates Degree in Accounting, Business Administration or other
	business related field is preferred.
EXPERIENCE	Requires a minimum of 5 years experience in customer service or
	administrative services related area. Familiar with standard concepts,
	practices and procedures related to customer service. 3 years of previous
	supervisory experience is preferred. Experience in a public utility customer
	service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity, ability to lift approximately 15-20 lbs.;
	requires normal hearing and vision
EQUIPMENT USED	
	telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not
	intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Regional Vice President
DEPARTMENT	Operations
Status	Exempt
SUPERVISOR'S TITLE	Chief Operating Officer
JOB SUMMARY	Responsible for directing the safe, efficient and profitable operation of assigned region's assets. Works with Regional Managers, Regional Director, Regional Business Manager, Regional Compliance & Safety Manager and Regional Office Manager to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	 Oversees all operations of the regional offices. Drives profitability by effectively challenging and motivating employees. Develops capital plan to meet customer growth and maintenance requirements and adherence to that plan. Monitors and executes approved capital plan and operating budget. Leads operations team to be in compliance with all applicable local, state and federal regulations. Ensures and promotes a safe work environment for all employees. Analyzes margins to ensure efficient operations. Manages and provides leadership to regional staff. Serves as the regional ambassador and local company contact for customers, community organizations, state commissions and representatives; manages UI's relationship with communities by attending local and regional community events. Maintains profit and loss responsibility for assigned region(s). Oversees new business development. Supports the CEO, COO, CFO and CRO (Executive Team) to achieve the Company's goals and objectives.
Additional Responsibilities	 Performs strategic planning for operations and provides input and assists the Executive Team on policy issues. Serves as main contact for local media and manages relationship. Stays abreast of local environment and upcoming regulation changes. Meets Company goals and objectives in conformance with budgetary guidelines. Ensures assets are maintained in good operating condition. Performs other related duties as assigned.
COMPUTER SKILLS ADDITIONAL SKILLS	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards Able to maintain confidential information.
	 Able to maintain confidential information. Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles.

Operations: Regional Vice President



	· Exceptional organizational and analytical skills and experience
	interpreting a strategic vision into an operational model.
1	 Ability to provide vision and leadership.
	• Ability to effectively supervise skilled and unskilled employees,
	including ability to mentor, evaluate and guide staff to increase skill
	level, morale and efficiency.
	• Ability to objectively coach employees and managers through
	complex, difficult and emotional issues.
	a money to define specific problems and other variable solutions.
	i money to implement recommendations to effective resolve problems
	or issues by using judgment that is consistent with standards,
	practices, policies, procedures, regulation or government law.
	 Ability to specify goals and effectively achieve them. Exceptional verbal and written communication skills.
	 Ability to motivate others in pursuit of Company goals; strong
	leadership skills.
	 Ability to understand and implement a variety of the field's concepts,
	practices and procedures.
	· Ability to keep accurate records and prepare and submit accurate
	reports.
	 Detail oriented with ability to see the big picture.
EDUCATION	Required: Bachelor's degree
	Preferred: MBA or equivalent
CERTIFICATIONS/LICENSES	Required: Valid driver's license
	Preferred: Evidence of having obtained certification in plant or system
	operations in one or more states.
Experience	Minimum 10 years experience with water and/or wastewater utility
	management, or equivalent, with increasing levels of responsibility.
	Requires extensive knowledge and experience in the operations,
	maintenance and processes of water/wastewater treatment; knowledge of
	standard practices, terminology and safety standards in the utility industry;
	thorough knowledge of all local, state and Federal water/wastewater tariffs, regulations and laws pertaining to the assigned region.
PHYSICAL DEMANDS	
	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine,
	telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not
	intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working draft, subject to retision.



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JOB TITLE	Regional Business Operations Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Provides analytical and business support to the Regional Vice President, including cash maintenance and planning, etc. Works with Regional Director and Regional staff to assure continuity of processes, goals and vision of Utilities, Inc.
ESSENTIAL FUNCTIONS	 Directs the annual regional financial budgeting process, including an array of excel based statistical and financial reports, which are used internally and/or distributed to the Corporate office. Coordinates the annual regional capital project planning effort. Manages monthly regional capital spending and financial reforecasting efforts, including preparing all corporate schedules. Evaluates and reports on monthly and YTD regional financial performance results vs. budget and prior year's results. Reviews progress of monthly capital spending to ensure regional conformity to projected budgetary goals. Responsible for the accuracy of regional financial reporting. Drives revenue and cost savings by effectively challenging and motivating employees.
ADDITIONAL	 Coordinates miscellaneous initiatives assigned to region. Assists in the determination of monthly regional Operations &
RESPONSIBILITIES	Maintenance posting validity and suggests corrective measures
	 where necessary. Assists with the completion of special projects for the Corporate Operations Support Team. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office, Outlook, Explorer
	Preferred: PowerPoint, JD Edwards
ADDITIONAL SKILLS	 Able to maintain confidential information. Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles. Knowledge of automated financial and accounting reporting systems. Knowledge of Federal and State financial regulations. Ability to analyze financial data and prepare financial reports, statements and projections. Exceptional analytical skills and experience interpreting a strategic vision into an operational model.



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EDUCATION	Accounting or similar field.
Experience	preferably in water / wastewater utility management, with increasing
PHYSICAL DEMANDS	levels of responsibility. Light to moderate physical activity, requires normal hearing and
EQUIPMENT USED	vision. Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	
ADDITIONAL COMMENTS	
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working druft, subject to revision.



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STATUS E: SUPERVISOR'S TITLE RA JOB SUMMARY RA in loo	Regional Vice President Responsible for developing and administering safety programs, as outlined in the UI Safety Manual, and to ensure compliance with all Company, local, state and federal regulations for all employees and facilities located rithin assigned region(s). SAFETY: Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers.
SUPERVISOR'S TITLE RA JOB SUMMARY RA in loo wi	Regional Vice President Responsible for developing and administering safety programs, as outlined in the UI Safety Manual, and to ensure compliance with all Company, local, state and federal regulations for all employees and facilities located rithin assigned region(s). SAFETY: Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers.
JOB SUMMARY Rein in loo wi	esponsible for developing and administering safety programs, as outlined in the UI Safety Manual, and to ensure compliance with all Company, local, state and federal regulations for all employees and facilities located within assigned region(s). SAFETY: Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers.
in loc wi	n the UI Safety Manual, and to ensure compliance with all Company, ocal, state and federal regulations for all employees and facilities located rithin assigned region(s). SAFETY: Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers.
ESSENTIAL FUNCTIONS	Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers.
	updated according to changes in regulations or process/policy/equipment. Performs local safety inspections and training. Investigates accidents and injuries and recommends ways to avoid reoccurrence. Assists with all regional accident and injury claims. Oversees and assists managers with annual facility inspections and follow-ups. Performs facility safety inspections on newly acquired facilities and/or properties, within assigned region. Provides inspection reports to RD and CCSC Ensures that correct PPE for all job tasks are provided with associated training.

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	 Performs follow-up on all non-compliance advisories to address the specific issue and any underlying issues.
	 Negotiates and tracks consent orders/compliance schedules to assure timely completion and closure.
	 Provides reports to senior management to demonstrate compliance assurance.
	 Maintains files on Notice of Violations, inspection reports, etc. for all facilities and Company response.
	Compiles annual Consumer Confidence Report and any customer
	notifications regarding water quality.
	 Acts as liaison to Corporate Compliance & Safety Coordinator to implement standardized emerican policies and emerchants
	implement standardized practices, policies and procedures.
	 Stays abreast of upcoming regulations and works with Operations Support team to apply the interact on LT enemies and energial
	Support team to evaluate their impact on UI operations and capital planning.
ADDITIONAL	 Performs employee job safety observations as needed.
RESPONSIBILITIES	- Conducts or assists managers with New Employee Safety Orientation
	for all new hires prior to entering the workplace.
	 Assists managers with general and specific security concerns.
	 Ensures that all documents regarding the safety program are completed
	and filed appropriately.
	 Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel
	Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	 Strong written and verbal communication skills; previous public
	speaking experience required.
	 Excellent analytical, communication and organizational skills.
	 Proven ability to motivate others in pursuit of Company goals.
	 Ability to understand and implement a variety of the field's concepts,
	practices and procedures.
	 Relies on previous experience and judgment to plan and accomplish goals.
EDUCATION	Required: Bachelors degree in Environmental Health Sciences, Safety or
	related field, or the equivalent in related work experience demonstrating
	the ability to manage compliance and safety programs, as well as incident
	investigations.
CERTIFICATIONS/LICENSES	Required: Valid driver's license
	Preferred: Certified Safety Professional, OSHA 30-hour course, Operator certification(s) in water and/or wastewater
Experience	Requires a minimum of 5 year regulatory compliance and/or safety
	experience and an in-depth and up-to-date knowledge of relevant codes
	and standards associated with regulatory agencies such as OSHA, EPA,
	etc. One or more years of experience in environmental health and safety,
	or the equivalent in related work experience, demonstrating experience in
	aggressive worker's compensation claims management is preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.

Operations: Regional Compliance & Safety Manager



EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Operations: Regional Compliance & Safety Manager

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JOB TITLE	Regional Director
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Inc. subsidiaries in assigned region. Oversees all areas of operations: water, wastewater, customer service, development, etc.
ESSENTIAL FUNCTIONS	 Monitors financial performance on a regional and business unit basis. Leads operations team to be in compliance with all applicable local, state and federal regulations. Manages the preparation and execution of all rate case, pass-through and indexing activity, changes to service territory, and any other PSC related activities in coordination with the company's regulatory department. Oversees the development and execution of developer agreements, including payment of fees. Oversees the maintenance of facilities, company vehicles, tools and equipment to guarantee they are in good operating condition. Develops, monitors and executes approved capital plan and operating budget. Provides stewardship of legal issues. Coordinates with the VP of Corporate Development regarding potential acquisitions and divestitures. Provides information to corporate headquarters and to staff in a timely and comprehensive manner. Recruits, retains, manages and provides leadership for regional operations staff. Provides direction and directives to the operations staff in the performance of their duties, establishing work priorities and in achieving management initiatives.
ADDITIONAL	 Drives revenue by effectively challenging and motivating employees. Develops and maintains positive relationships with community.
RESPONSIBILITIES	 Remains up to date on new and revised regulations that may impact the company. Maintains assets in good operating condition. Develops familiarity with other regulated industries.
COMPUTER SKILLS	Required: MS Word, Excel, PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	 Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. Ability to provide vision and leadership. Ability to objectively coach employees and managers through complex, difficult and emotional issues. Ability to define specific problems and offer variable solutions.

