

State of Florida



Public Service Commission

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

-M-E-M-O-R-A-N-D-U-M-

DATE: October 30, 2019

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Emily Knoblauch, Engineering Specialist II, Division of Engineering *EX EK*

RE: Docket No. 20190031 – WU – Application for increase in water rates in Highlands County by Placid Lakes Utilities, Inc.

Please file the attached email communications between staff and the Department of Environmental Protection, in the above mentioned docket file.

Thank you.

EK/jp

Attachment

Joann Parsons

Subject: FW: Placid Lakes Utilities, Inc. (PWS #6280223) - Complaints

From: Shakar, Jamie [<mailto:Jamie.Shakar@dep.state.fl.us>]
Sent: Thursday, October 24, 2019 10:03 AM
To: Emily Knoblauch
Cc: Synatschk, Joni
Subject: FW: Placid Lakes Utilities, Inc. (PWS #6280223) - Complaints

Emily,

This is the information requested about Placid Lakes Utilities, Inc. (PWS #: 6280223).

2/26/2019: CUSTOMER IS CONCERNED ABOUT TASTE & ODOR AND BLACK RINGS IN TOILET AND LACK OF FLUSHING WANTED TO KNOW WHAT DEP IS DOING AND WHEN WILL PROBLEMS BE FIXED

5/23/2018: COMPLAINTANT WANTED TO KNOW LATEST THM/HAA5 RESULTS STATED THAT HE BELIEVES LP WATER IS DANGEROUS

3/15/2018: WATER SMELLS AND TASTES HORRIBLE, STAINED WHITE CONTAINER & LEFT BROWN RESIDUE

4/20/2017: POOL SERVICE PERSON INFORMING RESIDENTS THAT THEIR PHOSPHATE IN THEIR DRINKING WATER WAS ABOVE 1000 PPM STAN TESTED POE & 111 LIME AVE 4/21/17 BOTH TESTED <0.5 MG/L PO4 POOL TECH WAS READING HIS METER IN PPB NOT PPM

The facility has had Disinfection Byproducts exceedances and one MCL violation in the past. The Department and facility entered into a consent order to address the Disinfection Byproducts. The facility installed a hydrogen peroxide treatment system and it was cleared on November 2018. Since the treatment system has come online, the facility has come off of quarterly monitoring for disinfect byproducts.

Thank you



Jamie Shakar
Source and Drinking Water
Environmental Administrator
Florida Department of Environmental Protection
Division - Tallahassee
Jamie.shakar@floridadep.gov
Office: 850-245-8626

From: Synatschk, Joni <Joni.Synatschk@FloridaDEP.gov>
Sent: Wednesday, October 23, 2019 10:34 AM
To: Shakar, Jamie <Jamie.Shakar@dep.state.fl.us>
Subject: Fwd: Placid Lakes Utilities, Inc. (PWS #6280223) - Complaints

Jamie please determine which office to send this request to. The office can respond back to Emily and copy us.

Joni Synatschk, MPH, CPM
Program Administrator
Drinking Water-Aquifer Protection-Operator Certification
Division of Water Resource Management
Florida Department of Environmental Protection
Bob Martinez Center, Room 572C-2
2600 Blair Stone Road, MS 3500
Tallahassee, FL, 32399-2400
Joni.Synatschk@dep.state.fl.us
(850) 245-8599 office

From: Emily Knoblauch <eknoblau@psc.state.fl.us>
Sent: Wednesday, October 23, 2019 9:22:40 AM
To: Synatschk, Joni <Joni.Synatschk@FloridaDEP.gov>
Subject: Placid Lakes Utilities, Inc. (PWS #6280223) - Complaints

Good morning, Joni,

PSC staff is processing a rate case for Placid Lakes Utilities, Inc. (PWS #: 6280223). Have there been any complaints received by DEP for the period of January 2014 through the present? If so, would it be possible to get the complaint files or a summary of the complaints?

Thank you for your consideration,

Emily Knoblauch
Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
eknoblau@psc.state.fl.us

