

Sandra Soto

From: Sandra Soto on behalf of Records Clerk
Sent: Monday, August 06, 2018 12:12 PM
To: 'Paul Brand'
Cc: Consumer Contact
Subject: RE: COUNTRY WALK UTILITIES COMMENTS

Good morning Mr. Brand,

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
(850) 413-6010

From: Paul Brand [<mailto:plb2280@gmail.com>]
Sent: Saturday, August 04, 2018 12:53 PM
To: Arthur Ballard
Cc: Records Clerk; Linda Burkell; Vic Budd; Lorraine Knox; Sue Sylvester; Barry
Subject: Re: COUNTRY WALK UTILITIES COMMENTS

Linda, since Sue is away, would you please include this letter from Art. He asks very, very important questions.

Thank you,

Paul

On Fri, Aug 3, 2018 at 6:48 PM, Arthur Ballard <ballard.arthur@yahoo.com> wrote:
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.