Operations: Regional Director

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	 Ability to implement recommendations to effective resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. Ability to specify goals and effectively achieve them. Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. Ability to keep accurate records and prepare and submit accurate reports. Ability to follow verbal and written instructions. 	
	 Ability to provide for safe working conditions for fellow workers. Must have ability to effectively communicate with other employees and the public. 	
	 Ability to understand and implement a variety of the field's concepts, practices and procedures. 	
	 Ability to motivate others in the pursuit of Company goals. Excellent analytical, communication and organizational skills. Ability to read and comprehend maps, plans and surveys. 	
Entroverset		
EDUCATION	Required: Bachelors Degree or a combination or related experience and education. Preferred: MBA	
CERTIFICATIONS/LICENSES		
CERTIFICATIONS/ LICENSES	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.	
Experience	Minimum 9 years experience with water and/or wastewater utility management with increasing levels of responsibility. Knowledge of all local, state and federal tariffs, regulations and laws pertaining to the assigned region. Experience in strategic planning and execution is strongly preferred.	
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.	
EQUIPMENT USED		
TRAVEL REQUIRED	Frequent travel may be required.	
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.	
CONTACT INFORMATION		

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JOB TITLE	Lead Customer Service Representative
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Service Supervisor
Job Summary	Responsible for assisting the Customer Service Supervisor with daily responsibilities, including leading a team of CSR's, OJT training, new-hire training and performance feedback. Responds to inquiries received through phone, mail and/or face-to-face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under limited supervision.
ESSENTIAL FUNCTIONS	 Answers all incoming calls from customers and resolves billing and service issues. Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints. Acts as primary point of contact for department in the absence of Customer Service Supervisor. Approves CSR adjustments on a daily basis, prior to posting. Oversees the maintenance of files for customer correspondence, legal notices, reports and other records. Tracks all reporting and filing for the department. Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction.
ADDITIONAL	- Assists supervisor in resolving escalated customer calls and
RESPONSIBILITIES	 complex issues. Oversees bank deposits. Opens and closes customer accounts. Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible. Processes customer payments and maintains the requisite financial tracking systems. Initiates and terminates service as required. Reviews various billing reports to resolve issues prior to billing. Reviews receivable shut-off reports and takes appropriate action. Files liens where appropriate. Applies tariffs for the areas assigned. May scan customer payments Performs other duties as assigned.

Operations: Lead CSR

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COMPUTER SKILLS	Required: MS Word, Excel
	Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	 Ability to work independently and under limited supervision. Ability to successfully research and resolve customer issues with minimal assistance. Demonstrates initiative to take on new tasks. Ability to mentor and guide co-workers to increase skill level, morale and efficiency. Friendly, customer service focus. Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. Reliable, self-motivated and well organized. Strong written and verbal communication skills. Ability to multitask in a fast-paced environment. Excellent organizational and interpersonal skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Detail oriented. Ability to work within a team environment, as well as
	independently. Maintains high level of confidentiality.
EDUCATION	
	Preferred: Associates Degree in accounting, business administration or other business related field
Experience	3 - 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. Relies on experience and judgment to plan and accomplish goals.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Customer Service Representative I
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Service Supervisor
JOB SUMMARY	Responds to inquiries received through phone, mail and/or face-to- face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under direct supervision.
ESSENTIAL FUNCTIONS	 Answers all incoming calls from customers and resolves billing and service issues. Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; forwards complex issues on to CSR II, Lead CSR or supervisor. Opens and closes customer accounts. Reviews customer correspondence. Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. Requests shut off door tags and monitors system-generated shut off field activities for non-payment; makes payment arrangements when possible. Processes customer payments and maintains the requisite financial tracking systems.
ADDITIONAL	 Initiates and terminates service as requested. Assists with account adjustments as necessary.
RESPONSIBILITIES	 Assists with account adjustments as necessary. Scans customer payments.
	 Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook and Explorer
ADDITIONAL SKILLS	 Friendly, customer service focus. Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. Reliable, self-motivated and well organized. Strong written and verbal communication skills. Ability to multitask in a fast-paced environment. Excellent organizational and interpersonal skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Detail oriented.

Operations: CSR I

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	 Ability to work within a team environment, as well as independently. Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED
Experience	used concepts, practices and procedures relating to customer service is helpful. Relies on instructions and pre-established guidelines to perform job functions.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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Operations: CSR I



JOB TITLE	Customer Service Representative II
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Service Supervisor
JOB SUMMARY	face contact with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under general supervision.
ESSENTIAL FUNCTIONS	 Answers all incoming calls from customers and resolves billing and service issues. Responds to customers in person, via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; responds to escalated calls from CSR; forwards complex issues on to Lead CSR or supervisor. Opens and closes customer accounts. Reviews customer correspondence. Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. Requests shut off door tags and issues shut off Service Orders for non-payment; makes payment arrangements when possible. Processes customer payments and maintains the requisite financial tracking systems. Initiates and terminates service as required. Reviews various billing reports to resolve issues prior to billing. Reviews receivable shut-off reports and takes appropriate action. Files liens where appropriate. Applies tariffs for the areas assigned.
ADDITIONAL	 May be required to make bank deposits.
RESPONSIBILITIES	 Assists with account adjustments as necessary. Scans customer payments. Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Preferred: Outlook, Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	 Ability to work independently and under limited supervision. Ability to successfully research and resolve customer issues with some assistance. Demonstrates initiative to take on new tasks.

Operations: CSR II

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EDUCATION	 Friendly, customer service focus. Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. Reliable, self-motivated and well organized. Strong written and verbal communication skills. Ability to multitask in a fast-paced environment. Excellent organizational and interpersonal skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Detail oriented. Ability to work within a team environment, as well as independently. Maintains high level of confidentiality.
Experience	2 – 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. Relies on limited experience and judgment to plan and accomplish goals.
PHYSICAL DEMANDS	vision
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	
CONTACT INFORMATION	

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JOB TITLE	Customer Service Supervisor
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY ESSENTIAL FUNCTIONS	 Responsible for providing quality and efficient customer service to customers through the daily management of a team of employees, including hiring, motivating, recognition and rewarding, coaching, counseling, training and problem solving. This position will serve as the primary contact for problem resolution and information gathering regarding customer inquiries. Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and
	 knowledgeable manner. Responsible for scheduling customer service representative work schedules. Monitors appropriate usage of overtime by the customer service staff and follows policy regarding overtime. Ensures employees receive appropriate training and other resources to perform their jobs. Analyzes monthly Customer Service reports from Corporate; creates reports as requested. Identifies and informs management of trends by reviewing, analyzing and summarizing special reports. Evaluates the Customer Service Department's effectiveness by reviewing daily, weekly and monthly reports. Maintains commercial and developer agreements, tap records, Rule 9 apportionments and sewer deposits; requests Rule 9 reapportionment refund from Corporate. Conducts monthly audits of monetary transactions. Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level. Addresses disciplinary and/or performance problems according to Company policy. Establishes work procedures and processes that support Company and departmental standards, procedures and strategic directives. Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to customers.
Additional Responsibilities	 May assist with maintaining contact with State public utilities commissions for the region. Periodically monitors the interaction between CSR's and customers to ensure quality control. Give direction and makes recommendations as necessary.

Operations: Customer Service Supervisor

Rev. 122009



	 Works to maintain high level of cooperation and proper attitude within the
	department.
	 Executes special projects assigned by ROM.
	 Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook
	Preferred: Internet Explorer, JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	 Ability to perform all duties of a Customer Service Representative.
	 Communicates clearly and effectively, both verbally and in writing.
	· Ability to mentor, evaluate and guide staff to increase skill level, morale
-	and efficiency.
	 Ability to delegate responsibility and authority to maximize use of employees' skills.
	Ability to implement recommendations to effectively resolve problems or
	issues by using judgment that is consistent with standards, practices,
	policies, procedures, regulation or government law.
	 Ability to motivate others in pursuit of Company goals.
	 Excellent organizational and interpersonal skills.
	• Demonstrates accuracy and thoroughness and monitors own work to
	ensure quality.
	Detail oriented.
	Ability to work within a team environment, as well as independently.
	 Maintains high level of confidentiality.
	 Friendly, customer service focus.
EDUCATION	Associates Degree in business administration or other business related field is
	preferred.
EXPERIENCE	Requires a minimum of 5 years experience in customer service or related area.
	Familiar with standard concepts, practices and procedures related to customer
	service. 2 years of previous supervisory experience is preferred. Experience in
	a public utility customer service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not
	intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time. This description is a working draft, subject to revision. Utilities, Inc. of Florida <u>Employee</u>

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Anderson, Daniel Bailey, Alen Blasco, Christopher Boneoure, John Brown, Donne Catlahan, Robert Cardinal, Anthony Carver, Nathanie Chard, Ronald Coffee Jr, John Cooper, Robert Durham, Rick Ebert, Shawn Eubanks, Brian Finch, Allan Finehirsh, Jeffrey Flynn, Patrick Galarza, Richard Gentilucci, Domenic Gongre, Bryan Habery, Stephen Habery, Stephen Hews, Scotty Hogue, Raymond Holäster, Jimmie Keya, Thomas Leard, Mark Lorenzo, Alexander Marinelli, John McPhee, Allson Morrell, Matthew Neal, William Overton, Michael Partish, Raymond Pennington, Jonathan Perinington, Jonama Phillips, Christopher Pinder, Jeffrey Remigio, Roberto Richerdaon, James Schneider, Keith Schwades, Charles Shue, Mickey Sillitoe, Terry Smith, Donald Stewart, Malcolm Swegheimer, James Tzareff, Paul Vanmeter Jr. Nathan White, Ronaid Wierzbicki, Anthony Wison, Michael Worrell, David Wright, Thomas Abbott, Loretta Bennett, Kimberly Ceballos, Isabel Cobalics, Isabel Chandier, Matthew Christian, Eilae Dipasquale, Susan Hanka, Peggy Mayeski, Loris Loeffel, Leanne Noell, Santre Dethelic, Rhanhald Petricio, Rheginald Raponi, Ann Sesic, Karen Silitoe, Jacqueline Trovinger, Ferrellyn

