

**Sandra Soto**

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**From:** Sandra Soto on behalf of Records Clerk  
**Sent:** Monday, August 06, 2018 11:17 AM  
**To:** 'Arthur Ballard'  
**Cc:** Consumer Contact  
**Subject:** RE: COUNTRY WALK UTILITIES COMMENTS

Good morning Mr. Ballard,

We will be placing your comments below in consumer correspondence in Docket No. 20180021 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

*Sandra Soto*

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
[ssoto@psc.state.fl.us](mailto:ssoto@psc.state.fl.us)  
(850) 413-6010

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**From:** Arthur Ballard [<mailto:ballard.arthur@yahoo.com>]  
**Sent:** Friday, August 03, 2018 7:49 PM  
**To:** Records Clerk  
**Cc:** Linda Burkell; Vic Budd; Paul Brand; Lorraine Knox; Sue Sylvester; Barry  
**Subject:** COUNTRY WALK UTILITIES COMMENTS

Please include the following comments for Docket No. 20180021-WU  
Arthur Ballard  
35 Quail Roost Rd.  
Lake Placid, FL 33852  
207 380 1177

On a positive note odor has been reduced most of the time.

An issue that has been over looked by the water company is suspended solids. Proven technology for drinking water with divalent cations is oxidation to make them insoluble and then filter them out. The sulfur compounds can be volitized and removed in a scrubbing tower if the pH is maintained in a narrow window. However the metal divalent cations as well as some of the sulfur compounds remain insoluble.

A whole house filter was installed and plugged very quickly. A more coarse filter was installed and it lasted 14 days.

What is the allowable level of suspended solids in Florida drinking water? Is it on a wet basis or a dry basis?

Another issue is the chlorine level. At times the water reeks of chlorine (too much) and other times none can be detected (too little)

Another issue has been the water pressure which broke pipes and fixtures..

Most utilities are guaranteed a 6-8% ROI. I assume that is the target here.

This has been a sloppy operation and I could not suggest anyone drink the water. Until some confidence is seen in making a quality drinking water I cannot see paying for quality seen to date.