

THE WOODS UTILITY COMPANY

CORRESPONDENCE
12/4/2019
DOCUMENT NO. 11208-2019

December 4, 2019

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20190125-WS - Application for staff-assisted rate case in Sumter County by The Woods Utility Company – Response to Customer Comment

Dear Commission Clerk:

The Woods Utility Company (The Woods) submits its response to Ms. Urduja S. De La Cueva comments. The Woods has been working with Ms. De La Cueva over the past year on her complaints. The Woods has issued credits for eight (8) months of water and wastewater usage charges in response to her concerns. On her latest e-mail regarding water quality on November 26, 2019, The Woods dispatched a service technician to her residence. The technician took two samples on each side of the street at her residence and the water was clear. The utility also previously responded to the customer's complaint on October 10, 2019 and also took water samples at (a) after the filter, (b) after the hydro tank, and (c) in the distribution system 5 doors down from this customer's house. Again all samples were clear. All responses and pictures are attached to this response.

Since the filtration system was installed the water leaving the treatment plant has been clear. The utility also installed orthophosphate (Aqua Gold) at the plant which also assists in coating the distribution lines. This installation was paid for and subsidized by U.S. Water Services Corporation at no cost to the utility and was not invoiced to The Woods. In addition, The Woods installed five (5) automatic flushers throughout its distribution system. These installations were also paid for and subsidized by U.S. Water Services Corporation at no cost to the utility and were also not invoiced to The Woods. Since the installation of these auto flushers the water has been clear.

However, on November 19th and 20th, The Woods began getting calls from several customers in the subdivision. In response, the operator discovered that the air compressor was left on which caused significant air in the water. The air caused the distribution lines to get scoured and also disturbed the sedimentation in the mains. In response, The Woods conducted a manual flushing of the entire distribution system on November 20th and 21st. This emergency flushing successfully removed the sedimentation and residual iron from the lines and again the water became clear.

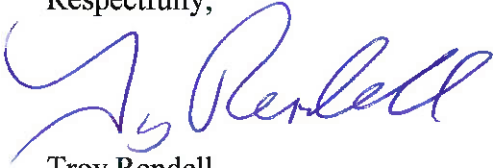
Attached are the e-mail correspondence relating to these events.

4939 Cross Bayou Blvd., New Port Richey, FL 34652 – Tel: (866) 753-8292 Fax: (727) 848-7701

The Woods Utility Company
Staff Assisted Rate Case

If you have any questions, please do not hesitate to contact me at (727) 848-8292, ext. 245.

Respectfully,



Troy Rendell
Vice President
Investor Owned Utilities
// for The Woods Utility Company

Account 54800045
Urduja De La Cueva

<u>Bill Date</u>	<u>Period</u>	<u>Gallons</u>	<u>Gallonage</u> <u>charge</u>
7/16/2019	06/06 - 07/05		
	Water	2	13.04
	Wastewater	2	18.06
8/16/2019	07/05 - 08/05		
	Water	2	13.16
	Wastewater	2	18.24

Adjustments

8/6/2019	water	3	-19.74
	wastewater	3	-27.36

<u>Bill Date</u>	<u>Period</u>	<u>Gallons</u>	<u>Gallonage</u> <u>charge</u>
9/16/2019	08/05 - 09/03	3	19.74
		3	27.36

Adjustments

9/24/2019	water	3	-19.74
	wastewater	3	-27.36

<u>Bill Date</u>	<u>Period</u>	<u>Gallons</u>	<u>Gallonage</u> <u>charge</u>
11/15/2019	10/15/2019		
	water	2	13.16
	wastewater	2	18.24

Adjustments

10/21/2019	water	3	-13.16
	wastewater	3	-18.24

Billing History Report

Name URDUJA DE LA CUEVA
Account# 54800045
Service Type Water at Service Location 11587 COUNTY ROAD 675 W
From: 11/01/2018
To: 11/19/2019

Bill Date	Bill Days	Consumption	Total Charges
11/13/2018	33	2.0000	31.68
12/13/2018	30	1.0000	25.22
01/14/2019	32	1.0000	25.22
02/14/2019	30	1.0000	25.22
03/14/2019	28	2.0000	31.68
04/15/2019	29	2.0000	31.68
05/15/2019	32	2.0000	31.68
06/17/2019	30	2.0000	31.68
07/16/2019	11	1.0000	13.24
07/16/2019	18	1.0000	17.89
08/16/2019	31	2.0000	32.27
09/16/2019	29	3.0000	38.85
09/24/2019	0	0.0000	-19.74
10/15/2019	29	2.0000	32.27
10/21/2019	0	0.0000	-13.16
11/15/2019	0	0.0000	-5.17
11/15/2019	30	2.0000	32.27
Totals	392	24.0000	362.78
Averages		1.6000	24.19



Account Transaction Summary Select
54800045, URDUJA DE LA CUEVA - US Water Services Corporation

System Functions
Jump To...



Starts With Filter Clear

showing 1 - 15 of 75 | Next Quick Jump: All

showing 1 - 15 of 75 |

Return Refresh View Aging View Billing History Report View All Billing Details Transfer Balance

Adjust

Account	Service	Credit Rating	Locations	Landlord Services	Service Orders	Meters	Transactions	Fixed Charge	Adjustments	Fees	Payment Arrangement	Activity Log	Add. Delivery Method	Collections	Bill Message	Attribute	Attachment	Cl
Entered Date	Effective Date	Finalized Date	Transaction	Due Date	Amount	Balance	Drill Down						View Statement	Bill History	Edit	Delete	Pl	
<input type="checkbox"/>	11/12/2019	11/15/2019	11/14/2019	Bill	12/05/2019	88.98	151.73	Drill Down					View Statement	View Bill History Details				
<input type="checkbox"/>	10/25/2019	10/25/2019	10/25/2019	Payment		-57.58	62.75	Drill Down			View Payment Details							
<input type="checkbox"/>	10/21/2019	10/21/2019	10/21/2019	Adjustment		-18.24	120.33	Drill Down										
<input type="checkbox"/>	10/21/2019	10/21/2019	10/21/2019	Adjustment		-13.16	138.57	Drill Down										
<input type="checkbox"/>	10/10/2019	10/15/2019	10/11/2019	Bill	11/04/2019	94.15	151.73	Drill Down					View Statement	View Bill History Details				
<input type="checkbox"/>	09/24/2019	09/24/2019	09/24/2019	Adjustment		-19.74	57.58	Drill Down										
<input type="checkbox"/>	09/24/2019	09/24/2019	09/24/2019	Adjustment		-27.36	77.32	Drill Down										
<input type="checkbox"/>	09/11/2019	09/16/2019	09/13/2019	Bill	10/06/2019	104.68	104.68	Drill Down					View Statement	View Bill History Details				
<input type="checkbox"/>	08/26/2019	08/26/2019	08/26/2019	Payment		-41.88	0.00	Drill Down			View Payment Details							
<input type="checkbox"/>	08/13/2019	08/16/2019	08/15/2019	Bill	09/05/2019	88.98	41.88	Drill Down					View Statement	View Bill History Details				
<input type="checkbox"/>	08/06/2019	08/06/2019	08/06/2019	Adjustment		-27.36	-47.10	Drill Down										
<input type="checkbox"/>	08/06/2019	08/06/2019	08/06/2019	Adjustment		-19.74	-19.74	Drill Down										
<input type="checkbox"/>	07/26/2019	07/26/2019	07/26/2019	Payment		-84.52	0.00	Drill Down			View Payment Details							
<input type="checkbox"/>	07/11/2019	07/16/2019	07/15/2019	Bill	08/05/2019	84.52	84.52	Drill Down					View Statement	View Bill History Details				
<input type="checkbox"/>	07/01/2019	07/01/2019	07/01/2019	Payment		-84.28	0.00	Drill Down			View Payment Details							

Return Refresh View Aging View Billing History Report View All Billing Details Transfer Balance

Adjust

showing 1 - 15 of 75 | Next

showing 1 - 15 of 75 |

1 Move To Top Of The Page 1

User: Troy Rendell

[Go To eSupport](#)

Last Login: 10/31/2019 09:46 AM

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The Woods Utility Co

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number 54800045
Bill Date 07/16/2019
Due Date 08/05/2019
Total Amount Due \$84.52

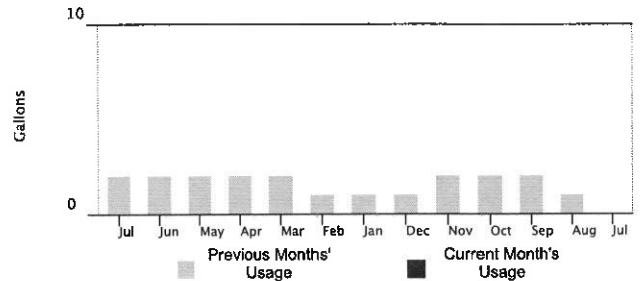
For Service To:
11587 COUNTY ROAD 675 W

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	06/06/2019	29	238 Actual	238	TGAL
	07/05/2019		240 Actual	240	
	Total Days:	29		Total Usage: 2	TGAL

\$ Billing Detail

Amount Owed From Last Bill	\$84.28
Adjustments	\$0.00
Total Payments Received	\$84.28
Prior Balance	\$0.00
New Charges	
Base Charge.....	\$11.31
Water 1 @ 6.580000.....	\$6.58
Base Charge.....	\$6.78
Water 1 @ 6.460000.....	\$6.46
Total Water 2 TGAL Charges	\$31.13
Base Charge.....	\$22.77
Sewer 1 @ 9.120000.....	\$9.12
Base Charge.....	\$12.56
Sewer 1 @ 8.940000.....	\$8.94
Total Sewer Charges	\$53.39
Total Current Charges	\$84.52
Total Amount Due 08/05/2019.....	\$84.52

Water Use History



Message Center

- View The Woods 2018 Water Quality Report at: mywaterservice.com/thewoods2018 The report contains important information about the source and quality of your drinking water. We detected 12 contaminants, none above EPA acceptable level for drinking water. If you prefer a copy mailed to you please call 866 753 8292 or check the box on the back of your payment stub.
- Your statement reflects all payments received and posted through July 3, 2019. Any payments posted after that date will be reflected on your next statement.
- Please make checks payable to The Woods Utility Co. and include your account number on check.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will apply.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054800045 0008452

Make Checks Payable To:

The Woods Utility Co
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 54800045 11587 COUNTY ROAD 675 W

Amount Due by 08/05/2019	\$84.52
Amount Enclosed: \$	

URDUJA DE LA CUEVA
11587 CR 675W
WEBSTER FL 33597

The Woods Utility Co
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



The Woods Utility Co

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: 1-888-228-2134

Account Number 54800045
Bill Date 08/16/2019
Due Date 09/05/2019
Total Amount Due \$41.88

For Service To:
11587 COUNTY ROAD 675 W

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	07/05/2019	31	240 Actual	240	TGAL
	08/05/2019		242 Actual	242	
	Total Days:	31	Total Usage:	2	TGAL

\$ Billing Detail

Amount Owed From Last Bill \$84.52
Adjustments - \$0.00
Total Payments Received \$84.52
Prior Balance - \$47.10

New Charges

Base Charge..... \$19.11
Water 2 @ 6.580000..... \$13.16

Total Water 2 TGAL Charges \$32.27

Base Charge..... \$38.47
Sewer 2 @ 9.120000..... \$18.24

Total Sewer Charges \$56.71

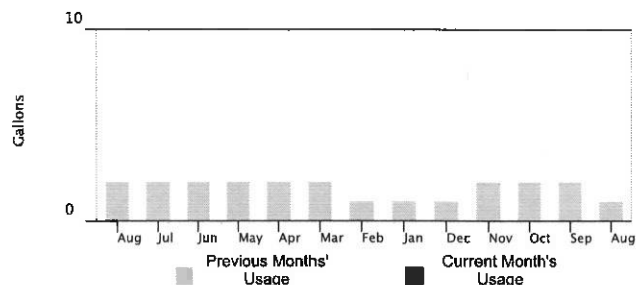
TWUC - Water Res Adj..... \$19.74
TWUC - Sewer Res Adj..... - \$27.36