Job Title Operator Operator Meter Reader Business Manager Meter Reader Operator Operator Project Managar Cross Connection Specialist Operator Operator Regional Vice President Field Technician Operator Operator Operator Lead Operator Regional Director Field Technician Area Manager Regional Manager Lead Operator Safety Manager Lead Operator Sefety Menager Operator Field Technician Lead Operator Field Technician Operator Field Supervisor Field Supervisor Lead Operator Field Technician Area Manager Field Technician Operator Field Technician Operator Field Supervisor Meter Reader Operator Operator Area Manager Field Technician Operator (PT) Field Technician Area Manager Operator Fleid Technician Lead Operator Field Supervisor Field Supervisor Project Manager Operator Field Technician Office Clark (1) Customer Service Representative (1) Customer Service Representative (1) Account Resetuble (1) Accounts Receivable Clerk (1) Customer Service Representative (1) Staff Assistant (1) Staff Assistant (1) Onfice Clerk (1) Customer Service Representative (1) Customer Service Representative (1) Omfoc Clerk (1) Omfoc Clerk (1) Omfoc Almager (1) Customer Service Representative (1) Accounts Payable Clerk (1) Job Descriptions

*Please see attached job descriptions for duties performed

ERC Methodology

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Allacation method for all employees is based on ERCs. Employee salary allocations by employee are attached. Piease note Patrick Flynn's salary allocation is based off the FL ERC count, and John Bonagura's, Scotty Haws's, Rick Durham's, and all customer service salary's (1) alocations are based off the FL and South ERC Count. ERC COUNT 12/08 FLORIDA AND SOUTH REGIONS

State	Company	<u>Business Unit</u>	ERC	<u>% to Total Florida/South</u>		
Florida	00241	241100	2,093.2	2.23%	2,23%	Tierra Verde
	00242 00242	242100 242101		0.14% 0.14%	0.28%	Lake Placid
	00 24 5 00245	245100 245101	7,545.9 1,065.0		9.18%	Alafaya
	00246	246100	1,745.0	1.86%	1.85%	Longwood
	00248 00248	248100 248101	1,247.0 1,145.5		2.55%	Cypress Lakes
	00249 00249	249100 249101	1,602.6 908.0	1.71% 0.97%	2.68%	Eagle Ridge
	00250	250100	3,355.0	3.58%	3.58%	Mid-County
	00251	251100		0.07%		
	00251	251101		0.05%		
	00251	251102	3,065.1			
	00251	251103	2,966.8 5,684.5		10 609/	11107
	00252	251106 252106	1,788.3		12,60%	LUSI
	00252	252107	162.0	0.17%		
	00252	252125	1,225.0			
	00252	252126 252110	1,023.0		4.48%	UIF - Pasco
	00252	252110	1,160.5			
	00252	252113		0.24%		
	00252	252114	61,0	0.07%		
	00252	252115		0.11%		
	00252	252116		0.08%		
	00252	252117		0.18%		
	00252	252118		0.37%		
	00252 00252	252119 252121		0.26% 0.24%		
	00252	252122		0.27%	4.30%	UIF - Seminale
	00252	252123		0.28%		
	00252	252124		0.05%	0.32% 0.46%	UIF - Orange UIF - Pinellas
	00252	252129		0.57%	0,4074	
	00252	252130		0.08%	0.65%	UIF - Marion
	00253 00253	253101 253102	1,104.7 1,030.2		2.28%	Miles Grant
	00254 00254	254100 254101		0.21% 0.79%	1.00%	ACME
	00255	255100	11,797.7	12.58%		
	00255	255101	9,158.0	9.76%		
	00255	255102		0.00%	22.34%	Sanlando
	00256 00257	256100 257100	1,083.9 242.0	0.26%	1.16%	Sandalhaven
	00257	257101	241.0	0.26%	0.51%	Bayside
	00259 00259	259100 259101		0.83% 0.81%	1.64%	Labrador
	00260 00260	260100 260101	1,465.0 1,247.0		2.89%	Pennbrooke
	00261 00261	261100 261101		0,21% 0.18%	0.39%	Hutchinson Island

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Louisiana

	_	93,816.5	100.00%		100.00%	
00357	357105	811.8	0.87%		11.29%	UIL
00357	357104	940.8	1.00%			
00357	357102	4,265.4	4.55%			
00357	357101	4,575.8	4.88%			
00356	356127	105.0		0.11%	10.93%	LWS
00356	356125	158.0	0.17%			
00356	356124	161.0	0.17%			
00356	356122	41.8	0.04%			
00356	356121	47.8	0.05%			
00356	356120	49.5	0.05%			
00356	356118	534.6	0.57%			
00356	356117	\$56.4	0.59%			
00356	356115	363.0	0.39%			
00356	356114	386.5	0.41%			
00356	356112	668.5	0.71%			
00356	356111	672.5		0.72%		
00356	356109	661.8	0.71%			
00356	356108	672.7	0.72%			
00356	356106	2,069.9	2.21%			
00356	356105	2.101.7				
00356	356103	493.0	0.53%			
00356	356102	511.0	0.54%			
00262	262101	171.0	0, (8%		0.40%	Sandy
00262	262100	203.8				

ERC COUNT 12/08 FLORIDA REGION

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State

	Company	Business Unit	ERC	<u>% to Total Florida</u>		
Florida 0	0241	241100	2,093.2	2 87%	2 87%	Tierra Verde
					2.0770	11010 10100
0	0242	242100		0.18%		
0	0242	242101	130.7	0.18%	0.36%	Lake Placid
	0245	245100		10.34%		
0	0245	245101	1,065.0	1.46%	11.80%	Alafaya
0	0246	246100	1,745.0	2,39%	2.39%	Longwood
0	0248	248100	1,247.0	1.71%		
0	0248	248101	1,145.5	1.57%	3.28%	Cypress Lakes
•	0249	249100	1,602.6	2 2094		
	0249 0249	249101	908,0		3 1194	Eagle Ridge
v	0249	249101	508,0	1.2470	3.4770	Dagle Muge
0	0250	250100	3,355.0	4.60%	4.60%	Mid-County
0	0251	251100	66.0	0.09%		
0	0251	251101	43.0	0.06%		
0	0251	251102	3,065.1	4.20%		
0	0251	251103	2,966.8	4.07%		
0	0251	251106	5,684.5	7.79%	16.21%	LUSI
0	0252	252106	1,788.3	2.45%		
	0252	252107	162.0	0.22%		
	0252	252125	1,225.0			
0	0252	252126	1,023.0	1.40%	5.75%	UIF - Pasco
0	0252	252110	1,174.0	1.61%		
	0252	252111	1,160.5			
	0252	252113		0.31%		
	0252	252114		0.08%		
	0252	252115		0.14%		
	0252	252116		0.11%		
	0252	252117		0.23%		
-	0252	252118		0.47%		
	0252	252119		0.34%		
	0252	252121		0.31%		
	0252	252122		0.34%	5.53%	UIF - Seminole
0	0252	252123	260.5	0.36%		
	0252	252124		0.06%	0.42%	UIF - Orange
0	0252	252128	122 2	0.59%	0 40%	UIF - Pinellas
v	2120	232120			0.5774	QH - I menas
0	0252	252129	532.1	0.73%		
0	0252	252130	78.8	0.11%	0.84%	UIF - Marion
٥	0253	253101	1,104.7	1 51%		
	0253	253102	1,030.2		2.93%	Miles Grant
	0254	254100		0.27%		
0	0254	254101	742.5	1.02%	1.29%	ACME
0	0255	255100	11,797.7	16.17%		
	0255	255101		12.55%		
	0255	255102		0.01%	28,72%	Sanlando
		0000	1 000 0	1 409/	1.4084	San Jalk
Ű	0256	256100	1,083.9	1.4970	1.49%	Sandalhaven
0	0257	257100	242.0	0.33%		
	0257	257101		0.33%	0.66%	Bayside

w/p d-2

		72,968.0	100.00%	100.00%
00262	262101	171.0	0.23%	0.51% Sandy Creek
00262	262100	203.8	0.28%	
00261	261101	167.2	0.23%	0.50% Hutchinson Island
00261	261100	195.2	0.27%	
00260	260101	1,247.0	1.71%	3.72% Pennbrooke
00260	260100	1,465.0	2.01%	
00259	259101	760.7	1.04%	2.11% Labrador
00259	259100	781.1	1.07%	

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ERC COUNT 12/08 FLORIDA FIELD EMPLOYEES