Total Other Charges and Services -\$47.10

Total Current Charges \$88.98

Total Amount Due 09/05/2019..... \$41.88

Water Use History



Message Center

- View The Woods 2018 Water Quality Report at: mywaterservice.com/thewoods2018 The report contains important information about the source and quality of your drinking water. We detected 12 contaminants, none above EPA acceptable level for drinking water. If you prefer a copy mailed to you please call 866 753 8292 or check the box on the back of your payment stub.
- Your statement reflects all payments received and posted through August 12, 2019. Any payments posted after that date will be reflected on your next statement.
- Please make checks payable to The Woods Utility Co. and include your account number on check.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will apply.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054800045 0004188

Make Checks Payable To:

The Woods Utility Co
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 54800045 11587 COUNTY ROAD 675 W

Amount Due by 09/05/2019 **\$41.88**

Amount Enclosed: \$

URDUJA DE LA CUEVA
11587 CR 675W
WEBSTER FL 33597



The Woods Utility Co
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

The Woods Utility Co

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer service number: **1-888-228-2134**

Account Number 54800045
Bill Date 09/16/2019
Due Date 10/06/2019
Total Amount Due \$104.68

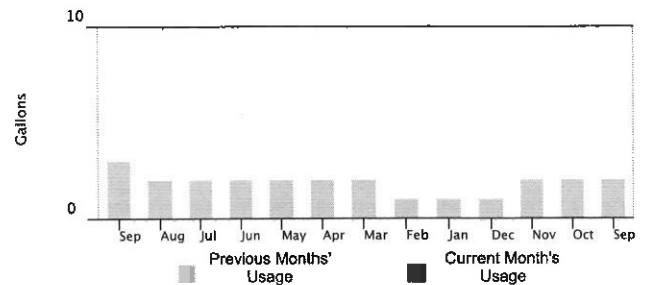
For Service To:
11587 COUNTY ROAD 675 W

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	08/05/2019	29	242 Actual	242	TGAL
	09/03/2019		245 Actual	245	
	Total Days:	29		Total Usage:	3 TGAL

\$ Billing Detail

Amount Owed From Last Bill	\$41.88
Adjustments	\$0.00
Total Payments Received	\$41.88
Prior Balance	\$0.00
New Charges	
Base Charge.....	\$19.11
Water 3 @ 6.580000.....	\$19.74
Total Water 3 TGAL Charges	\$38.85
Base Charge.....	\$38.47
Sewer 3 @ 9.120000.....	\$27.36
Total Sewer Charges	\$65.83
Total Current Charges	\$104.68
Total Amount Due 10/06/2019.....	\$104.68

Water Use History



Message Center

- Your statement reflects all payments received and posted through September 6, 2019. Any payments posted after that date will be reflected on your next statement.
- Please make checks payable to The Woods Utility Co. and include your account number on check.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will apply.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054800045 0010468

Make Checks Payable To:

The Woods Utility Co
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 54800045 11587 COUNTY ROAD 675 W

Amount Due by 10/06/2019	\$104.68
Amount Enclosed: \$	

URDUJA DE LA CUEVA
11587 CR 675W
WEBSTER FL 33597



The Woods Utility Co
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245

The Woods Utility Co

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number 54800045
Bill Date 10/15/2019
Due Date 11/04/2019
Total Amount Due \$151.73

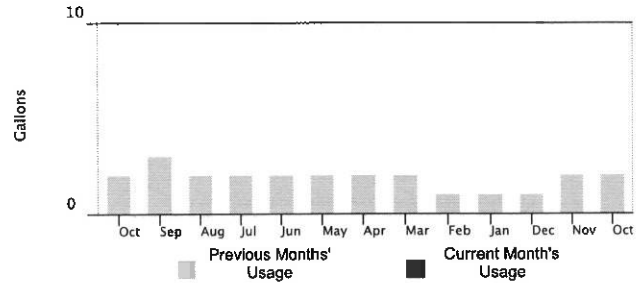
For Service To:
11587 COUNTY ROAD 675 W

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	09/03/2019	29	245 Actual	245	TGAL
	10/02/2019		247 Actual	247	
	Total Days:	29		Total Usage:	2 TGAL

\$ Billing Detail

Amount Owed From Last Bill	\$104.68
Adjustments	- \$0.00
Total Payments Received	\$0.00
Prior Balance	\$57.58
New Charges	
Base Charge.....	\$19.11
Water 2 @ 6.580000.....	\$13.16
Total Water 2 TGAL Charges	\$32.27
Base Charge.....	\$38.47
Sewer 2 @ 9.120000.....	\$18.24
Total Sewer Charges	\$56.71
TWUC - Late Fee.....	\$5.17
TWUC - Sewer Res Adj.....	- \$27.36
TWUC - Water Res Adj.....	- \$19.74
Total Other Charges and Services	-\$41.93
Total Current Charges	\$94.15
Total Amount Due 11/04/2019.....	\$151.73

Water Use History



Message Center

- Your statement reflects all payments received and posted through October 9, 2019. Any payments posted after that date will be reflected on your next statement.
- Please make checks payable to The Woods Utility Co. and include your account number on check.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will apply.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054800045 0015173

Make Checks Payable To:

The Woods Utility Co
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address
correction or message. Please
print on reverse side.
Acct#: 54800045 11587 COUNTY
ROAD 675 W

Amount Due by 11/04/2019 **\$151.73**

Amount Enclosed: \$

URDUJA DE LA CUEVA
11587 CR 675W
WEBSTER FL 33597

The Woods Utility Co
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



The Woods Utility Co

USW Utility Billing Center

P.O. Box 151245
Cape Coral, FL 33915

If you have any questions please contact our customer
service number: 1-888-228-2134

Account Number 54800045
Bill Date 11/15/2019
Due Date 12/05/2019
Total Amount Due \$151.73

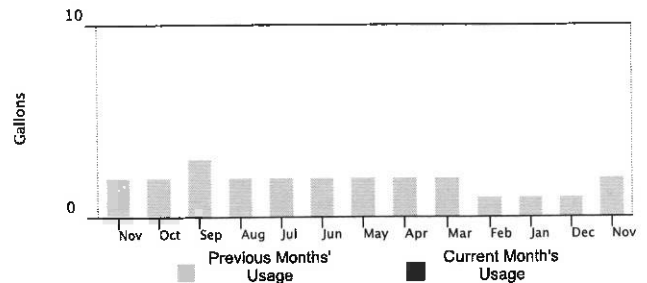
For Service To:
11587 COUNTY ROAD 675 W

Usage Data	Billing Period	Days	Meter Readings	Usage	Units
	10/02/2019	30	247 Actual	247	TGAL
	11/01/2019		249 Actual	249	
	Total Days:		30	Total Usage:	2 TGAL

Billing Detail

Amount Owed From Last Bill	\$151.73
Adjustments	\$0.00
Total Payments Received	\$57.58
Prior Balance	\$62.75
New Charges	
Base Charge.....	\$19.11
Water 2 @ 6.580000.....	\$13.16
Total Water 2 TGAL Charges	\$32.27
Base Charge.....	\$38.47
Sewer 2 @ 9.120000.....	\$18.24
Total Sewer Charges	\$56.71
TWUC - Late Fee.....	-\$5.17
TWUC - Late Fee.....	-\$5.17
TWUC - Water Res Adj.....	-\$13.16
TWUC - Sewer Res Adj.....	-\$18.24
Total Other Charges and Services	-\$31.40
Total Current Charges	\$88.98
Total Amount Due 12/05/2019.....	\$151.73

Water Use History



Message Center

- Your statement reflects all payments received and posted through November 13, 2019. Any payments posted after that date will be reflected on your next statement.
- Please make checks payable to The Woods Utility Co. and include your account number on check.
- Pay by phone, call 1-844-500-7358.
- Pay your bill online. Visit www.mywaterservice.com to pay by credit card. A \$2.60 service fee will apply.

Please detach along perforation and return this portion with your payment. Keep top portion for your records.

054800045 0015173

Make Checks Payable To:

The Woods Utility Co
Billing & Payment Processing Center
P.O. Box 151245
Cape Coral, FL 33915-1245

Check this box for address correction or message. Please print on reverse side.
Acct#: 54800045 11587 COUNTY ROAD 675 W

Amount Due by 12/05/2019 **\$151.73**

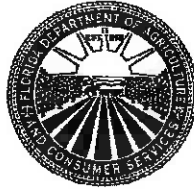
Amount Enclosed: \$

URDUJA DE LA CUEVA
11587 CR 675W
WEBSTER FL 33597

The Woods Utility Co
C/O US WATER
P.O. BOX 151245
CAPE CORAL, FL 33915-1245



DIVISION OF CONSUMER SERVICES
(850) 410-3800



THE RHODES BUILDING
2005 APALACHEE PARKWAY
TALLAHASSEE, FLORIDA 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
COMMISSIONER NICOLE "NIKKI" FRIED

September 6, 2019

Refer To: 1908-31707 / AC

US WATER SERVICES CORP
4939 CROSS BAYOU BLVD
NEW PORT RICHEY, FL 34652-3434

BUSINESS RESPONSE FORM

Complaint of: URDUJA S DELACUEVA

Corporate/Legal Name:

The Woods Utility Company

Fictitious/DBA Name:

N/A

Registration/License Number (if applicable):

FPSC Certificate 507-W

Email Address:

trendell@uswatercorp.net

Website:

www.mywaterservice.com

Telephone:

(727) 848-8292 ext. 245

Fax:

(727) 848-7701

Name of Owner:

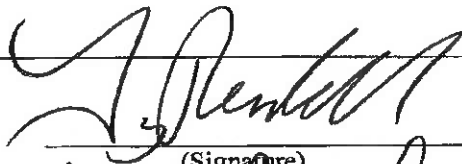
Gary Deemer

Please state your position relative to the complaint. (Attached additional sheets as needed.)

see attached letter

Please return completed form to:

FDACS - CONSUMER SERVICES
2005 APALACHEE PKWY
TALLAHASSEE FL 32399-6500



(Signature)

Vice President

(Title)

9-18-19

(Date)

THE WOODS UTILITY COMPANY

September 18, 2019

Anna Clayton
FDACS – Consumer Services
2005 Apalachee Pkwy
Tallahassee, FL 32399-6500

RE: 1908-31707 / AC

Dear Ms. Clayton,

The Woods Utility Company (The Woods) is a private investor owned water and wastewater utility that is regulated by the Florida Public Service Commission (FPSC). Pursuant to Section 367.011, Florida Statutes, the FPSC has exclusive jurisdiction over each utility with respect to its authority, service, and rates. Ms. Delacueva has filed several complaints with the FPSC, in which The Woods has provides numerous responses to. To date, the FPSC Consumer Affairs division has documented the responses and closed the complaint. The Woods is also regulated by the Florida Department of Environmental Protection (FDEP). The FDEP is aware of the situation in The Woods and has recently conducted an sanitary survey inspection. The FDEP has determined that The Woods is in compliance and has taken every necessary action to address the water quality issues.

Water Quality

The water issues historically experienced is due to several factors. This issue has existed since the original water utility was first placed into service. The raw water source for The Woods' water system contains naturally occurring constituent of iron (Fe), total dissolved solids (TDS), and total organic carbon (TOC), which at times can cause undesirable color and taste. The Woods' water treatment plant (WTP) previously utilized a sand filtration (Filter-Ag media) to remove iron from the well water. This system was installed by the previous owner of the utility, prior to The Woods acquiring the utility system. This previous treatment system required oxidation of the iron by utilizing free chlorine prior to filtration. In addition, to ensure proper treatment, the filters had to be backwashed to remove the iron build-up in the sand media. In order to address the water quality concerns and maintain the minimum chlorine residual in the distribution system, The Woods utilizes flushing of the distribution systems to maintain water quality. Due to the naturally occurring high iron content in the wells, the water

also had to be circulated in the distribution system to maintain the proper chlorine residual as required by the FDEP.

The use of free chlorine to oxidize the iron in the ground water caused The Woods to exceed the maximum contaminant levels (MCL) for Total Trihalomethanes (TTHMs) and Haloacetic Acids (HAA5s). The FDEP requires disinfection of drinking water to inactivate possible pathogens, because the health benefits of disinfection far outweigh its risks. However, when used in the treatment of drinking water, some disinfectants combine with organic and inorganic matter present in the water to form chemicals called disinfection byproducts (DBPs). This water system historically experienced exceedances of these DBPs dating back to 2007 under the previous owner.

The water treatment modifications permitted and constructed in 2007 under the former owner to reduce the disinfectant byproducts were not successful in reducing the disinfectant byproducts below required maximum contaminant levels. Additionally, subsequent operational adjustments to reduce bypassing of iron oxide added to the disinfectant byproducts exceedances.

Due to these exceedances, The Woods entered into a Consent Order with FDEP to address these issues. The Woods recently completed installing the necessary modifications to the existing water treatment plant in order to address these concerns pursuant to the Consent Order. These modifications include:

- 1) Installation of a 3" turbine flow meter at the well head to monitor the raw water production and filtered water quantities.
- 2) Installation of the proposed injection point and stenner series 85MHP chemical feed relocated filters.
- 3) Modification of the piping to relocate the iron filters prior to the ground storage tank as depicted by the attached site plans.
- 4) Replacement of the Filter-Ag media with GreensandPlus within the existing three pressurized filters specifically designed for the removal of iron prior to the ground storage tank;
- 5) Addition of a second high service pump also rated for 100 GPM at TDH of 135 feet; and
- 6) Relocation of mag-meter to plant effluent line, and Post-Chlorination system at the high service pumps.

Under the Consent Order, The Woods installed the necessary water treatment equipment to address the iron removal and the exceedance of the DBP. The previous Filter-Ag media was previously selected by the former owner for iron removal. However, this sand media is not manufactured specifically with the intent to remove iron. The replacement media GreensandPlus is specifically designed, and manufactured for the removal of soluble iron, manganese, hydrogen sulfide, arsenic and radium from groundwater supplies. On March 19, 2018, The Woods received its construction permit from the FDEP to proceed with the water treatment plant modifications. Under the existing FDEP Consent Order, The Woods had 365 days to complete the agreed upon plant modifications. The Woods received its Final Clearance from FDEP on February 7, 2019 and the system is currently operational.

This new treatment has already significantly improved the water being provided to the customers. The treated water leaving the water treatment plant is clear, odorless, and has had the soluble iron removed. However, although the iron is now being removed at the source (treatment plant), there may still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – again prior to the installation of the new treatment process being placed into service. It will take time for these residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process once the new system is operational. This will not be instantaneous.

The Woods re-evaluated its flushing plan in order to efficiently flush the distribution system. The utility recently installed five (5) automatic flushers throughout its distribution system. Recently, on July 9, 2019, The Woods conducted a system wide uni-directional flushing of the distribution system. This system-wide flush removed a significant amount of residual iron and sediment throughout the system. The utility is now relying on the recently installed auto-flushers to continually flush the distribution system. Again, the water leaving the treatment plant is clear and odorless.

Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the FDEP as a common utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, The Woods may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally

September 18, 2019

occurring minerals in the distribution system and did not provide a solution to the source of supply.

In addition, The Woods has recently made the addition of a sequesterant that also coats the water lines as an additional effort to address the residual iron that remains in the system. The Woods received clearance from the FDEP to begin utilizing an orthophosphate blend to sequester the iron residuals in the lines as well as coat the inside of the distribution piping. This new Orthophosphate treatment began operation on Friday, August 16, 2019. This will take time to evenly distribute throughout the distribution system. This will also assist in the removal of residuals and coating of the customer's piping, both from the utility's meter up to the residence and also inside the customers' homes. Again, this will take time. Flushing of customers' homes and hot water heaters will assist in this process.

The Woods is still monitoring both the auto-flushers as well as the injection of the Orthophosphate blend in order to maximize the efficiencies of both the flushing process, as well as the sequestration process. This is an ongoing process.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell
Vice President
Investor Owned Utilities
/// For The Woods Utility Company

THE WOODS UTILITY COMPANY

June 22, 2018

Urduja De La Cueva
P.O. Box 9352
Tampa, FL 33674

RE: FPSC Request No. 1313919W
11587 CR 675W, Webster, FL
Account 5480045

Dear Ms. De La Cueva,

I'm writing you concerning the Florida Public Service Commission (FPSC) Request No. 1313919W. As you are aware, I previously responded to Request No. 1280903W on June 22, 2018. I'm providing an update from that previous response.

In your request, you again expressed concerns over the water quality at The Woods Utility Company (The Woods), as well as the rates and charges. I'll address each concern separately.

Water Quality

As previously stated in my June 22, 2018 letter, The Woods was under a Consent Order with the Department of Environmental Protection (FDEP) to make modifications to the existing water treatment plant, specifically to the filtration. This has been completed on a Final Clearance was received on February 7, 2019.

This new treatment has already significantly improved the water being provided to the customers. The treated water leaving the water treatment plant is clear, odorless, and has had the soluble iron removed. However, although the iron is now being removed at the source (treatment plant), there may still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – again prior to the installation of the new treatment process being placed into service. It will take time for these residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process once the new system is operational. This will not be instantaneous.

The Woods re-evaluated its flushing plan in order to efficiently flush the distribution system. The utility recently installed five (5) automatic flushers throughout its distribution system. Recently, on July 9, 2019, The Woods conducted a system wide uni-directional flushing of the distribution system. This system-wide flush removed a significant amount of residual iron and sediment throughout the system.

Page 2 of 2
Ms. De La Cueva
July 24, 2019

The utility is now relying on the recently installed auto-flushers to continually flush the distribution system. Again, the water leaving the treatment plant is clear and odorless.

Flushing is recognized as a normal maintenance practice of utilities to address water quality concerns throughout distribution systems in the United States. This is also recognized by the FDEP as a common utility practice to address distribution system maintenance. Flushing is the most common and cost effective method of mitigation for this phenomenon. It is accomplished by flushing of the distribution system through blow-offs at dead ends or from flushing hydrants. In addition to regular flushing, upon complaints from specific areas, The Woods may institute some emergency flushing that can provide immediate relief. Although flushing is the most immediate response to these issues, it only scours the build-up of naturally occurring minerals in the distribution system and did not provide a solution to the source of supply.

In addition, The Woods is proceeding to add a sequesterant that also coats the water lines as an additional effort to address the residual iron that remains in the system. The utility is moving forward with permitting with the FDEP.

Billing Concerns

You have previously sent numerous e-mails to me in the past concerning the rates charged. See attached e-mails dated January 11, 2019, February 21, 2019 and February 25, 2019. As I've previously explained, the customers of The Woods are not renting the lines. The water mains and distribution lines from the water plant up to the customers' meters are owned by the utility. Again, not past the meter. The rates paid are established by the FPSC and cover all prudent and reasonable costs to produce, treat, and deliver the water to the water meters.

The utility is required to charge the rates prescribed in its FPSC approved tariffs pursuant to Section 367.091, Florida Statutes. There are fixed base facility charges for both water and wastewater, regardless of any usage. I've attached the current approved tariffs for your convenience.

If you have any questions or concerns please contact me at (727) 848-8292 ext. 245. Thank you

Sincerely,



Troy Rendell
Vice President
Investor Owned Utilities
/// For The Woods Utility Company



FLORIDA DEPARTMENT OF Environmental Protection

CENTRAL DISTRICT OFFICE
3319 MAGUIRE BLVD., SUITE 232
ORLANDO, FLORIDA 32803

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Noah Valenstein
Secretary

POTABLE WATER CLEARANCE – TOTAL

February 7, 2019

Gary Deremer, President
The Woods Utility Company
4939 Cross Bayou Boulevard
New Port Richey, FL 34652
gderemer@uswatercorp.net

Clearance Type: Total
Sumter County
Permit Number: 0278566-002-WC
PWS Name: US Water Services Corporation
PWS ID: 6600347

Project Name: The Woods Utility Company Water Treatment Plant (WTP) Modifications
Project Location: The Woods Utility Company WTP is located at 11479 County Road 678, inn
Webster, Florida

Dear Mr. Deremer:

This letter acknowledges receipt of the certification, dated January 23, 2019, for the subject water treatment plant modification. The submitted information demonstrates the water treatment plant modification has been constructed in accordance with the FDEP Permit Number above and related plans and materials and that satisfactory pressure and bacteriological tests were conducted in accordance with the AWWA standards. Based on the certification and satisfactory bacteriological results, the Department is clearing the system for service.

Constructed components included the following:

1. Replaced the existing sand filters (Filter-Ag media) by green sand filters (Greens and Plus) specifically designed for the removal of iron prior to the ground storage tank. The existing filter vessels and control heads are to be utilized and retrofitted with Greens and Plus by the filter vendor. The filters are to be re-piped to the head of the treatment. Regeneration of Greens and Plus using potassium permanganate will be continuous at the proposed chemical injection location at the well head. The removal of iron at the beginning of the treatment process is expected to reduce the chlorine demand as well the iron oxide accumulation in the ground storage tank (GST).

The mode of operation for the filters will be exactly as previously utilized. Three 30-inch diameter filters will be utilized, with one out of service for backwashing. Each filter can treat 25 gallons per minute (GPM) at 5 GPM per square foot (sq. ft.). The well is to be throttled back to 50 GPM as necessary. The filters changeover is based on the amount of total water treated but can also be operated by a timer if necessary. Each filter unit backwashing will be done once every three days (one filter backwashed each day). The backwash cycle is 14 minutes with a 6-minute rinse. The backwash and rinse will continue to be routed to the wastewater collection system. **No industrial waste permit was required as the low quantity of the effluent has not had historical negative impacts on the wastewater treatment plant.**

2. Potassium permanganate chemical injection point and installation of Stenner Series 85MHP chemical feed pump for potassium permanganate injection at the well head prior to the re-piped/relocated filters is constructed.
3. Installation of a 3-inch turbine flow meter and associated valves at the well head to monitor the raw water production and filtered water quantities. The water production will be throttled to match the design capacity of the iron filters and associated potassium permanganate injection pumps.
4. Piping modifications to relocate the iron filters prior to the ground storage tank. To relocate the filters a 3-inch schedule 40 PVC site piping is constructed from the well to the relocated filters with proposed Greensand media. The relocation of the iron filters closer to the water source will result in decreased demand for chlorine and decrease maintenance in terms of removing the iron precipitation within the storage tank.
5. Addition of a second 5 HP high service Franklin, Model No. FTB5C1 pump with a rated capacity of 100 GPM at 135 feet TD, with a new alternating control panel to provide added reliability.
6. Relocation of the post-chlorine injection point at the high service pump discharge pipe, before the 2,500-gallon (Gal)hydropneumatic tank. The existing pre-chlorine injection point on the riser pipe to the aeration trays will continue to be utilized to preclude the growth of algae in the GST. The post-chlorination or primary disinfectant feed system will be flow paced to the relocated mag-meter on the treatment effluent line. The relocation of the primary disinfectant feed location after the GST will reduce the chlorine contact time and which will eventually reduce DBPs.
7. Relocation of the mag-meter to the plant effluent line.

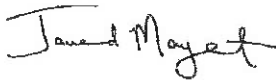
WTP modifications rated design capacity of the plant will be 63,500 gallons per day (GPD) The plant will have an onsite media regeneration for removal of secondary contaminant (iron), an ion exchange removal of a secondary contaminant (iron), hypo chlorination and aeration. The Woods Utility Company WTP will be reclassified as Category IV Class D (for a plant capacity less than 0.1 MGD). Accordingly, staffing will be by Class D or higher operator, 3 visits per week on nonconsecutive days for a total of 0.6 hour/week. The lead chief operator must be Class D or higher.