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<u>Neal, William</u>	System		_	ERC Count (1)		
	241100 Tierra Verde		S	2,093.2	14.07%	14.07%
	249100 Common Laker	w		1,247.0	8.38%	
	248100 Cypress Lakes 248101 Cypress Lakes	w	s	1,145,5	0.38% 7.70%	16.09%
	240101 Cypress Lakes		3	1,140.0	1.1076	10.0970
	250100 Mid-County		s	3,355,0	22.56%	22,56%
	250100 mild obtaily		~	0,000,0		
	Utilities, Inc. of Florida					
	252106 Orangewood	w		t,788.3	12.02%	
	252107 Orangewood		S	162.0	1.09%	
	252125 Summertree	w		1,225.0	8.24%	
	252126 Summertree		S	1,023.0	6.88%	
	252128 Lake Tarpon	w		433.3	2.91%	31.14%
	257100 Bayside	W	~	242.0	1.63%	
	257101 Bayside		S	241.0	1.62%	3.25%
	259100 Labrador	w		781.1	5.25%	
	259101 Labrador	ŶŶ	s	760.7	5.12%	10.37%
			5	/00./	5.1270	10.2770
	262100 Sandy Creek	w		203.8	1.37%	
	262101 Sandy Creek		S	171.0	1.15%	2.52%
				14,871.9	100.00%	100.00%
Finchirsh, Jeffrey	System		_		Percentage to Total	
	241100 Tierra Verde		S	2,093.2	31.13%	31.13%
	Million Ten of Monida					
	Utilities, Inc. of Florida	w		1,788.3	26.59%	
	252106 Orangewood 252107 Orangewood	**	s	1,788.5	2.41%	
	252125 Summertree		0			
				1.775.0	18 27%	
		W	s	1,225.0	18.22% 15.21%	
	252126 Summertree		S	1,023.0	15.21%	68.87%
		w	S			68.87%
	252126 Summertree		s	1,023.0	15.21%	68.87% 100.00%
	252126 Summertree		S	1,023.0 433.3	15.21% 6.44%	
Stewart, Malcolm	252126 Summertree	w	S	1,023.0 433.3 6,724.8	15.21% 6.44% 100.00% Percentage to Total	
Stewart, Malcolm	252126 Summertree 252128 Lake Tarpon <u>System</u> 242100 Lake Placid			1,023.0 433.3 6,724.8 ERC Count (1) 130.7	15.21% 6.44% 100.00% Percentage to Total 3.39%	100.00%
Stewart, Malcolm	252126 Summertree 252128 Lake Tarpon <u>System</u>	w	s s	1,023.0 433.3 6,724.8 ERC Count (1)	15.21% 6.44% 100.00% Percentage to Total	
Stewart, Malcoim	252126 Summertree 252128 Lake Tarpon <u>System</u> 242100 Lake Placid 242101 Lake Placid	w	s	1,023.0 433.3 6,724.8 ERC Count (1) 130.7	15.21% 6.44% 100.00% Percentage to Total 3.39%	100.00%
Stewart, Malcolm	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge	w	s	1,023.0 433.3 <u>6,724.8</u> <u>ERC Count (1)</u> 130.7 130.7 1,602.6	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56%	<u>100.00%</u> 6.78%
<u>Stewart. Malcolm</u>	252126 Summertree 252128 Lake Tarpon <u>System</u> 242100 Lake Placid 242101 Lake Placid	w	s	1,023.0 433.3 6,724.8 ERC Count (1) 130.7	15.21% 6.44% 100.00% Percentage to Total 3.39%	100.00%
Stewart, Malcolm	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge	w	S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 130.7 1,602.6 908.0	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55%	<u>100.00%</u> 6.78% 65.11%
Stewart. Malcolm	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge	w	s	1,023.0 433.3 <u>6,724.8</u> <u>ERC Count (1)</u> 130.7 130.7 1,602.6	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56%	<u>100.00%</u> 6.78%
<u>Stewart. Malcoim</u>	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge	w	S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 130.7 1,602.6 908.0	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55%	<u>100.00%</u> 6.78% 65.11%
<u>Stewart. Malcolm</u>	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge	w	S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 130.7 1,602.6 908.0 1,083.9	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11%	100.00% 6.78% 65.11% 28.11%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge	w	S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11%	100.00% 6.78% 65.11% 28.11%
<u>Stewart. Malcolm</u> <u>Chard. Ronaid</u>	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven	w	S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00%	100.00% 6.78% 65.11% 28.11%
	252126 Summertree 252128 Lake Tarpon <u>System</u> 242100 Lake Placid 242101 Lake Placid 249100 Eagie Ridge 249101 Eagie Ridge 256100 Sandalhaven <u>System</u>	w	S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1)	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total	100.00% 6.78% 65.11% 28.11%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid	w	S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 130.7	15.21% 6.44% 100.00% Percentage to Total 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 0.71%	100.00% 6.78% 65.11% 28.11% 100.00%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid 248100 Cypress Lakes	w	S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 130.7 130.7	15.21% 6.44% 100.00% Per centage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Per centage to Total 0.71% 0.71% 6.78%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid	w	S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 130.7	15.21% 6.44% 100.00% Percentage to Total 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 0.71%	100.00% 6.78% 65.11% 28.11% 100.00%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes	w	S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 130.7 130.7 130.7 1,247.0 1,145.5	15.21% 6.44% 100.00% Percentage to Total 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 0.71% 6.78% 6.23%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 249100 Eagle Ridge	w	S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,087 1,087.9 1,083.9	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 6.78% 6.23% 8.71%	100.00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes	w	S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 130.7 130.7 130.7 1,247.0 1,145.5	15.21% 6.44% 100.00% Percentage to Total 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 0.71% 6.78% 6.23%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 249100 Eagle Ridge	w	S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,087 1,087.9 1,083.9	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 6.78% 6.23% 8.71%	100.00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01%
	252126 Summertree 252128 Lake Tarpon System 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven System 242100 Lake Placid 242101 Lake Placid 242100 Cypress Lakes 248100 Cypress Lakes 248100 Cypress Lakes 249100 Eagle Ridge 249101 Eagle Ridge	w	S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,007 130.7 1,247.0 1,145.5 1,602.6 908.0	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 0.71% 6.78% 6.23% 8.71% 4.94%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01% 13.65%
	252126 Summertree 252128 Lake Tarpon 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven <u>Svstem</u> 242100 Lake Placid 242100 Lake Placid 242100 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 249100 Eagle Ridge 250100 Mid-County Utilities, Inc. of Florida	w w w	S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,087 1,087 1,083.9 3,855.9 ERC Count (1) 130.7 1,247.0 1,145.5 1,602.6 908.0 3,355.0	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 6.78% 6.23% 8.71% 4.94% 18.24%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01% 13.65%
	252126 Summertree 252128 Lake Tarpon 252128 Lake Tarpon 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 256100 Sandalhaven 256100 Sandalhaven 242100 Lake Placid 242100 Lake Placid 242100 Lake Placid 242100 Lake Placid 248100 Cypress Lakes 248100 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 249100 Eagle Ridge 249101 Eagle Ridge 250100 Mid-County Utilities, Inc. of Florida 252106 Orangewood	w	S S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,247.0 1,145.5 1,602.6 908.0 3,355.0 1,788.3	15.21% 6.44% 100.00% Per centage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Per centage to Total 0.71% 0.71% 6.78% 6.23% 8.71% 4.94% 18.24% 9.72%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01% 13.65%
	252126 Summertree 252128 Lake Tarpon 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven 256100 Sandalhaven 242100 Lake Placid 242101 Lake Placid 242101 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 249100 Eagle Ridge 249101 Eagle Ridge 250100 Mid-County Utilities, Inc. of Florida 252106 Orangewood 252107 Orangewood	w w w	S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,07 130.7 1,247.0 1,145.5 1,602.6 908.0 3,355.0 1,788.3 162.0	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 6.78% 6.23% 8.71% 4.94% 18.24% 9.72% 0.88%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01% 13.65%
	252126 Summertree 252128 Lake Tarpon 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven <u>System</u> 242100 Lake Placid 242101 Lake Placid 242101 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 249100 Eagle Ridge 249101 Eagle Ridge 249101 Eagle Ridge 250100 Mid-County Utilities, Inc. of Florida 252106 Orangewood 252125 Summertree	w w w	S S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,083.9 ERC Count (1) 130.7 1,247.0 1,145.5 1,602.6 908.0 3,355.0 1,788.3 162.0 1,225.0	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 0.71% 6.78% 6.23% 8.71% 4.94% 18.24% 9.72% 0.88% 6.66%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01% 13.65%
	252126 Summertree 252128 Lake Tarpon 242100 Lake Placid 242101 Lake Placid 249100 Eagle Ridge 249101 Eagle Ridge 256100 Sandalhaven 256100 Sandalhaven 242100 Lake Placid 242101 Lake Placid 242101 Lake Placid 248100 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 248101 Cypress Lakes 249100 Eagle Ridge 249101 Eagle Ridge 250100 Mid-County Utilities, Inc. of Florida 252106 Orangewood 252107 Orangewood	w w w	S S S S S S S S S S	1,023.0 433.3 6,724.8 ERC Count (1) 130.7 1,602.6 908.0 1,083.9 3,855.9 ERC Count (1) 130.7 1,07 130.7 1,247.0 1,145.5 1,602.6 908.0 3,355.0 1,788.3 162.0	15.21% 6.44% 100.00% Percentage to Total 3.39% 3.39% 41.56% 23.55% 28.11% 100.00% Percentage to Total 0.71% 6.78% 6.23% 8.71% 4.94% 18.24% 9.72% 0.88%	100,00% 6.78% 65.11% 28.11% 100.00% 1.42% 13.01% 13.65%

w/p d-3

252128 Lake Tarpon	w	433.3	2.36%	25,18%
253101 Miles Grant	w	1,104.7	6.01%	
253102 Miles Grant	S	1,030.2	5.60%	11.61%
256100 Sandalhaven	S	1,083.9	5.89%	5.89%
257100 Bayside	w	242.0	1,32%	
257101 Bayside	s	241.0	1.31%	2.63%
259100 Labrador	w	781.1	4.25%	
259101 Labrador	s	760.7	4.14%	8,38%
		18,394.7	100.00%	100.00%

Wilson, Michael	System			ERC Count (1)	Percentage to Total	
	242100 Lake Placid	w		130.7	0.68%	
	242101 Lake Placid		S	130.7	0,68%	1.37%
					<	
	248100 Cypress Lakes	W	_	1,247.0	6.52%	
	248101 Cypress Lakes		S	1,145.5	5.99%	12.51%
	249100 Eagle Ridge		s	1,602.6	8.38%	
	249101 Eagle Ridge		S	908.0	4.75%	13.12%
	250100 Mid-County		s	3,355.0	17.54%	17,54%
	Utilities, Inc. of Florida					
	252106 Orangewood	W		1,788.3	9.35%	
	252107 Orangewood		S	162.0	0.85%	
	252125 Summertree	w		1,225.0	6.40%	
	252126 Summertree		S	1,023.0	5.35%	
	252128 Lake Tarpon	W		433.3	2.26%	24.21%
	253101 Miles Grant	w		1,104.7	5.77%	
	253102 Miles Grant		s	1,030.2	5.38%	11.16%
	256100 Sandalhaven		s	1,083.9	5.67%	5.67%
	257100 Bayside	w		242.0	1.26%	
	257101 Bayside		S	241.0	1.26%	2.52%
	259100 Labrador	w		781.1	4.08%	
	259101 Labrador		s	760.7	3.98%	8.06%
			Ŭ	,	2.2070	•.•=/•
	261100 Hutchinson Island	w		195.2	1.02%	
	261101 Hutchinson Island		S	167.2	0.87%	1.89%
	262100 Sandy Creek	w		203.8	1.07%	
	262101 Sandy Creek		\$	171.0	0.89%	1.96%
				19,131.9	100.00%	100.00%
Worrell, David	System			ERC Count (1)	Percentage to Total	
_	241100 Tierra Verde		S	2,093.2	20.77%	20.77%
	250100 Mid-County		s	3,355.0	33.28%	33.28%
	Utilities, Inc. of Florida					
	252106 Orangewood	W		1,788.3	17.74%	
	252107 Orangewood		S	162.0	1.61%	
	252125 Summertree	W		1,225.0	12.15%	
	252126 Summertree		S	1,023.0	10.15%	
	252128 Lake Tarpon	W		433.3	4.30%	45,95%