Any change in staffing as per the Rule will be considered by the Department when a request is submitted by the permittee after clearance, substantiated by relevant mitigating conditions for DEP approval and in accordance with Rule 62-699 F.A.C.

The Woods Utility Company
Page 2 of 2
February 7, 2019

If you have any questions or comments regarding this total clearance, please contact Javed Mayet by telephone at 407-897-4128 or by e-mail at Javed.Mayet@dep.state.fl.us.

Sincerely,



Javed Mayet, P.E.
Engineering Specialist
Florida Department of Environmental Protection

cc: Mohammed Y. Kader, P.E., US Water Services Corporation, mkader@uswatercorp.net
Rebecca Bowden, Jason Seyfert, Reggie Phillips, Jill Farris, Javed Mayet, Pamala Yates, FDEP

RESIDENTIAL SERVICE

RATE SCHEDULE (RS)

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water and irrigation service for all purposes in private residences and individually metered apartment units.
- LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Monthly

RATE -

<u>Meter Sizes</u>	<u>Base Facility Charge</u>	
5/8" x 3/4"	\$	19.11
3/4"	\$	28.67
1"	\$	47.78
1 1/2"	\$	95.55
2"	\$	152.88
3"	\$	305.76
4"	\$	477.75
6"	\$	955.50
8"	\$	1,528.80
10"	\$	2,197.65
Charge per 1,000 gallons		
0-6,000 gallons	\$	6.58
6,001 – 12,000 gallons	\$	9.90
Over 12,000 gallons	\$	13.17

- MINIMUM CHARGE - Base Facility Charge
- TERMS OF PAYMENT - Bills are due and payable when rendered. In accordance with Rule 25-30.320, Florida Administrative Code, if a Customer is delinquent in paying the bill for water service, service may then be discontinued.

- EFFECTIVE DATE - June 17, 2019
- TYPE OF FILING - 2019 Price Index

WS-2019-0042

GARY A. DEREMER
ISSUING OFFICER

PRESIDENT
TITLE

RESIDENTIAL SERVICE

RATE SCHEDULE (RS)

AVAILABILITY - Available throughout the area served by the Company.

APPLICABILITY - For wastewater service for all purposes in private residences and individually metered apartment units.

LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.

BILLING PERIOD - Monthly

RATE -

<u>Meter Sizes</u>	<u>Base Facility Charge</u>
All Meter Sizes	\$ 38.47
Charge per 1,000 gallons 6,000 gallon cap	\$ 9.12

MINIMUM CHARGE - Base Facility Charge

TERMS OF PAYMENT - Bills are due and payable when rendered. In accordance with Rule 25-30.320, Florida Administrative Code, if a Customer is delinquent in paying the bill for wastewater service, service may then be discontinued.

EFFECTIVE DATE - June 17, 2019

TYPE OF FILING - 2019 Price Index

Troy Rendell

From: Troy Rendell
Sent: Friday, January 11, 2019 10:25 AM
To: 'URDUJA DE LA CUEVA'
Cc: Sharon Purviance
Subject: RE: CR 675 YELLOWISH WATER

Good morning Ms. De La Cueva,

I apologize for not responding sooner to your e-mail from earlier this week. As you recall, there was a line break at your property on December 24, 2018, which you were kind enough to send me an e-mail. This line break likely stirred up the sediment contained in the water distribution system. The operator/technician made the repair at your property then flushed the distribution line. If you were not in residency until January 3rd, it's possible that there was some residual sediment in your service lines.

Next week, we are scheduled to replace the media in the filters at the water treatment plant for iron removal. As I've previously indicated, The Woods has signed a Consent Order with the Florida Department of Environmental Protection to make significant plant modifications to the water filtration system. This new media is designed for better iron removal. The Utility will be sending out a Pre-Planned outage/boil water notice in advance of these plant modifications.

The new filtration will significantly improve the water quality at The Woods. After the rehabilitation is completed and cleared by FDEP, the utility will again flush the distribution system. Since iron has been present in the water source for numerous years, there will be residuals throughout the distribution system for some time until all sediments have been evacuated throughout the distribution system. Although the iron will be removed at the source (treatment plant), there will still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – prior to this installation of the new treatment process. It is going to take additional time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process. This will not be instantaneous.

As far as the monthly charges, as previously explained these rates are established by the Florida Public Service Commission to cover prudent investment and operating costs of the utility. This is not for "renting" the lines. It is for the treatment and delivery of potable water to the utility's customers. The water distribution system does not consist of rusty water pipes but is PVC throughout the system. PVC stands for polyvinyl chloride and is used extensively throughout the United States for plumbing and utilities.

The utility's mailing and office address is as follows:

The Woods Utility Company
4939 Cross Bayou Blvd.
New Port Richey, FL 34652

Sincerely,
Troy

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Tuesday, January 8, 2019 1:49 AM
To: Troy Rendell
Subject: CR 675 YELLOWISH WATER

Sir,

Please email me the address of THE WOODS UTILITIES INC., I believe that the yellowish water is caused by the old, filthy, RUSTY water pipes of THE WOODS UTILITIES INC..

To rent THE WOODS UTILITIES INC., WATER PIPES over \$50 each month which cost much more than water is ridiculous.

I cannot use the water for cooking, brushing my teeth, or even taking shower. I use it only to flush the toilet.

Attached is a photo of the cold water taken on Jan 4 even after letting the water run for almost 20 minutes.

Thanks

Urduja S. De La Cueva

Troy Rendell

From: Troy Rendell
Sent: Thursday, February 21, 2019 4:26 PM
To: 'URDUJA DE LA CUEVA'
Subject: RE: CR 675 YELLOWISH WATER

Good afternoon Ms. De La Cueva,

As a courtesy I will once again summarize my previous e-mails for you convenience. I've sent this information several times.

- 1) The iron in the source water has been addressed. The Woods under Consent Order with FDEP (Florida Department of Environmental Protection) has replaced the media in the filtration system. This capital improvement has been cleared by the FDEP. Subsequent testing has confirmed that the new media is working and is removing the iron as designed.
- 2) As previously indicated although the source water is clear and the iron is removed, it will not be instantaneous throughout the water distribution system. The residuals have built up over time and until all residuals are flush out of the distribution system, there may be some slight discoloration. However, since the source water is now clear, this water throughout the distribution system will improve with time as subsequent flushing on the part of the utility.
- 3) Also as previously stated, The Woods does not own the service line past the water meter. The service line on the outlet side of the meter to your residence is owned by you and therefore the utility is not responsible and is prohibited in replacing your service line. You indicated that your plumber confirmed that your service line and inside your home is galvanized iron. I've previously indicated that this may be the source of your discolored water since when flushed, the water at your meter is clear. Also, since you are not in residence except every other weekend this also contributes to the issue since the water sits in your iron pipes for extended period of times.
- 4) Also as previously stated – the customers of The Woods are not renting the lines. The water mains and distribution lines from the water plant up to the customers' meters are owned by the utility. Again, not past the meter. The rates paid are established by the FPSC and cover all prudent and reasonable costs to produce, treat, and deliver the water to the water meters.
- 5) I have also sent the office mailing address a couple of times. Again, the letter will be delivered to me and I believe I have adequately addressed all of your concerns at this time. The address is again contained below in my signature block.

At this point in time I believe The Woods Utility Company has addressed all your concerns... If you have any additional new concerns that are different, please let me know.

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

From: URDUJA DE LA CUEVA [mailto:urduja_fi2016@yahoo.com]
Sent: Thursday, February 21, 2019 11:44 AM
To: Troy Rendell
Subject: Re: CR 675 YELLOWISH WATER

If what you said is true, I've been staying in Webster house since Jan. 20, still from time to time I get yellowish water, I save samples in empty distilled water bottles. I asked my neighbors and they told me the same thing. NONE of them drink the WOOD WATER INC., one of them even told me that they have stomach problem when they drink the water.

In fact due to my sensitive skin, I got membership at the ANYTIME FITNESS GYM, so that besides exercising there I could take my showers there.

I don't know if what you mean by PVC pipe is the same thing that I know, because the water pipes in my house are not white pipes but are IRON grey pipes. When a pipe under the house broke, I hired a plumber to repair it and he told me that they are iron pipes just the same water pipe that are on the side of my house.

If you don't believe me send your technician and I'll show the water I saved and the IRON PIPES on the side of my house and under my sink.

You also stated in your reply that occupants like me rent the water pipes and sewer from THE WOOD UTILITIES INC., and your company supply the water. If this is true, then please email me the email or office address of THE WOODS WATER OR UTILITIES INC..

Thank you

Urduja S. De La Cueva

On Wednesday, February 20, 2019, 4:20:06 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

As I've stated numerous times in past e-mail responses – The Woods water pipes are PVC. The utility's distribution system (water pipes) are not rusty corroding pipes. There is nothing to replace in the distribution system.

I've requested a telephone number in the past in order to clarify – however, you've indicated that you prefer e-mailed responses. Since the water filtration has been replaced/rehabilitated at this time there are not further capital investments necessary.

Again, the utility's pipes are not rusty corroded pipes but are PVC as previously explained in prior e-mail correspondences.

Thanks

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Wednesday, February 20, 2019 1:03 PM
To: Troy Rendell
Subject: Re: CR 675 YELLOWISH WATER

You have responded but in your reply you said that it is WOOD UTILITY INC., WHO OWNS THE PLUMBING PIPES THAT ARE CORRODING OR RUSTING therefore I should write them about it and they should change their water pipes to PVC or the white water pipes.

My neighbors also have the same problem but does not know where to complain therefore I am going to write something and ask them to sign and I'll send our letter and complaint to the CONSUMER AFFAIRS AND/OR CHANNEL 8, TV PROBLEM SOLVER, if WOOD UTILITY INC., WILL NOT CHANGE OR REPLACE THEIR RUSTED PLUMBING WATER PIPES TO PVC.

Thank you

Urduja De La Cueva

On Wednesday, February 20, 2019, 12:19:04 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning,

I've sent it before... it comes to me directly. If you want to send a letter that is perfectly acceptable or you can just e-mail me. I've responded several times. The good news is that the new filtration system is now online and has been cleared by the FDEP. The new filters are now removing the iron from the ground water source. The water quality has improved significantly as the iron is now being removed. As I've stated before, we do not have rusty corroded water distribution system. The utility's distribution system consists of PVC. This has been explained previously.

The address is below:

The Woods Utility Company

4939 Cross Bayou Blvd.

New Port Richey, FL 34652

The letter will come directly to me and I will be the one responding.

Thanks,

Troy Rendell

Vice President – Investor Owned Utilities

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]

Sent: Wednesday, February 20, 2019 12:03 PM

To: Troy Rendell

Subject: Re: CR 675 YELLOWISH WATER

Thanks. Please email me address of THE WOODS WATER INC., i searched this on line and even in the telephone directory, I could not find any email or post office or office address. I need to write them about their corroding rusty plumbing pipes.

Thank you.

Urduja De La Cueva

On Tuesday, February 19, 2019, 3:25:06 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good afternoon,

Your bill was mailed 5 days ago. Please find attached a copy of your bill. It is not due until March 6, 2018.

Thanks.

----- Forwarded message -----

From: URDUJA DE LA CUEVA <urduja_f12016@yahoo.com>
Date: Tue, Feb 19, 2019, 10:18 AM
Subject: Re: CR 675 YELLOWISH WATER
To: Troy Rendell <trendell@uswatercorp.net>

I just want to inform you that until today I have not received my water bill. I should not be blamed of late payments, in fact I always want to pay in full when I receive my water bill although I am paying much more than what I use, because I use THE WOOD WATER INC., FOR CLEANING MY BATHROOM ONLY. I USE COIN MACHINE TO DO LAUNDRY, I USE DISTILLED WATER FOR COOKING, WASHING PLATES AND GLASSES, DRINKING, ETC...