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			10,079.8	100.00%	100.00%
Anderson, Daniel	<u>System</u> Utilities, Inc. of Florida		ERC Count (1)	Percentage to Total	
	252129 Golden Hills	w	532.1	16.01%	
	252130 Golden Hills	S	78.8	2.37%	18.38%

	260100 Pennbrooke	w		1,465.0	44.09%	
	260101 Pennbrooke		S	1,247.0	37.53%	81.62%
				3,322.9	100.00%	100.00%
Bailey, Alan Brown, Donna Finch, Allan Koya, Bugene Lorenzo, Alexander Swegheimer, James	<u>Svstæn</u>			ERC Count (1)	Percentage to Total	
Tzareff. Paul	255100 Sanlando	w		11,797.7	56.29%	
	255101 Sanlando		S	9,158.0	43.69%	
	255102 Sanlando		R	4.0	0.02%	100.00%
				20,959.7	100,00%	100.00%
Blasco, Christopher Richardson, James Schwades, Charles Smith, Donald White, Donald	System			ERC Count (1)	Percentage to Total	
	LUSI				0.400	
	251100 Four Lakes 251101 Lake Saunders	w		66.0 43.0	0.42% 0.27%	
	251102 South	Ŵ		3,065.1	19.29%	
	251103 South		S	2,966.8	18.67%	
	251106 North	W		5,684.5	35.77%	74.42%
	Utilities, Inc. of Florida					
	252129 Golden Hills	w		532.1	3.35%	
	252130 Golden Hills		S	78.8	0.50%	3.84%
	254101 ACME	N	R	742.5	4.67%	4.67%
	260100 Pennbrooke	w		1,465.0	9.22%	
	260101 Pennbrooke		\$	1,247.0	7.85%	17.07%
				15,890.8	100.00%	100.00%
Callahan, Robert Cooper, Robert Ebert, Shawn Galarza, Richard Hollister, Jimmie Leard, Mark Learned, Scott Marinelli, John Morrell, Matthew Pennington, Jonathan Pinder, Jeffrey Shue, Mickey Wright, Thomag	<u>Svstæn</u>			<u>ERC Count (1)</u>	Percentage to Total	
	245100 Alafaya 245101 Alafaya		S R	7,545.9 1,065.0	21.16% 2.99%	24,15%
	-					
	246100 Longwood Utilities, Inc. of Florida		S	1,745.0	4,89%	4.89%
	252110 Weathersfield	w		1,174.0	3.29%	
	252111 Weathersfield		S	1,160.5	3.25%	
	252113 Oakland Shores	W		225.5	0,63%	
	252114 Little Wekiva	W		61.0	0.17%	
	252115 Park Ridge	w w		102.0	0.29%	
	252116 Phillips 252117 Crystal Lake	w		77.0 171.0	0.22% 0.48%	
	252117 Crystal Lake 252118 Ravenna Park	w		345,0	0.48%	
	252119 Ravenna Park	.,	Ş	245,0	0.69%	
	252121 Bear Lake Manor	W		224,5	0.63%	

	252122 Jansen	W		250.5	0.70%	
	252123 Crescent Heights	W		260.5	0.73%	
	252124 Davis Shores	w		43.0	0.12%	12.17%
	255100 Sanlando	W		11,797.7	33.09%	
	255101 Sanlando		S	9,158.0	25.68%	en 200/
	255102 Sanlando		R	4.0	0.01%	58,78%
				35,655.1	100.00%	100.00%
Cardinal, Anthony	System			ERC Count (1)	Percentage to Total	
Habery, Stephen						
Schneider, Keith						
	Utilities, Inc. of Florida	,		1 200 2	20 (10)	
	252106 Orangewood	W	e	1,788.3	38.61%	
	252107 Orangewood 252125 Summertree	w	S	162.0	3.50%	
		w	e	1,225.0	26.45%	
	252126 Summertree	w	S	1,023.0 433.3	22.09% 9.36%	100.00%
	252128 Lake Tarpon	w		433.3	9.30%	100.00%
				4,631.6	100.00%	100.00%
Carver, Nathaniel	System				Percentage to Total	
	245100 Alafaya		S	7,545.9	14.85%	
	245101 Alafaya		R	1,065.0	2.10%	16.95%
	246100 Longwood		s	1,745.0	3,43%	3.43%
			-			
	LUSI					
	251100 Four Lakes	w		66.0	0.13%	
	251101 Lake Saunders	W		43.0	0.08%	
	251102 South	W	_	3,065.1	6.03%	
	251103 South		S	2,966.8	5.84%	
	251106 North	W		5,684.5	11.19%	23.28%
	Utilities, Inc. of Florida					
	252110 Weathersfield	W		1,174.0	2.31%	
	252111 Weathersfield		\$	1,160.5	2.28%	
	252113 Oakland Shores	w		225.5	0.44%	
	252114 Little Wekiva	W		61.0	0.12%	
	252115 Park Ridge	W		102,0	0.20%	
	252116 Phillips	W		77.0	0.15%	
	252117 Crystal Lake	W		171.0	0.34%	
	252118 Ravenna Park	w		345.0	0.68%	
	252119 Ravenna Park		S	245.0	0.48%	
	252121 Bear Lake Manor	W		224.5	0.44%	
	252122 Jansen	W		250.5	0.49%	
	252123 Crescent Heights	W		260.5	0.51%	
	252124 Davis Shores	w		43.0	0.08%	
	252129 Golden Hills 252130 Golden Hills	w	s	532.1 78.8	1.05% 0.16%	9.74%
	252150 Golden Fillis		3	70.0	0.1076	2.1470
	255100 Sanlando	w		11,797.7	23,22%	
	255101 Sanlando		S	9,158.0	18.03%	
	255102 Sanlando		R	4.0	0.01%	41.26%
	260100 Pennbrooke	w		1,465.0	2.88%	
	260101 Pennbrooke		s	1,247.0	2.45%	5.34%
			Ť	· · · · · · · · · · · · · · · · · · ·		
				50,803.4	100.00%	100.00%
Coffee Jr. John	System			ERC Count (1)	Percentage to Total	
	Utilities, Inc. of Florida					
	252110 Weathersfield	W		1,174.0	4.64%	
	252111 Weathersfield		S	1,160.5	4.59%	
	252113 Oakland Shores	W		225.5	0.89%	
	252114 Little Wekiva	w		61.0	0.24%	
	252115 Park Ridge	W		102.0	0.40%	
	252116 Phillips	W		77.0	0.30%	
	252117 Crystal Lake	W		171.0	0.68%	
	252118 Ravenna Park	W		345.0	1.36%	