Please inform your accounting dept.

Thank you.

Ms. Urduja De La Cueva

On Friday, January 11, 2019, 10:24:58 AM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning Ms. De La Cueva,

I apologize for not responding sooner to your e-mail from earlier this week. As you recall, there was a line break at your property on December 24, 2018, which you were kind enough to send me an e-mail. This line break likely stirred up the sediment contained in the water distribution system. The operator/technician made the repair at your property then flushed the distribution line. If you were not in residency until January 3rd, it's possible that there was some residual sediment in your service lines.

Next week, we are scheduled to replace the media in the filters at the water treatment plant for iron removal. As I've previously indicated, The Woods has signed a Consent Order with the Florida Department of Environmental Protection to make significant plant modifications to the water filtration system. This new media is designed for better iron removal. The Utility will be sending out a Pre-Planned outage/boil water notice in advance of these plant modifications.

The new filtration will significantly improve the water quality at The Woods. After the rehabilitation is completed and cleared by FDEP, the utility will again flush the distribution system. Since iron has been present in the water source for numerous years, there will be residuals throughout the distribution system for some time until all sediments have been evacuated throughout the distribution system. Although the iron will be removed at the source (treatment plant), there will still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – prior to this installation of the new treatment process. It is going to take additional time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process. This will not be instantaneous.

As far as the monthly charges, as previously explained these rates are established by the Florida Public Service Commission to cover prudent investment and operating costs of the utility. This is not for "renting" the lines. It is for the treatment and delivery of potable water to the utility's customers. The water distribution system does not consist of rusty water pipes but is PVC throughout the system. PVC stands for polyvinyl chloride and is used extensively throughout the United States for plumbing and utilities.

The utility's mailing and office address is as follows:

The Woods Utility Company

4939 Cross Bayou Blvd.

New Port Richey, FL 34652

Sincerely,

Troy

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]

Sent: Tuesday, January 8, 2019 1:49 AM

To: Troy Rendell

Subject: CR 675 YELLOWISH WATER

Sir,

Please email me the address of THE WOODS UTILITIES INC., I believe that the yellowish water is caused by the old, filthy, RUSTY water pipes of THE WOODS UTILITIES INC..

To rent THE WOODS UTILITIES INC., WATER PIPES over \$50 each month which cost much more than water is ridiculous.

I cannot use the water for cooking, brushing my teeth, or even taking shower. I use it only to flush the toilet.

Attached is a photo of the cold water taken on Jan 4 even after letting the water run for almost 20 minutes.

Thanks

Urduja S. De La Cueva

Troy Rendell

From: Troy Rendell
Sent: Monday, February 25, 2019 7:46 AM
To: 'URDUJA DE LA CUEVA'
Subject: RE: CR 675 YELLOWISH WATER

Good morning and thank you for your reply.

Again, you are not "renting" the lines – I'm not sure who stated that – but that is incorrect. The Woods has not changed its distribution system, it is the same as when it was purchased in 2013. It has always been PVC.

The service lines owned by you may be galvanized iron piping, as stated before. They are owned by you the homeowner/property owner, and not by the utility. As such the utility cannot and does not replace service lines or piping under or inside your residence. If you wanted these replaced, you may wish to consider a Florida licensed plumber to be retained.

You have been given all information relevant to your concerns.

Thank you and have a great week.

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Friday, February 22, 2019 8:23 PM
To: Troy Rendell
Subject: Re: CR 675 YELLOWISH WATER

Thank you for your repeated explanation which I understood the first time, however what you have written is not what I can see.

YOU STATED THAT THE IRON PIPES WERE CHANGED HOWEVER IF YOU COME TO MY HOUSE OR I SHOULD TAKE PICTURES OF THEM THE WATER PIPES THAT ARE ON THE SIDE OF MY HOUSE ARE IRON.

Maybe the water pipes where you start distributing water from your reservoir were changed but NOT THE WATER PIPES IN THE HOUSES LIKE MINE, AND IT IS IN THESE CORRODED IRON WATER PIPES THAT I AM RENTING OVER \$50/MONTH, I WAS TOLD, THAT I RECEIVE THE WATER YOU SUPPLY.

I was told that I am renting water pipelines and sewer AT THE WOOD UTILITY INC., for almost or over \$50 and the rest shown on the bill is the water usage. I will search for the email I received about this. This is the reason why I want the office address of WOOD UTILITY INC.,

Urduja De La Cueva

On Thursday, February 21, 2019, 4:25:48 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good afternoon Ms. De La Cueva,

As a courtesy I will once again summarize my previous e-mails for you convenience. I've sent this information several times.

- 1) The iron in the source water has been addressed. The Woods under Consent Order with FDEP (Florida Department of Environmental Protection) has replaced the media in the filtration system. This capital improvement has been cleared by the FDEP. Subsequent testing has confirmed that the new media is working and is removing the iron as designed.
- 2) As previously indicated although the source water is clear and the iron is removed, it will not be instantaneous throughout the water distribution system. The residuals have built up over time and until all residuals are flush out of the distribution system, there may be some slight discoloration. However, since the source water is now clear, this water throughout the distribution system will improve with time as subsequent flushing on the part of the utility.
- 3) Also as previously stated, The Woods does not own the service line past the water meter. The service line on the outlet side of the meter to your residence is owned by you and therefore the utility is not responsible and is prohibited in replacing your service line. You indicated that your plumber confirmed that your service line and inside your home is galvanized iron. I've previously indicated that this may be the source of your discolored water since when flushed, the water at your meter is clear. Also, since you are not in residence except every other weekend this also contributes to the issue since the water sits in your iron pipes for extended period of times.
- 4) Also as previously stated – the customers of The Woods are not renting the lines. The water mains and distribution lines from the water plant up to the customers' meters are owned by the utility. Again, not past the meter. The rates paid are established by the FPSC and cover all prudent and reasonable costs to produce, treat, and deliver the water to the water meters.
- 5) I have also sent the office mailing address a couple of times. Again, the letter will be delivered to me and I believe I have adequately addressed all of your concerns at this time. The address is again contained below in my signature block.

At this point in time I believe The Woods Utility Company has addressed all your concerns... If you have any additional new concerns that are different, please let me know.

Troy Rendell

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Thursday, February 21, 2019 11:44 AM
To: Troy Rendell
Subject: Re: CR 675 YELLOWISH WATER

If what you said is true, I've been staying in Webster house since Jan. 20, still from time to time I get yellowish water, I save samples in empty distilled water bottles. I asked my neighbors and they told me the same thing. NONE of them drink the WOOD WATER INC., one of them even told me that they have stomach problem when they drink the water.

In fact due to my sensitive skin, I got membership at the ANYTIME FITNESS GYM, so that besides exercising there I could take my showers there.

I don't know if what you mean by PVC pipe is the same thing that I know, because the water pipes in my house are not white pipes but are IRON grey pipes. When a pipe under the house broke, I hired a plumber to repair it and he told me that they are iron pipes just the same water pipe that are on the side of my house.

If you don't believe me send your technician and I'll show the water I saved and the IRON PIPES on the side of my house and under my sink.

You also stated in your reply that occupants like me rent the water pipes and sewer from THE WOOD UTILITIES INC., and your company supply the water. If this is true, then please email me the email or office address of THE WOODS WATER OR UTILITIES INC..

Thank you

Urduja S. De La Cueva

On Wednesday, February 20, 2019, 4:20:06 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

As I've stated numerous times in past e-mail responses – The Woods water pipes are PVC. The utility's distribution system (water pipes) are not rusty corroding pipes. There is nothing to replace in the distribution system.

I've requested a telephone number in the past in order to clarify – however, you've indicated that you prefer e-mailed responses. Since the water filtration has been replaced/rehabilitated at this time there are not further capital investments necessary.

Again, the utility's pipes are not rusty corroded pipes but are PVC as previously explained in prior e-mail correspondences.

Thanks

From: URDUJA DE LA CUEVA [mailto:urduja_fi2016@yahoo.com]
Sent: Wednesday, February 20, 2019 1:03 PM
To: Troy Rendell
Subject: Re: CR 675 YELLOWISH WATER

You have responded but in your reply you said that it is WOOD UTILITY INC., WHO OWNS THE PLUMBING PIPES THAT ARE CORRODING OR RUSTING therefore I should write them about it and they should change their water pipes to PVC or the white water pipes.

My neighbors also have the same problem but does not know where to complain therefore I am going to write something and ask them to sign and I'll send our letter and complaint to the CONSUMER AFFAIRS AND/OR CHANNEL 8, TV

PROBLEM SOLVER, if WOOD UTILITY INC., WILL NOT CHANGE OR REPLACE THEIR RUSTED PLUMBING WATER PIPES TO PVC.

Thank you

Urduja De La Cueva

On Wednesday, February 20, 2019, 12:19:04 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning,

I've sent it before... it comes to me directly. If you want to send a letter that is perfectly acceptable or you can just e-mail me. I've responded several times. The good news is that the new filtration system is now online and has been cleared by the FDEP. The new filters are now removing the iron from the ground water source. The water quality has improved significantly as the iron is now being removed. As I've stated before, we do not have rusty corroded water distribution system. The utility's distribution system consists of PVC. This has been explained previously.

The address is below:

The Woods Utility Company

4939 Cross Bayou Blvd.

New Port Richey, FL 34652

The letter will come directly to me and I will be the one responding.

Thanks,

Troy Rendell

Vice President – Investor Owned Utilities

U.S. Water Services Corporation



4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Wednesday, February 20, 2019 12:03 PM
To: Troy Rendell
Subject: Re: CR 675 YELLOWISH WATER

Thanks. Please email me address of THE WOODS WATER INC., i searched this on line and even in the telephone directory, I could not find any email or post office or office address. I need to write them about their corroding rusty plumbing pipes.

Thank you.

Urduja De La Cueva

On Tuesday, February 19, 2019, 3:25:06 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good afternoon,

Your bill was mailed 5 days ago. Please find attached a copy of your bill. It is not due until March 6, 2018.

Thanks.

----- Forwarded message -----
From: **URDUJA DE LA CUEVA** <urduja_fi2016@yahoo.com>
Date: Tue, Feb 19, 2019, 10:18 AM
Subject: Re: CR 675 YELLOWISH WATER
To: Troy Rendell <trendell@uswatercorp.net>

I just want to inform you that until today I have not received my water bill. I should not be blamed of late payments, in fact I always want to pay in full when I receive my water bill although I am paying much more than what I use, because I use THE WOOD WATER INC., FOR CLEANING MY BATHROOM ONLY. I USE COIN MACHINE TO DO LAUNDRY, I USE DISTILLED WATER FOR COOKING, WASHING PLATES AND GLASSES, DRINKING, ETC...

Please inform your accounting dept.

Thank you.

Ms. Urduja De La Cueva

On Friday, January 11, 2019, 10:24:58 AM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good morning Ms. De La Cueva,

I apologize for not responding sooner to your e-mail from earlier this week. As you recall, there was a line break at your property on December 24, 2018, which you were kind enough to send me an e-mail. This line break likely stirred up the sediment contained in the water distribution system. The operator/technician made the repair at your property then flushed the distribution line. If you were not in residency until January 3rd, it's possible that there was some residual sediment in your service lines.

Next week, we are scheduled to replace the media in the filters at the water treatment plant for iron removal. As I've previously indicated, The Woods has signed a Consent Order with the Florida Department of Environmental Protection to make significant plant modifications to the water filtration system. This new media is designed for better iron removal. The Utility will be sending out a Pre-Planned outage/boil water notice in advance of these plant modifications.