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	252119	Ravenna Park		S	245.0	0.97%	
	252121	Bear Lake Manor	W		224.5	0.89%	
		Jansen	W		250.5	0.99%	
		Crescent Heights	W		260.5	1.03%	
	252124	Davis Shores	W		43.0	0.17%	17,15%
	255100	Sanlando	w		11,797.7	46.63%	
	255101	Sanlando		S	9,158.0	36.20%	
	255102	Saniando		R	4.0	0.02%	82.85%
					25,299.2	100.00%	100.00%
Datasia Data		6				D	
<u>Eubanks, Brian</u>		<u>Svstem</u> LUSI			ERC Count (1)	Percentage to Total	
	251100	Four Lakes	w		66,0	0.44%	
	251101	Lake Saunders	W		43.0	0.28%	
	251102	South	W		3,065.1	20.23%	
	251103	South		S	2,966.8	19.59%	
	251106	North	w		5,684,5	37.53%	78.06%
					•		
		Utilities, Inc. of Florida					
		Golden Hills	Ŵ		532.1	3.51%	
	252130	Golden Hills		s	78.8	0.52%	4.03%
	260100	Pennbrooke	w		1,465.0	9.67%	
		Pennbrooke	**	s	1,247.0	8.23%	17.90%
					15,148.3	100.00%	100.00%
				1	10,146.5	100.00%	100.0078
Gentilucci, Domenic		System				Percentage to Total	
		Alafaya		S	7,545.9	16.60%	
	245101	Alafaya		R	1,065.0	2.34%	18.94%
	251100	LUSI Four Lakes	w		66.0	0.15%	
		Lake Saunders	w		43.0	0.09%	
	251101		w		3,065.1	6.74%	
	471104				3,003.1		
	251103	South		e			
	251103			S	2,966.8	6.53%	26.01%
	251103 251106		w	s			26.01%
				S	2,966.8	6.53%	26.01%
	251106	North		S	2,966.8	6.53%	26.01%
	251106 252129	North Utilities, Inc. of Florida	w	s s	2,966.8 5,684.5	6.53% 12.50%	26.01% 1.34%
	251106 252129 252130	North Utilities, Inc. of Florida Golden Hills Golden Hills	w		2,966.8 5,684.5 532.1 78.8	6.53% 12.50% 1.17% 0.17%	
	251106 252129 252130 255100	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando	w	s	2,966.8 5,684.5 532.1 78.8 11,797.7	6.53% 12.50% 1.17% 0.17% 25.95%	
	251106 252129 252130 255100 255101	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando	w	s s	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14%	1.34%
	251106 252129 252130 255100 255101	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando	w	s	2,966.8 5,684.5 532.1 78.8 11,797.7	6.53% 12.50% 1.17% 0.17% 25.95%	
	251106 252129 252130 255100 255101	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando Sanlando	w	S S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14%	1.34%
	251106 252129 252130 255100 255101 255102 254101	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando Sanlando ACME	W W W N	S S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63%	1.34% 46.10%
	251106 252129 252130 255100 255101 255102 254101 260100	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando Sanlando ACME Pennbrocke	w w w	S S R R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22%	1.34% 46.10% 1.63%
	251106 252129 252130 255100 255101 255102 254101 260100	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando Sanlando ACME	W W W N	S S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63%	1.34% 46.10%
	251106 252129 252130 255100 255101 255102 254101 260100	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando Sanlando ACME Pennbrocke	W W W N	S S R R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22%	1.34% 46.10% 1.63%
Gangae Brian	251106 252129 252130 255100 255101 255102 254101 260100	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando ACME Pennbrocke Pennbrocke	W W W N	S S R R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74%	1.34% 46.10% 1.63% 5.97%
<u>Gongre, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke	W W W N	S R R S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1)	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total	1.34% 46.10% 1.63% 5.97%
<u>Gongre, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke Pennbrooke Atafaya	W W W N	S S R R S S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gongre, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke	W W W N	S R R S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1)	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total	1.34% 46.10% 1.63% 5.97%
<u>Gonaro, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260100 260101 245100 245101	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke System Alafaya	W W W N	S S R R S S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gouare, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245100 245101 246100	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke Pennbrooke System Alafaya Alafaya	W W W N	S R R S R S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64% 2.07%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gongre, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245100 245101 246100	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke System Alafaya Alafaya Longwood	W W W N	S R R S R S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64% 2.07%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gongre, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245101 246100 251100	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke Svstem Alafaya Longwood LUSI	W W W W	S R R S R S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0 1,745.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64% 2.07% 3.39%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gongre, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245101 246100 251100	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando ACME Pennbrocke Pennbrocke System Alafaya Longwood LUSI Four Lakes Lake Saunders	* * * *	S R R S R S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0 1,745.0 66.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64% 2.07% 3.39% 0.13%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gongre. Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245100 245101 246100 251100 251101	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando ACME Pennbrocke Pennbrocke Svatem Alafaya Longwood LUSI Four Lakes Lake Saunders South	* * * * *	S R R S R S R	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0 1,745.0 66.0 43.0	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64% 2.07% 3.39% 0.13% 0.08%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gongre. Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245100 245101 246100 251100 251101	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando ACME Pennbrooke Pennbrooke Svstem Alafaya Longwood LUSI Four Lakes Lake Saunders South	* * * * *	S R R S R S R S R S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0 1,745.0 66.0 43.0 3,065.1	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64% 2.07% 3.39% 0.13% 0.08% 5.95%	1.34% 46.10% 1.63% 5.97% 100.00%
<u>Gongre, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245100 245101 246100 251100 251101 251102	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando Sanlando ACME Pennbrooke Pennbrooke Pennbrooke System Alafaya Alafaya Longwood LUSI Four Lakes Lake Saunders South South North	W W W W W W	S R R S R S R S R S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0 1,745.0 666.0 43.0 3,065.1 2,966.8	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Totai 14.64% 2.07% 3.39% 0.13% 0.08% 5.95% 5.76%	1.34% 46.10% 1.63% 5.97% 100.00% 16.71% 3.39%
<u>Gonare, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245100 245101 246100 251100 251101 251102 251103 251106	North Utilities, Inc. of Florida Golden Hills Golden Hills Sanlando Sanlando ACME Pennbrocke Pennbrocke System Alafaya Longwood LUSI Four Lakes Lake Saunders South South North Utilities, Inc. of Florida	W W W W W W W W W W W W W W	S R R S R S R S R S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0 1,745.0 66.0 43.0 3,065.1 2,966.8 5,684.5	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Total 14.64% 2.07% 3.39% 0.13% 0.08% 5.95% 5.76% 11.03%	1.34% 46.10% 1.63% 5.97% 100.00% 16.71% 3.39%
<u>Gouaro, Brian</u>	251106 252129 252130 255100 255101 255102 254101 260100 260101 245100 245100 245101 246100 251100 251101 251102 251106 251106	North Utilities, Inc. of Florida Golden Hills Sanlando Sanlando Sanlando ACME Pennbrooke Pennbrooke Pennbrooke System Alafaya Alafaya Longwood LUSI Four Lakes Lake Saunders South South North	W W W W W W	S R R S R S R S R S	2,966.8 5,684.5 532.1 78.8 11,797.7 9,158.0 4.0 742.5 1,465.0 1,247.0 45,461.4 ERC Count (1) 7,545.9 1,065.0 1,745.0 666.0 43.0 3,065.1 2,966.8	6.53% 12.50% 1.17% 0.17% 25.95% 20.14% 0.01% 1.63% 3.22% 2.74% 100.00% Percentage to Totai 14.64% 2.07% 3.39% 0.13% 0.08% 5.95% 5.76%	1.34% 46.10% 1.63% 5.97% 100.00% 16.71% 3.39%

	260100 Pennbrooke	w	,	1,465.0 23,591.3	6.21% 100.00%	6.219 100.009
	260100 Pennbrooke	w		1,465.0	6.21%	6.21%
	255100 Sanlando 255102 Sanlando	W	R	11,797.7 4.0	50.01% 0.02%	50.03%
						,
	252124 Davis Shores 252129 Golden Hills	w		43.0 532.1	0.18% 2.26%	14.69%
	252123 Crescent Heights 252124 Davis Shores	w w		260.5 43.0	1.10%	
	252122 Jansen	W		250.5	1.06%	
	252121 Bear Lake Manor	W		224.5	0.95%	
	252118 Ravenna Park	w		345.0	1.46%	
	252116 Phillips 252117 Crystal Lake	w		171.0	0.33%	
	252115 Park Ridge 252116 Phillips	w W		102.0 77.0	0.43% 0.33%	
	252114 Little Wekiva	W		61.0	0.26%	
	252113 Oakland Shores	W		225.5	0.96%	
	252110 Weathersfield	w		1,174.0	4.98%	
	Utilities, Inc. of Florida					
	251106 North	W		5,684.5	24.10%	24.56
	251101 Lake Saunders	W		43.0	0.18%	
	251100 Four Lakes	W		66.0	0.28%	
	LUSI					
	245101 Alafaya		R	1,065.0	4.51%	4.51
Overton, Michael	System		1	ERC Count (1)	Percentage to Total	
				2,712.0	100.00%	100.00
	260100 Pennbrooke 260101 Pennbrooke	W	s	1,465.0 1,247.0	54,02% 45.98%	100.00
McPhee, Allson	System				Percentage to Total	
				29,570.6	100,00%	100.00
	255102 Sanlando		R	4.0	0.01%	70,88
	255101 Sanlando		S	9,158.0	30.97%	
	255100 Saniando	w		11,797.7	39.90%	
	245101 Alafaya		R	1,065.0	3.60%	29.12
Hogue, Raymond	Svatem 245100 Alafaya		s	7,545.9	Percentage to Total 25.52%	
				51,545.9	100.00%	100.00
	200101 Felliotocke		3			
	260100 Pennbrooke 260101 Pennbrooke	w	s	1,465.0 1,247.0	2.84% 2.42%	5.26
	200 102 Saniando		ĸ	4.0	0.01%	40,00
	255101 Sanlando 255102 Sanlando		S R	9,158.0	17.77%	40,66
	255100 Sanlando	Ŵ		11,797.7	22,89%	
	254101 ACME	N	R	742.5	1.44%	1.44
	252130 Golden Hills		5	78.8	0.15%	9.60
	252129 Golden Hills	Ŵ		532.1	1.03%	
	252124 Davis Shores	w		43.0	0.08%	
	252122 Jansen 252123 Crescent Heights	w w		250.5 260.5	0.49% 0.51%	
	252121 Bear Lake Manor	W		224.5	0.44%	
	252119 Ravenna Park		S	245.0	0.48%	
	252118 Ravenna Park	W		345.0	0.67%	
	252117 Crystal Lake	W		171.0	0.33%	
	252116 Phillips	w		77.0	0.15%	
	252115 Park Ridge	w		61.0 102.0	0.20%	
	252114 Little Wekiva	w			0.12%	

Parrish. Raymond

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System

ERC Count (1) Percentage to Total

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		LUSI					
		Four Lakes	w		66,0	0.45%	
		Lake Saunders	w		43.0	0.30%	
	251102	•••	Ŵ		3,065.1	21.08%	
	251103			S	2,966.8	20.41%	
	251106	North	W		5,684.5	39.10%	81.34%
		Pennbrooke	W		1,465.0	10.08%	
	260101	Pennbrooke		S	1,247.0	8.58%	18.66%
				•	14,537.4	100.00%	100.00%
Phillips. Christopher		System			EPC Count (1)	Percentage to Total	
Patiaba, Caristobaer	245300	Alafaya		s	7,545.9	56.78%	
		Alafaya		Ř	1,065.0	8.01%	64.79%
	246100	Longwood		S	1,745.0	13.13%	13.13%
	240100	Longwood		3	1,745.0	12.1278	13.1376
	262110	Utilities, Inc. of Florida	w		1 174 0	9 076/	
		Weathersfield Oakland Shores	w		1,174.0 225.5	8.83% 1.70%	
		Little Wekiva	ŵ		61.0	0.46%	
			w		102.0	0.48%	
		Park Ridge	w		77.0	0.58%	
		Phillips Crystal Lake	w		171.0	1.29%	
		Ravenna Park	w		345.0	2.60%	
		Bear Lake Manor	w		224.5	1.69%	
	252121		w		250.5	1.88%	
		Crescent Heights	w		260.5	1.86%	
		Davis Shores	Ŵ		43.0	0.32%	22.08%
					13,289.9	100.00%	100.00%
				;	15,207.7	100.0070	100.0070
Remigio, Robert		System				Percentage to Total	
		Sanlando	W		11,797.7	99,97%	100.000/
		Saniando Saniando	w	R	4.0	99,97% 0.03%	100.00%
			w	R	-		100.00% 100.00%
<u>Sillitoe. Terry</u>			w	R	4.0	0.03%	
<u>Sillitoe, Terry</u>	255102	Sanlando <u>Svstem</u>	w	R	4.0	0.03%	
<u>Sillitoe. Terry</u>	255102 252110	Sanlando <u>System</u> Utilities, Inc. of Florida		R	4.0 11,801.7 ERC Count (1)	0.03% 100.00% Percentage to Total	
<u>Sillitoe. Terry</u>	255102 252110 252113	Sanlando <u>Svatem</u> Utilities, Inc. of Florida Weathersfield	w	R	4.0 11,801.7 ERC Count (1) 1,174.0	0.03% 100.00% Percentage to Total 8.14%	
<u>Sillitoe. Terry</u>	255102 252110 252113 252114	Sanlando <u>System</u> Utilities, Inc. of Florida Weathersfield Oakland Shores	w w	R	4.0 11,801.7 ERC Count (1) 1,174.0 225.5	0.03% 100.00% Percentage to Total 8.14% 1.56%	
<u>Sillitœ. Terry</u>	255102 252110 252113 252114 252115	Sanlando <u>Svstem</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva	W W W W	R	4.0 11,801.7 ERC Count (1) 1,174.0 225.5 61.0	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53%	
<u>Sillitoe. Terrv</u>	255102 252110 252113 252114 252115 252116 252117	Sanlando <u>Svatem</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Park Ridge Phillips Crystal Lake	W W W W	R	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.9 171.0	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19%	
<u>Sillitoe. Terry</u>	255102 252110 252113 252114 252115 252116 252117 252118	Sanlando <u>Svstem</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park	W W W W W	R	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39%	
<u>Sillitoe. Terry</u>	255102 252110 252113 252114 252115 252116 252117 252118 252121	Sanlando <u>System</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor	W W W W W W W	R	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56%	100.00%
<u>Sillitoe. Terrv</u>	255102 252110 252113 252114 252115 252116 252117 252118	Sanlando <u>System</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor	W W W W W	R	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39%	
<u>Sillitoe. Terry</u>	255102 252110 252113 252114 252115 252116 252117 252118 252121 252122	Sanlando <u>System</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor	W W W W W W W	R	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56%	100.00%
<u>Sillitoe. Terry</u>	255102 252110 252113 252114 252115 252116 252117 252118 252121 252122	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen	****	R	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74%	100.00%
<u>Sillitoe, Terry</u> Yanmeter Jr. Nathan	255102 252110 252113 252115 252115 252116 252117 252118 252121 255100	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen	****	R	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77%	100.00% 18.23% 81.77%
	255102 252110 252113 252115 252115 252116 252117 252118 252121 255100	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando System	****		4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1)	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 100.00% Percentage to Total	100.00% 18.23% 81.77% 100.00%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252115 252115 252116 252117 252118 252121 255100	Sanlando <u>Svstem</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando <u>Svstem</u> Longwood	****		4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 100.00% Percentage to Total 100.00%	100.00% 18.23% 81.77% 100.00%
	255102 252110 252113 252114 252115 252116 252117 252118 252121 255100 246100	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando System Longwood System	W W W W W W W W W W		4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0 ERC Count (1)	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 100.00% Percentage to Total 100.00%	100.00% 18.23% 81.77% 100.00%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252115 252115 252116 252117 252118 252121 255100 246100 242100	Sanlando <u>Svstem</u> Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando <u>Svstem</u> Longwood	****		4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 100.00% Percentage to Total 100.00%	100.00% 18.23% 81.77% 100.00%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252115 252115 252116 252117 252118 252121 255100 246100 242100	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando System Longwood System Lake Placid	W W W W W W W W W W	S	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0 ERC Count (1) 1,745.0	0.03% 100.00% Percentare to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.9% 2.39% 1.56% 1.74% 81.77% 81.77% 100.00% Percentage to Total 100.00% Percentage to Total 0.07%	100.00% 18.23% 81.77% 100.00% 100.00%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252114 252115 252116 252117 252118 252121 255100 246100 242100 242100	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando System Longwood System Lake Placid	W W W W W W W W W W	S	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0 ERC Count (1) 1,745.0	0.03% 100.00% Percentare to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.9% 2.39% 1.56% 1.74% 81.77% 81.77% 100.00% Percentage to Total 100.00% Percentage to Total 0.07%	100.00% 18.23% 81.77% 100.00% 100.00%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252115 252116 252117 252122 255100 246100 246100 242100 242101 248100	Sanlando Svstem Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando Sustem Longwood Svstem Lake Placid Lake Placid	W W W W W W W W W W	S	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.9 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0 ERC Count (1) 130.7	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 81.77% 100.00% Percentage to Total 100.00% Percentage to Total 0.77% 0.77%	100.00% 18.23% 81.77% 100.00% 100.00%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252114 252115 252116 252117 252122 255100 246100 242100 242100 242101 248100	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando System Longwood System Lake Placid Lake Placid Cypress Lakes Cypress Lakes	W W W W W W W W W W	S S S	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0 ERC Count (1) 1,745.0 ERC Count (1) 130.7 130.7 130.7	0.03% 100.00% Percentare to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 81.77% 100.00% Percentage to Total 100.00% Percentage to Total 0.07% 0.77% 0.77% 7.34% 6.74%	100.00% 18.23% 81.77% 100.00% 100.00% 1.54%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252114 252115 252116 252117 252118 252122 255100 246100 242100 242100 242100 248100 248101 249100	Sanlando Svatem Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Sanlando Svatem Longwood Svatem Lake Placid Lake Placid Cypress Lakes Eagle Ridge	W W W W W W W W W W	S S S S S S	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.9 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0 ERC Count (1) 130.7 130.7 1,247.0 1,145.5 1,602.6	0.03% 100.00% Percentage to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 81.77% 100.00% Percentage to Total 100.00% Percentage to Total 0.77% 0.77% 7.34% 6.74% 9.43%	100.00% 18.23% 81.77% 100.00% 100.00% 1.54% 14.08%
<u>Vanmeter Ir. Nathan</u>	255102 252110 252113 252114 252115 252116 252117 252118 252122 255100 246100 242100 242100 242100 248100 248101 249100	Sanlando System Utilities, Inc. of Florida Weathersfield Oakland Shores Little Wekiva Park Ridge Phillips Crystal Lake Ravenna Park Bear Lake Manor Jansen Saniando System Longwood System Lake Placid Lake Placid Cypress Lakes Cypress Lakes	W W W W W W W W W W	S S S	4.0 11.801.7 ERC Count (1) 1,174.0 225.5 61.0 102.0 77.0 171.0 345.0 224.5 250.5 11,797.7 14,428.2 ERC Count (1) 1,745.0 ERC Count (1) 1,745.0 ERC Count (1) 130.7 130.7 130.7	0.03% 100.00% Percentare to Total 8.14% 1.56% 0.42% 0.71% 0.53% 1.19% 2.39% 1.56% 1.74% 81.77% 81.77% 100.00% Percentage to Total 100.00% Percentage to Total 0.07% 0.77% 0.77% 7.34% 6.74%	100.00% 18.23% 81.77% 100.00% 100.00% 1.54%

				16,997.0	100.00%	100.00%
262101	Sandy Creek		S	171.0	1.01%	2.21%
	Sandy Creek	w		203.8	1.20%	
261101	Hutchinson Island		S	167.2	0.98%	2.13%
	Hutchinson Island	w		195.2	1.15%	
259101	Labrador		S	760,7	4.48%	9.07%
	Labrador	w		781,1	4.60%	
257101	Bayside		S	241.0	1.42%	2.84%
257100	Bayside	w		242.0	1.42%	
256100	Sandalhaven		S	1,083.9	6.38%	6.38%
252128	Lake Tarpon	w		433.3	2.55%	27.25%
252126	Summertree		S	1,023.0	6.02%	
	Summertree	w	-	1,225,0	7.21%	
	Orangewood	.,	S	162.0	0.95%	
252106	Utilities, Inc. of Florida Orangewood	w		1.788.3	10.52%	

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Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30,440 (9) VEHICLES

Test Year Ended December 31, 2008

Vehicle Schedule

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Company: Utilities, Inc of Florida; Pinellas County Docket No.: 090402-WS Test Year Ended: December 31, 2008

<u>Vehicle #</u>	<u>Year</u>	Model	Serial Number	Driver	Position	Vehicle Price	Allocation Method
436	2004	CHEV TRUCK C15 FULL	1GCEC14X24Z201474	Worrell, David	Operator	18,847.25	ERCS
453	2004	CHEV SILVERADO LS 1500	2GCEC19T341374628	Wierzbicki, Anthony	Project Manager	23,157.56	ERCS
512	2005	CHEV TAHOE 2WD	1GNEC13T85R119267	Flynn, Patrick	Regional Director	53,357.93	ERCS
637	2006	CHEV TRUCK C15 FULL	1GCEC14V96E197609	Finehirsh, Jeffrey	Lead Operator	19,786.51	ERCS
649	2006	CHEV TRAILBLAZER LS	1GNDT135X62176280	Sudduth, Donaid	Business Director	29,748.89	ERCS
650	2006	CHEV TAHOE LS	1GNEK13TX6R148941	Durham, Rick	Regional Vice President	32,505.83	ERCS
657	2006	CHEV TRUCK C15 FULL	3GCEC14V76G203528	Cardinal, Anthony	Operator	19,968.48	ERCS
671	2006	FORD RANGER	1FTYR10D96PA83834	Schneider, Keith	Operator	13,318.15	ERCS
728	2007	CHEV TRAILBLAZER	1GNDS13S672194103	Wilson, Michael	Regional Manager	28,711.49	ERCS
72 9	2007	CHEV TRAILBLAZER	1GNDS13S572108957	Haws, Scotty	Saftey Manager	29,355.64	ERCS
741	2007	CHEV SILVERADO	3GCEC14X07G242657	Habery, Stephen	Lead Operator	16,707.40	ERCS
803	2008	CHEV COLORADO EXT CAB 2	1GCCS19E888113719	Chard, Ronald	Cross Connection Specialist	17,962.31	ERCS
825	2008	CHEV SILVERADO	2GCEC19C281204055	Neal, William	Area Manager	22,388.38	ERCS

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Utilities, Inc. of Florida

Docket No.: 090462-WS

Pinellas County

25-30.440 (10) CUSTOMER COMPLAINTS

Test Year Ended December 31, 2008

Pinellas County – Lake Tarpon Customer Complaints and Resolutions – 01/01/08 to 05/31/08

•	SUBDIVISION	:.	00637
	ROUTE	:.	637
	SERVICE ORDER#	:.	259362
	ACCOUNT#	:.	006370011713
	CUSTOMER NAME	:.	HALPIN, ALFRED R
	SERVICE ADDRESS	5:.	221 COLONIAL BLVD
`	EDATE	:.	01/17/08
	TYPE	:.	27
	COMMENT	:.	Custom called answering service on 1-16-08 and said there was a pipe
			broken in the ground and started to sink when he walked outside.
			Please resolve.
	RESOLUTION		READING 660780
		•	Leak near 6" line adjacent to customer's address. Dispatched workers to
			Possible main break. Turned out to be service laterial. Repaired. Meter
		-	relocated to main.
	RDATE	:.	01/18/08
	SUBDIVISION		00627
	ROUTE		
	SERVICE ORDER#		
•	ACCOUNT#		
			HALPIN, ALFRED R
	• • • • • • • • • • • • • • • • • • • •		221 COLONIAL BLVD
			01/22/08
			33
	COMMENT	:.	Please replace sold in area the lateral leak was and do other necessary
•			repairs to that area to look nice since we did the damage.
	RESOLUTION	:.	Grading contractor will repair 1-23-08. Customer is aware of this.
			01/23/08