The new filtration will significantly improve the water quality at The Woods. After the rehabilitation is completed and cleared by FDEP, the utility will again flush the distribution system. Since iron has been present in the water source for numerous years, there will be residuals throughout the distribution system for some time until all sediments have been evacuated throughout the distribution system. Although the iron will be removed at the source (treatment plant), there will still be residuals throughout the distribution system, as well as inside customers' homes and hot water heaters. This has accumulated over the period of years – prior to this installation of the new treatment process. It is going to take additional time for the residuals to be removed throughout the distribution system, as well as inside the customers' homes. Flushing of the customers' hot water heaters will also assist in this removal process. This will not be instantaneous.

As far as the monthly charges, as previously explained these rates are established by the Florida Public Service Commission to cover prudent investment and operating costs of the utility. This is not for "renting" the lines. It is for the treatment and delivery of potable water to the utility's customers. The water distribution system does not consist of rusty water pipes but is PVC throughout the system. PVC stands for polyvinyl chloride and is used extensively throughout the United States for plumbing and utilities.

The utility's mailing and office address is as follows:

The Woods Utility Company

4939 Cross Bayou Blvd.

New Port Richey, FL 34652

Sincerely,

Troy

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Tuesday, January 8, 2019 1:49 AM
To: Troy Rendell
Subject: CR 675 YELLOWISH WATER

Sir,

Please email me the address of THE WOODS UTILITIES INC., I believe that the yellowish water is caused by the old, filthy, RUSTY water pipes of THE WOODS UTILITIES INC..

To rent THE WOODS UTILITIES INC., WATER PIPES over \$50 each month which cost much more than water is ridiculous.

I cannot use the water for cooking, brushing my teeth, or even taking shower. I use it only to flush the toilet.

Attached is a photo of the cold water taken on Jan 4 even after letting the water run for almost 20 minutes.

Thanks

Urduja S. De La Cueva

Troy Rendell

From: Troy Rendell
Sent: Wednesday, October 2, 2019 3:52 PM
To: URDUJA DE LA CUEVA
Cc: Sharon Purviance
Subject: RE: WHEN WILL THIS END

This could be caused by different reasons. It may be part of the flushing process that is going on in the distribution system. As I've explained before, we are continuously flushing the system through auto flushers. This may be stirring up some of the residuals in the system. The sequestration is ongoing as well. It may also be caused by both your galvanized water lines at your mobile home and/or also your hot water heater. There may be residuals in your hot water heater if you haven't flushed it in awhile. The water in the system is clear and free of iron. As I've previously stated, this will take some time – it is not instantaneous.

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Wednesday, October 2, 2019 2:57 PM
To: Troy Rendell
Subject: WHEN WILL THIS END

How is it that on 9/24 and 9/25 at about between 11:00-11:30 AM US WATER WAS YELLOWISH although not too yellowish in picture, brown residue at bottom, cleared after flushing several gallons of water. On 9/26 at 11:00 AM WATER WAS BROWNISH AFTER flushing out several gallons of water, WATER CLEARED, 9/30 clear, UNTIL OCTOBER 1 ABOUT 1:30 PM when suddenly WATER TURNED BROWNISH. Why?



Troy Rendell

From: URDUJA DE LA CUEVA
Sent: Wednesday, October 2, 2019 4:13 PM
To: Troy Rendell
Subject: Re: WHEN WILL THIS END

I cannot believe that it is my hot water tank because, everyday I fear that brown water goes into my tank therefore I always look into my cold water first by turning on COLD water and let it flow down to a white container. If it is CLEAR I turn on my hot water but if the water is yellowish or brownish I DO NOT TURN ON MY HOT WATER. I wait until water clears before turning on my hot water.

I don't remember getting brown or colored water from my hot water since the time I check on cold water first.

Also if the colored water comes from my water pipes, the water from my faucets IN THE MORNING AFTER WATER HAD BEEN IN MY WATER PIPES THE WHOLE NIGHT, SHOULD ALWAYS BE COLORED.

IN FACT WATER HAD NEVER BEEN BROWN EARLY IN THE MORNING. It has been that water turns brown when somebody or your workers are working on the water tank from 9am-5pm.

Thanks for checking.

Urduja De La Cueva

On Wednesday, October 2, 2019, 03:51:43 PM EDT, Troy Rendell <trendell@uswatercorp.net> wrote:

This could be caused by different reasons. It may be part of the flushing process that is going on in the distribution system. As I've explained before, we are continuously flushing the system through auto flushers. This may be stirring up some of the residuals in the system. The sequestration is ongoing as well. It may also be caused by both your galvanized water lines at your mobile home and/or also your hot water heater. There may be residuals in your hot water heater if you haven't flushed it in awhile. The water in the system is clear and free of iron. As I've previously stated, this will take some time – it is not instantaneous.

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Wednesday, October 2, 2019 2:57 PM
To: Troy Rendell
Subject: WHEN WILL THIS END

How is it that on 9/24 and 9/25 at about between 11:00-11:30 AM US WATER WAS YELLOWISH although not too yellowish in picture, brown residue at bottom, cleared after flushing several gallons of water. On 9/26 at 11:00 AM WATER WAS BROWNISH AFTER flushing out several gallons of water, WATER CLEARED, 9/30 clear, UNTIL OCTOBER 1 ABOUT 1:30 PM when suddenly WATER TURNED BROWNISH. Why?



Troy Rendell

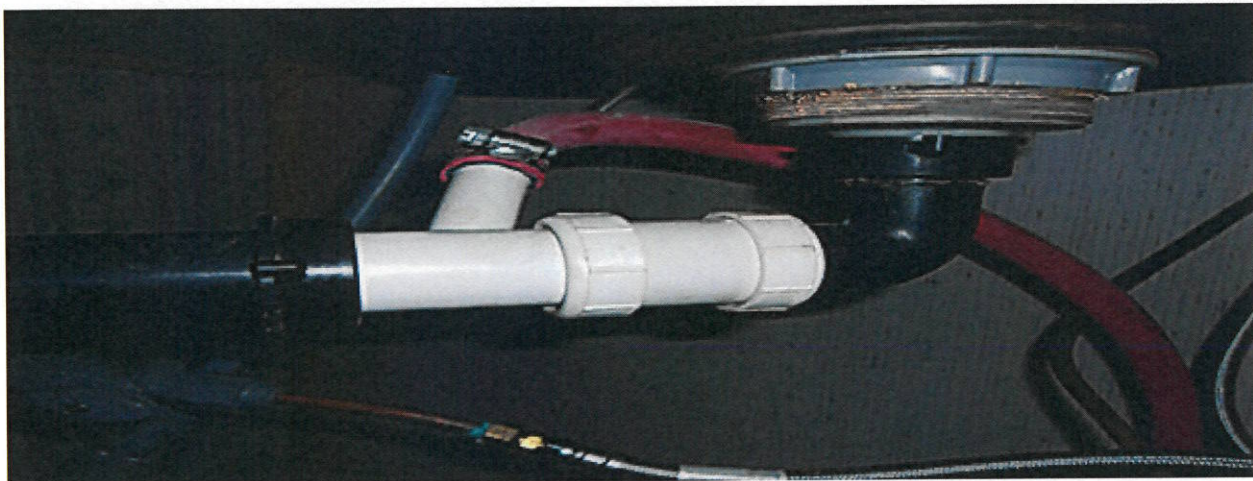
From: Troy Rendell
Sent: Thursday, October 10, 2019 3:23 PM
To: URDUJA DE LA CUEVA
Subject: RE: PHOTOS OF SOME WATER PIPES IN MY HOUSE

We were referring to the water service line from the water meter up to the outside of your mobile home. These pictures are of the inside plumbing. Which is good they aren't cast iron or copper – but we are referring to the lines underground up to the home. You had previously indicated that the pipe outside and under your home was iron.

I had my utility director go out to The Woods last week on October 3, 2019. I'm going to send you pictures she took of the water in white Styrofoam cups. The first picture is of water taken after the new filter and water taken from the Hydropneumatic tank prior to entering The Woods distribution system. Both show the water is clear. The second picture is of water taken 5 doors down from your home from an outside spigot. Again it shows the water to be clear. The water entering the system from the treatment plant is clear and the water was also clear near your home.

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Thursday, October 10, 2019 3:13 PM
To: Troy Rendell
Subject: PHOTOS OF SOME WATER PIPES IN MY HOUSE

I took pictures of some water pipe in my house. I also asked a plumber who repaired a leaking pipe 2-years ago what tube he used to replace leaking pipe and he told me that it was PVC. He also told me that my water pipes are PVC.





Troy Rendell

From: Troy Rendell
Sent: Tuesday, November 26, 2019 3:01 PM
To: URDUJA DE LA CUEVA
Cc: Sharon Purviance; Evelyn Alicea
Subject: RE: 11-22-19 USW UTILITY CENTER
Attachments: TimePhoto_20191126_142118.jpg; TimePhoto_20191126_142601.jpg

Good afternoon Urduja,

We sent our technician out to your house. He took samples of the water from both sides of the street. Attached are time stamped photos from today at 2:11 p.m. and 2:26 p.m. that shows the water is clear on your street. As previously stated, we will look at your consumption this month and again will consider a further adjustment, especially with the broken pipe under your house.

Thanks,
Troy

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Tuesday, November 26, 2019 12:42 PM
To: Troy Rendell
Subject: Re: 11-22-19 USW UTILITY CENTER

Attached are photos of polluted water flowing out from faucet, even after 4-days since the water plant break down.

This has been the longest and worst water pollution. About 5 days ago there was a very strong air pressure that pushed the water so hard which broke a water pipe under my house and I did not know until there was flooding in my yard.

My next door neighbor also had broken water pipes due to the very strong air pressure.

I could not get a plumber to repair the broken pipe the minute I saw the flooding. Despite of several gallons of polluted water flashed out from the broken pipe, still the water flowing from your water meter to my faucet is dark brown.

My other neighbors who do not have broken water pipes, although not broken pipes, the water flowing from their water pipes to their faucets are also dark brown.

The water flowing from my faucet is so polluted that I can use it only to clean my toilet. I am spending much on clean water for my consumption, washing dishes, washing hands, cooking, etc. I hope that these expenses will not be compounded by the tons of polluted water flashed out.

Thank you.

Urduja De La Cueva

On Friday, November 22, 2019, 03:09:11 PM CST, Troy Rendell <trendell@uswatercorp.net> wrote:

Thank you for letting me know. I'll respond back to the BBB once they contact me.

Have a good weekend.

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Friday, November 22, 2019 12:11 PM
To: Troy Rendell; Evelyn Alicea
Subject: 11-22-19 USW UTILITY CENTER

Below is a copy of my complaint I filed at:

BETTER BUSINESS BUREAU, 1600 S. Grant St., Longwood, FL 32750

PETITIONER ... MS. URDUJA S. DE LA CUEVA

11587 CR 675W, WEBSTER FL 33597

EMAIL: urduja_fl2016@yahoo.com

OFFENDER.....USW UTILITY CENTER

P.O. BOX 151245 CAPE CORAL, FL 33915

TROY RENDELL

U.S. WATER SERVICES CORPORATION

4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x245

(Fax) 727-848-7701

(E-Mail) trendell@uswatercorp.net

COMPLAINT..... CHARGES ON FLASHED, DISCARDED POLLUTED SUPPLIED WATER

On May 11, 2017, I purchased property on 11587 CR 675W, WEBSTER FL 33597, which I occupied only on weekends until December 2018. I complained about the high cost of water and the polluted water that was supplied. However I was given the following reasons:

1. Whether I occupy the house or not I pay for the service such as sewer which is about \$50.00
2. While not using the water, without letting it flow, the water in rusty old pipes turns brown.
3. The house I purchased is old therefore the pipes are rusty.

On January 2019, I moved in to this house and occupied it as my permanent residence.

I noticed that there were times when the WATER IS CLEAR regardless what day and time and when I am away for a week or at home 24/7.

I noticed that there were times when the WATER IS BROWN or YELLOWISH and I took some pictures and dated some, (which I sent to Mr. Troy Rendell) and I had to FLASH OUT, DISCARD SEVERAL GALLONS OF WATER UNTIL THE WATER IS CLEAR.

I hired a plumber to fix a leak under my house, he bought PVC pipe to replace the broken pipe. Then I knew my water pipes are NOT OLD and RUSTY. I asked Mr. Troy Rendell, "Can you connect old rusty pipes to PVC?"

I took pictures of water and sewer pipes inside my house which are all PVC and sent them to Mr. Troy Rendell.

From JANUARY TO NOVEMBER 2019 these are my WATER CHARGES:

01/08/19-02/07/19	\$64.38
02/07/19-03/07/19	84.28
03/07/19-04/05/19	84.28
04/05/19-05/07/19	84.28
05/07/19-06/05/19	84.28
06/06/19-07/05/19	84.52
07/05/19-08/05/19	41.88
08/05/19-09/03/19	104.68
09/07/19-10/05/19	151.83

From FEBRUARY until NOVEMBER 20, 2019 POLLUTED WATER were FLASHED OUT in VARIOUS QUANTITIES and this affected the amount of SEWER CHARGED.

The more GALLONS OF WATER CHARGED, the more SEWER WAS CHARGED. This is VERY UNFAIR, VERY WRONG ACCOUNTING because the POLLUTED WATER WAS FLASHED OUT TO THE GROUND IT DID NOT ENTER THE SEWER.

Although there is range of water CONSUMED and/or FLASHED OUT that could FALL ON THE SAME CHARGES that is why from FEBRUARY – JUNE 2019 the total water charges are almost the same \$84.28, which include the DISCARDED POLLUTED WATER.

Therefore on JULY-AUGUST 2019, Mr. Troy Rendell gave adjusted charges of \$41.88

CHARGES on AUG.-SEPT. 2019 = \$104.68 and SEPT.-NOV. 2019 = \$151.81, are almost the same CHARGES some of my NEIGHBORS are charged, they are 2-5 people in their houses, who take showers, do laundry almost every day, etc. I asked my neighbors how much they pay for water.

I live alone. I have sensitive skin I take my showers at the gym, I do my laundry at laundry mat both in Brushnell, about 8 miles from my house. I BUY BOTTLED WATER FOR COOKING, DRINKING and sometimes for brushing my teeth, even when water is clear. I have big buckets to catch water when it rains and use for watering my plants. When it does not rain, which is seldom, I water my plants but not every day with the water hose.

THERE IS NO WAY I CONSUME AS MUCH AS MY NEIGHBORS DO or as much as, U.S. WATER SERVICES CORPORATION HAD CHARGED me from AUG.-SEPT. 2019 = \$104.68 and SEPT.-NOV. 2019 = \$151.81. MOST OF THE WATER on these dates were FLASHED OUT BECAUSE OF POLLUTED WATER.

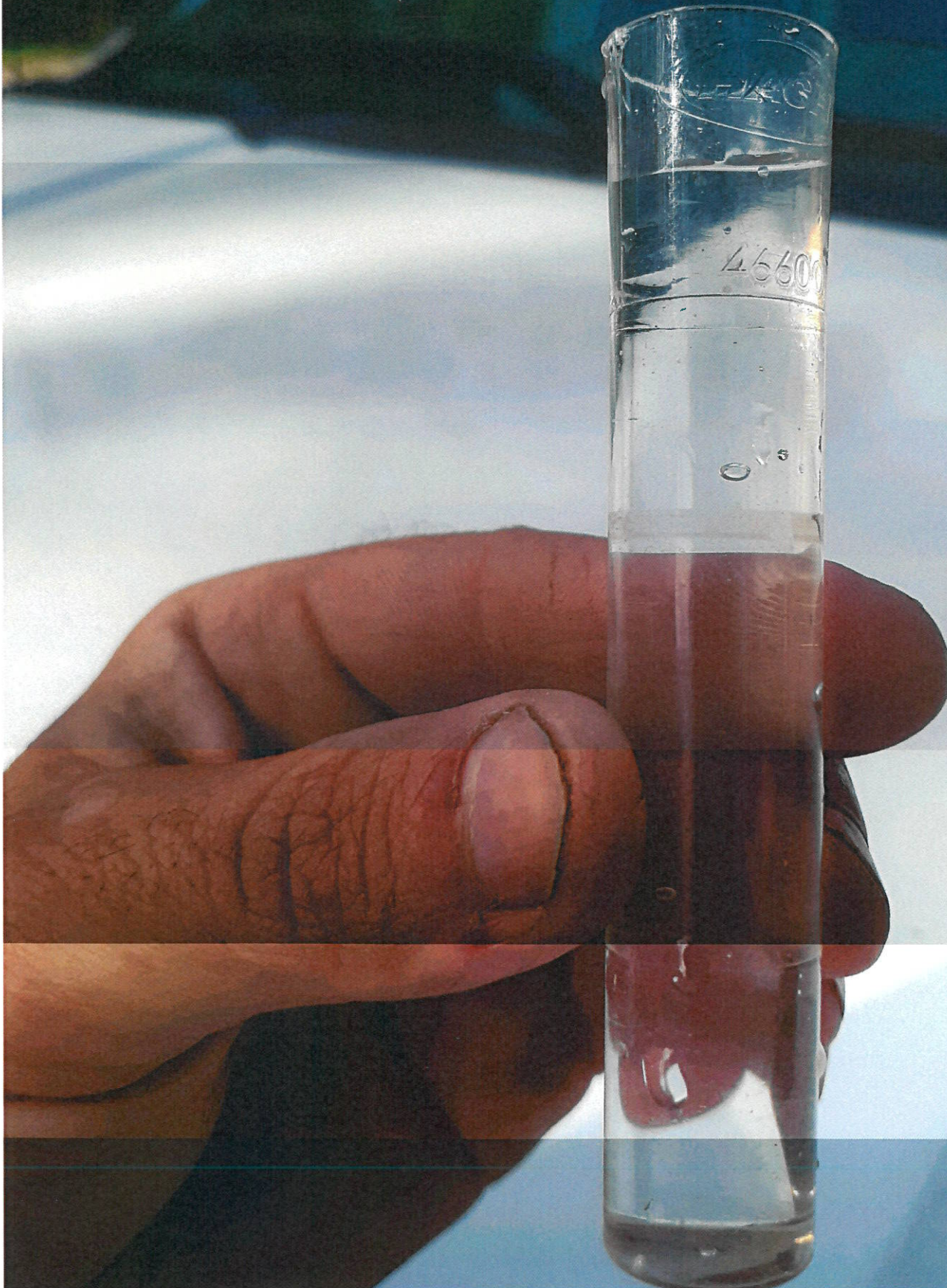
SOLUTION- Based when water was or is clear which was on 01/08/19-02/07/19=\$64.38 and when not much water was flashed out which was from 02/07/19-08/07/19=84.28, my water and sewer charges should be MORE OR LESS \$75.00 monthly.

I already paid partly 8-9/2019, \$57.58. My balance should be about \$20.00 plus 9-10/2019 about \$79.00. My total balance for August to November 2019 should be about = \$99.00.

There should be a LAW THAT CONSUMER CHARGED FOR POLLUTED WATER FLASHED OUT OR NOT FLASHED OUT, IS A VIOLATION OF HUMAN RIGHTS.

IT IS VERY UNJUST THAT I PAY FOR POLLUTED WATER THAT WAS FLASHED OUT AS RECORDED IN MY WATER METER AND SEWER FOR FLASHED OUT WATER.

Nov 26, 2019 2:21:18 PM
11624 Cr 675w
Webster
Sumter County
Florida



Nov 26, 2019 2:26:01 PM
11392 County Road 675 West
Webster
Sumter County
Florida



Troy Rendell

From: Troy Rendell
Sent: Thursday, October 10, 2019 3:24 PM
To: URDUJA DE LA CUEVA
Subject: FW: The Woods
Attachments: 20191003_102607.jpg; 20191003_103402.jpg

Here are the pictures taken last week. (1) after the filter, (2) after the hydro tank, and (3) in the distribution system near your house.

From: Sharon Purviance [mailto:spurviance@uswatercorp.net]
Sent: Thursday, October 3, 2019 10:42 AM
To: Troy Rendell; Dennis Muldoon; Tony Perez; Grant Foster
Subject: The Woods

The photo with 2 cups is at the plant, after filters and from hydro tank on discharge end. Water is clear! The other photo is 5 doors down from the woman that's having brown water. This particular home also happens to have a galvanized service line. Clearly the Aquagold and flushing is working.





Troy Rendell

From: URDUJA DE LA CUEVA
Sent: Thursday, October 10, 2019 3:36 PM
To: Troy Rendell; Sharon Purviance
Subject: 10-10-19 Re: The Woods WATER
Attachments: 20191003_102607.jpg; 20191003_103402.jpg

I did not complain about having brown water last week or this week. My complains were when the water was brown and I can send you pictures AND IT IS NOT BECAUSE OF MY WATER PIPES THAT THE WATER WAS BROWN, MY WATER PIPES ARE PVC. WHEN THE WATER IS BROWN THAT IS BECAUSE THERE IS SOMETHING GOING ON AT THE WATER SOURCE OR PUMP. AND I HAD TO FLUSH SEVERAL GALLONS OF WATER BEFORE I GET CLEAR WATER.

Your pictures here were not taken when the water was brown.

On Thursday, October 10, 2019, 03:24:07 PM EDT, Troy Rendell <trendell@uswatercorp.net> wrote:

Here are the pictures taken last week. (1) after the filter, (2) after the hydro tank, and (3) in the distribution system near your house.

From: Sharon Purviance [mailto:spurviance@uswatercorp.net]
Sent: Thursday, October 3, 2019 10:42 AM
To: Troy Rendell; Dennis Muldoon; Tony Perez; Grant Foster
Subject: The Woods

The photo with 2 cups is at the plant, after filters and from hydro tank on discharge end. Water is clear! The other photo is 5 doors down from the woman that's having brown water. This particular home also happens to have a galvanized service line. Clearly the Aquagold and flushing is working.

Troy Rendell

From: URDUJA DE LA CUEVA
Sent: Friday, November 15, 2019 2:48 PM
To: Troy Rendell
Subject: Re: THE WOODS UTILITY CO. NOVEMBER STATEMENT

The credit you have given me was when I paid for 1-month \$44.00...only 1-month... You gave adjustment for only 1-month.

After I paid \$56.+ for October (There is balance, there is NO adjustment)

You charge me \$146.58... for November.. Why \$146.58, why my payment of \$56 not deducted and gallons of FLASHED WATER.

For 6-months adjustment is only \$44.00 for 1-month? ... You really think this is all that was WASTED WHEN FLASHING POLLUTED WATER?

IT WAS ONLY LAST MONTH, ALMOST 1-MONTH THAT THE WATER WAS CLEAR.. LAST NIGHT AT ABOUT 10:00 PM IT WAS YELLOWISH AND I HAVE SAMPLES.. and I have to FLASHED POLLUTED WATER.

PLEASE SEE ATTACHED.. you cannot blame my pipes..

I will send water samples I have saved to HEALTH DEPT. for inspection.

Thanks

Urduja De La Cueva

On Friday, November 15, 2019, 02:21:55 PM EST, Troy Rendell <trendell@uswatercorp.net> wrote:

At this point, I've given the equivalent of 6 months total consumption. The water leaving the plant is clear and we've taken every necessary step possible.

I can no longer offer credits for total consumption.

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Friday, November 15, 2019 2:02 PM
To: Troy Rendell; Evelyn Alicea
Subject: Re: THE WOODS UTILITY CO. NOVEMBER STATEMENT

Sir,

Attached are photos of water taken 11-14-19 about 10:00 P.M. (yellowish) and 11-15-19 after flashing several gallons of water. The very clear is distilled water.

The water was clear for about a month until last night at about 10:00 P.M.

I thought I could have clear water again if I flash 5-10 gallons of water from faucets, however it was still yellowish. I stopped flashing, because it was showering. It rained last Wednesday on CR 675W, my neighbor has muddy yard.