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Page 1

Pinellas County – Lake Tarpon Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008

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Sub Division :	: 421	MR Route : i	F53	FA ID:	0948310912			
Account # :	: 0948310000 Cus	tomer Name:	BYRD, DONALD T	Phone #:	(727) 781-7384			
Address :	162 NEW ENGLAND AVE	CSR: I	Lorie Mayeski	Operator:	Stephen Habrey			
Entry Date :	9/30/2008 9:26:55AM SO Typ	be: M-SIO	Request Ty	pe: General Inve	estigation			
Instructions :	Customer called states that there is air	in the line and o	cloudy water at times.	9-30-08	-			
Due Date :	: 9/30/2008 10:26:00AM Resolution Da	ite : 9/30/2008	12:35:00PM FA	Status:	Completed			
Resolution :	Check water before it went into house in check their plumbing.	t was clear, not	cloudy. Showed cus	tomer this. They	/ will have someone			
Sub Division :	: 421	MR Route : F	=53	FA ID:	2441410014			
Account # :	: 2441410000 Cust	tomer Name:	JANCI, BERTHA	Phone #:	(813) 785-9257			
Address :	271 INDEPENDENCE AVE	CSR: .	acqueline Sillitoe	Operator:	Stephen Habrey			
Entry Date :	11/3/2008 9:28:18AM SO Typ	be: M-SIO	Request Ty	pe: General Inve	estigation			
Instructions :	Customer says that hydrant is on. Dispatched to Steve H.							
Due Date :	: 11/3/2008 12:00:00AM Resolution Da	ite : 11/3/2008	12:45:00PM FA	Status: Comple	ted			
Resolution :	:							
Sub Division :	: 421	MR Route : F	-53	FA ID:	2818310274			
Account # :	: 2818310000 Cust	omer Name: F	ORGUES, ROLAND	Phone #:	(727) 771-6085			
Address :	133 NEW ENGLAND AVE	CSR: A	Ann Raponi	Operator:	Stephen Habrey			
Entry Date :	6/23/2008 9:49:47AM SO Typ	e: M-SIO Re	equest Type: High or	Low Pressure in	n the Water			
Instructions :	Customer called about IIw water pressure at all times of a day. This has been happening for about a month. Please tag with findings. Changed date to 6/24/08 per customer. He called yesterday and asked that this be check today. 06/24/08							
Due Date :	: 6/24/2008 12:00:00AM Resolution Da	te : 6/24/2008	12:41:00PM FA	Status: Comple	ted			
Resolution :	: Water softener causing problem. Show	red customer.						
Sub Division :	: 421	MR Route : F	-53	FA ID:	3568310988			
Account # :	: 3568310000 Customer Name: ONDE	ERCIN, FLORE	NCE H Phone #: (1	727) 785-6007				
Address :	38 VILLAGE GREEN WAY	CSR: L	eanne Loeffel	Operator:	Keith Schneider			
Entry Date :	12/23/2008 11:57:31AM SO Typ	e: M-SIO	Request Ty	pe: Taste or Ode	or in the Water			
Instructions :	Customer called with an odor in the wat	er. Paged to S	teve H.					
Due Date :	: 12/23/2008 6:00:00PM Resolution Da	te : 12/29/200	8 12:00:00AM FA	Status: Comple	ted			
Resolution :	Water clean and clear.							
Sub Division :	: 421	MR Route : F	-53	FA ID:	3640410698			
Account # :	3640410000 Cust	omer Name: k		Phone #:	(727) 785-9389			
Address :	72 HARBOR WAY	CSR: I	sabel Ceballos	Operator:	Anthony Cardinal			
Entry Date :	7/30/2008 2:03:26PM SO Typ	e: M-SIO	Request Ty	pe: Water Main	Break			
Instructions :	Customer called answering service on 7 Way. Water gushing heavily.	7-29-08 and rep	orted a water leak at	corner of Philad	elphia and Harbor			

Pinellas County – Lake Tarpon

Due Date

Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008 : 7/31/2008 12:00:00AM Resolution Date : 7/30/2008 12:00:00AM FA Status: Completed

Resolution : KBH repaired on 7/30/08. Sub Division : 421 MR Route : F53 FAID: 3720410544 Account # : 3720410000 Customer Name: SLOAN, FRANK P Phone #: (727) 789-5183 Address : 40 HARBOR WAY CSR: Isabel Ceballos Operator: Jeffrey Finehirsh Entry Date : 9/8/2008 10:06:45AM SO Type: M-SIO Request Type: General Investigation Instructions : Customer says valve at meter is leaking. Please check. Due Date : 9/9/2008 12:00:00AM Resolution Date : 9/10/2008 10:30:00AM FA Status: Completed Resolution : Replaced valve. No leaks now. MR Route : F53 Sub Division: 421 FAID: 4491410344 Account # : 4491410000 Customer Name: HAMILTON, JAMES Phone #: (419) 221-0916 Address : 116 INDEPENDENCE AVE CSR: Jacqueline Sillitoe Operator: Stephen Habrey Entry Date : 7/28/2008 1:51:44PM SO Type: M-SIO Request Type: General Investigation Instructions : Pipe broken behind house. Needs water turned off and if ours, need to repair. Dispatched to Steve H. 07/28/08 Due Date : 7/28/2008 12:00:00AM Resolution Date : 7/28/2008 3:49:00PM FA Status: Completed Resolution : Leak was before meter. Repaired MR Route : F53 FAID: 4740410748 Sub Division: 421 : 4740410000 Customer Name: LINDSAY, KAREN D Phone #: (727) 786-3443 Account # Address : 68 HARBOR WAY CSR: Lyn Paulk Operator: Stephen Habrey **Request Type: General Investigation** Entry Date : 8/19/2008 8:31:00AM SO Type: M-SIO Instructions : Customer wants meter moved to easement because he is moving a trailer on the lot. Please call Bill at 727-789-155 to let him know if you can or cannot move this meter. : 8/20/2008 12:00:00AM Resolution Date : 8/21/2008 10:00:00AM FA Status: Completed Due Date Resolution : Relocated meter to main. Sub Division: 421 MR Route : F53 FAID: 4740410288 Phone #: (727) 786-3443 Customer Name: LINDSAY, KAREN D Account # : 4740410000 CSR: Kimberly Bennett Operator: Stephen Habrey Address : 68 HARBOR WAY SO Type: M-SIO Request Type: High or Low Pressure in the Water Entry Date : 8/13/2008 8:57:15AM Instructions : Customer called about low water pressure. Paged to Steve H. : 8/13/2008 12:00:00AM Resolution Date : 8/13/2008 10:47:00AM FA Status: Completed Due Date Resolution : PSI at outside hose bib 53. Spoke with customer and showed them findings. They will call a plumber to check the lines under the trailer MR Route : F53 Sub Division: 421 FAID: 5107310155 Account # : 5107310000 Customer Name: LEE, DONALD R Phone #: (727) 789-1031 : 143 PHILADELPHIA Address CSR: Jacqueline Sillitoe Operator: Stephen Habrey Entry Date : 7/25/2008 8:09:22AM SO Type: M-SIO Request Type: General Investigation instructions : Please check pressure here. Customer says he was promised that some day we would increase the water

Pinellas County – Lake Tarpon Customer Complaints and Resolutions from 06/01/2008 to 12/31/2008 pressure in this area and in the last two years it hasn't been done. Tag door. Due Date : 7/28/2008 12:00:00AM Resolution Date : 7/28/2008 10:51:00AM FA Status: Completed Resolution : Spoke with customer and showed him the psi is 58 to 60 pounds at outside hose bib. He will call plumber for inside trailer. Sub Division: 421 MR Route : F53 FA ID: 5128310493 Account # : 5128310000 Customer Name: MILLER, LENA H Phone #: (727) 953-3750 Address : 141 NEW ENGLAND AVE CSR: Leanne Loeffel Operator: Keith Schneider Entry Date : 11/25/2008 7:27:17AM SO Type: M-SIO Request Type: High or Low Pressure in the Water Instructions : Please check out low pressure complaint. Paged to Keith S. Due Date : 11/25/2008 6:00:00PM Resolution Date : 11/25/2008 12:00:00AM FA Status: Completed Resolution : Water pressure good at meter, could be water softener. Customer not home. Tagged door. Sub Division: 421 MR Route : F53 FAID: 5350410239 Account # : 5350410000 Customer Name: FINN, JOHN Phone #: (727) 784-4715 Address : 42 DELAWARE CT CSR: Isabel Ceballos Operator: Entry Date : 10/6/2008 2:46:51PM SO Type: M-SIO Request Type: General Investigation Instructions : Customer says meter valve is leaking; please check, repair or replace. Customer had leak under house. : 10/7/2008 12:00:00AM Resolution Date : 10/7/2008 10:00:00AM FA Status: Completed Due Date Resolution : Repaired leak. Sub Division : 421 MR Route : F53 FAID: 8308310313 Customer Name: SMEBY, FOSTER Phone #: (727) 785-3509 Account # : 8308310000 CSR: Matthew Chandler Operator: Anthony Cardinal Address : 105 FREEDOM CT SO Type: M-SIO Request Type: General Investigation Entry Date : 8/7/2008 7:08:16AM Instructions : Please locate meter and tag customer door with location. : 8/8/2008 12:00:00AM Due Date Resolution Date : 8/7/2008 11:55:00AM FA Status: Completed Resolution : Located meter with customer. 8/7/08 MR Route : F53 FAID: 8648310681 Sub Division : 421 Account # : 8648310000 Customer Name: MCSHANE, FRANK L Phone #: (727) 771-7051 CSR: Isabel Ceballos Operator: Stephen Habrey Address : 170 NEW ENGLAND AVE Request Type: Water Service Line Break SO Type: M-SIO Entry Date : 6/10/2008 7:56:50AM Instructions : Customer called answering service on 6/7/08 and reported leak coming from outside on the road. Please resolve. : 6/11/2008 12:00:00AM Resolution Date : 6/11/2008 10:09:00AM FA Status: Completed Due Date Resolution : Leak was before meter.