In your previous letter you wrote me that you will adjust my water bill because of the several gallons of water flashed out.

From: Troy Rendell <trendell@uswatercorp.net>

To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Evelyn Alicea <ealicea@uswatercorp.net>; Sharon Purviance <spurviance@uswatercorp.net>

Sent: Tuesday, September 10, 2019, 04:04:34 PM EDT

Subject: RE: US WATER AND CHARGES

I could consider another adjustment of 3 months – that would be a total of 6 months consumption. If you agree, I can have it applied. It would be the same amounts as the last adjustments.

.....

In the 1st or only adjusted bill it cost about \$50 or less. However, October (I paid) and November, I received bill that states adjusted but the charge is \$146.56 (November). How could I spend this much water in a month?

.....

From: Troy Rendell <trendell@uswatercorp.net>

To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Evelyn Alicea <ealicea@uswatercorp.net>

Sent: Monday, October 21, 2019, 12:40:32 PM EDT

Subject: RE: 10-21-19 WATER BILL

I apologize. I'm going to have Evelyn credit your account for the following:

- 1) (\$5.17) to remove the late payment charge
- 2) (\$13.16) credit for the 2K gallons you were charged for water (2 x \$6.58)
- 3) (\$18.24) credit for the 2K gallons charged for wastewater (2 x \$9.12)

Total Credit will of \$36.57 to be applied to your account.

.....

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]

Sent: Tuesday, November 12, 2019 4:53 PM

To: Troy Rendell; Sharon Purviance; Rita Varona; Evelyn Alicea; Maria Brannan

Subject: 11-12-19 Re: 10-21-19 WATER BILL

Sir,

I have not received my adjusted water bill for November.

I have been waiting for it. I am afraid that your Accounting Dept., will charge me for late payment, although I hope not.

Thanks

Urduja De La Cueva

.....

However I received this REPLY after I emailed your office asking for my November bill. I am writing my comments in **UPPER CASE FOR CLARITY....**

.....

From: Evelyn Alicea <ealicea@uswatercorp.net>

To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Troy Rendell <trendell@uswatercorp.net>

Sent: Wednesday, November 13, 2019, 05:04:38 PM EST

Subject: RE: THE WOODS UTILITY CO. NOVEMBER STATEMENT

The November adjustments are under the Total Sewer Charges on your statement. Your October bill amount was \$151.73; we received your payment on October 25th for \$57.58, leaving your

Account with a balance of \$62.75... **I THOUGHT \$57.58 IS OCTOBER BILL AFTER ADJUSTMENT**

The current charges on the November bill are \$83.81 plus the prior balance from the October bill of \$62.75 = \$146.56.

October prior balance \$62.76..... **I THOUGHT THIS WAS THE ADJUSTMENT**

November charges \$83.81..... **THIS INCLUDES FLASHED OUT POLLUTED WATER**

Total bill amount = \$146.56 **THIS INCLUDES THE FLASHED OUT POLLUTED WATER**

Adjustments on the November bill:

TWUC-Late.....-\$5.17

TWUC-Water Res Adj.....-\$13.16

TWUC-Sewer Res Adj.....-\$18.24

Troy's notes from previous email-

I apologize. I'm going to have Evelyn credit your account for the following:

- 1) (\$5.17) to remove the late payment charge
- 2) (\$13.16) credit for the 2K gallons you were charged for water (2 x \$6.58)
- 3) (\$18.24) credit for the 2K gallons charged for wastewater (2 x \$9.12)

Total Credit will of \$36.57 to be applied to your account..... **WHERE IS/was THIS APPLIED?**

Thank you,

Evelyn Alicea

Billing Analyst Coordinator

.....

On Wednesday, November 13, 2019, 08:14:45 AM EST, Evelyn Alicea

<ealicea@uswatercorp.net> wrote:

Good morning Urduja De La Cueva,

In the attachment is a copy of your November water bill, with the credits for the late fee and

Adjustment to the water and wastewater... = \$146.56

..THE BILL IS \$146.56 WHICH INCLUDES FLASHED OUT WATER,

I CANNOT USE THIS MUCH WATER, NOT EVEN MY NEIGHBORS, WHO USE THE WATER FOR THEIR LAUNDRY, BATHING/SHOWERING FOR 5-PEOPLE, ETC...

I DO NOT USE WATER FOR LAUNDRY NOT EVEN FOR TAKING A SHOWERS. I TAKE MY SHOWERS AT THE GYM AND MY LAUNDRY AT LAUNDRY MAT. Urduja De La Cueva

Thank You,

Evelyn Alicea

Billing Analyst Coordinator

LOGO Small

4939 Cross Bayou Boulevard

New Port Richey, FL 34652

(Office) 727-848-8292 x247

(Mobile) 727-389-9394

(E-Mail) eaalicea@uswatercorp.net

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]

Sent: Wednesday, November 13, 2019 1:49 PM

To: Evelyn Alicea

Subject: Re: THE WOODS UTILITY CO. NOVEMBER STATEMENT

Water bill shown is \$146, Which includes October which I already paid. Where is my November adjusted charges as emailed to me by Mr. Troy.

Thanks

U. De La Cueva

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]

Sent: Tuesday, November 12, 2019 4:53 PM

To: Troy Rendell; Sharon Purviance; Rita Varona; Evelyn Alicea; Maria Brannan

Subject: 11-12-19 Re: 10-21-19 WATER BILL

Sir,

I have not received my adjusted water bill for November.

I have been waiting for it. I am afraid that your Accounting Dept., will charge me for late payment, although I hope not.

Thanks

Troy Rendell

From: Troy Rendell
Sent: Tuesday, November 19, 2019 4:40 PM
To: URDUJA DE LA CUEVA; Evelyn Alicea
Cc: Rita Varona; Sharon Purviance
Subject: RE: URGENT- 11-19-19 US WATER DILEMMA AT CR675
Attachments: Account 54800045 - De La Cueva.xlsx

I've reviewed your account. I have credited all of the gallons for 9,000 gallons beginning in August for both water & wastewater. Your usage billed from June through October was 11,000. So the majority of the usage was credited back. There was no payment received in September, so a balance was forwarded from September to your October bill. A partial payment was received in October which still left a prior balance.

We can look at your next billed usage to review another possible credit for today's events caused by an air issue at the plant.

<u>Bill Date</u>	<u>Period</u>	<u>Gallons</u>	<u>Gallonage charge</u>
	06/06 -		
7/16/2019	07/05		
	Water	2	13.04
	Wastewater	2	18.06
	07/05 -		
8/16/2019	08/05		
	Water	2	13.16
	Wastewater	2	18.24

Adjustments

8/6/2019	water	3	-19.74
	wastewater	3	-27.36

<u>Bill Date</u>	<u>Period</u>	<u>Gallons</u>	<u>Gallonage charge</u>
	08/05 -		
9/16/2019	09/03	3	19.74
		3	27.36

Adjustments

9/24/2019	water	3	-19.74
	wastewater	3	-27.36

<u>Bill Date</u>	<u>Period</u>	<u>Gallons</u>	<u>Gallonage charge</u>
11/15/2019	10/15/2019		
	water	2	13.16
	wastewater	2	18.24

Adjustments

10/21/2019	water	3	-13.16
	wastewater	3	-18.24

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Tuesday, November 19, 2019 3:46 PM
To: Troy Rendell; Evelyn Alicea; Rita Varona
Subject: URGENT- 11-19-19 US WATER DILEMMA AT CR675

Sir,

Below are emails from you.... As shown ATTACHED, only one time for \$41.88 was an adjusted payment, on August 2019.

Also attached PHOTO of polluted cold water flowing out from faucet, today November 19, 2019. I talked to your tech/driver JUAN he was on his way to your plant because he saw also what I saw, DARK BROWN MUDDY WATER FLOWING FROM FAUCET PUSHED BY STRONG AIR. If you believed me when I emailed you and sent you photo of light brown water from faucet the other day, this PROBLEM could have been prevented.

Now, I have to hire somebody to clear or dump all the muddy water from my hot water tank and flash several gallons of water until I get clear water. Do I need to file complaint on this or will you compensate me for the loss of tons of water and my expenses in cleaning my hot water tank.

On September to October statement water usage \$38.85 and sewer \$65.83, and total charge is \$104.88. Obviously several gallons of polluted water was flashed out and I am charged for this. This is unjust.

On July and November statements water usage \$32.27 and sewer \$56.71. It was also on those months that several gallons of water were flashed out and I am charged for them. This is unfair.

Then on October to November statement shows \$151.73.

How did your accounting dept., calculated this amount?

If on Sept-Oct my bill was \$104.88 and I paid \$57.58 my balance should be \$47.10

If on Oct-Nov my bill is \$94.15, then my total bill is \$141.25

Although to charge me these much for October and November, is wicked, dishonest and very wrong because polluted water that were flashed out were much more than other times. And I cannot understand why sewer cost much more.

In my neighborhood 2-5 people in their houses, they do laundry almost every day, showers, etc., told me that they pay lesser than those amounts. I live alone, no pets, I do my laundry at the laundry mat and my showers at the gym.

From: Troy Rendell <trendell@uswatercorp.net>

To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Evelyn Alicea <ealicea@uswatercorp.net>; Sharon Purviance
<spurviance@uswatercorp.net>

Sent: Tuesday, September 10, 2019, 04:04:34 PM EDT

Subject: RE: US WATER AND CHARGES

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To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Evelyn Alicea <ealicea@uswatercorp.net>

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Subject: RE: 10-21-19 WATER BILL

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Total Credit will of \$36.57 to be applied to your account.

.....

Please review my statements, summary is attached. Where are the above shown in your emails are or were applied?

Thank you

Urduja S. De La Cueva

.....

Troy Rendell

From: Troy Rendell
Sent: Thursday, November 21, 2019 2:30 PM
To: URDUJA DE LA CUEVA
Cc: Evelyn Alicea; Sharon Purviance
Subject: RE: URGENT- 11-19-19 US WATER DILEMMA AT CR675

As previously explained, your average usage based upon past consumption is 1,000 gallons per month. I've given 8,000 gallons credit for the gallonage charges which equals 8 months of credits for usage. I understand that recently you began living at your residence instead of just the weekends. Your consumption has increased to between 2 – 3 thousand gallons a month. Once we receive the next month meter readings we will be able to determine how many gallons you used this month. The milky color is air in the water. Air in the water is harmless and should dissipate if left standing.

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Thursday, November 21, 2019 1:39 PM
To: Troy Rendell
Subject: Re: URGENT- 11-19-19 US WATER DILEMMA AT CR675

Thanks

However in my current bill, some adjustment have to be done. I had to flash gallons of polluted water, before and after the water was clear for about 3-weeks. And how about the previous flashed out tons of water. You only adjusted 1-month which was about \$44. or less bill.

Today, the water is NOT brown but white NOT CLEAR WATER, it looks like milk was poured on the water.

I asked Juan yesterday, why it is white not clear, he thinks it is the air in the water, although according to him, there are people in the plant working on it. I still cannot use the water to wash my dishes, I use my bottled water.

I have been flashing out water from all my faucets hoping the water gets clear.

Thanks

Urduja De La Cueva

On Wednesday, November 20, 2019, 04:41:44 PM CST, Troy Rendell <trendell@uswatercorp.net> wrote:

Good evening,

We had a mechanical issue at the plant and have been out there the last two days flushing. The water is now clear. I'll consider another credit on the usage that will be recorded this month. This won't be recorded until next month. Your current bill is correct. I can authorize the late payment charge to be removed.

From: URDUJA DE LA CUEVA [mailto:urduja_f2016@yahoo.com]
Sent: Tuesday, November 19, 2019 5:31 PM
To: Troy Rendell
Subject: Re: URGENT- 11-19-19 US WATER DILEMMA AT CR675

What is the bottom line?

After I paid the \$57.+ how much more will I pay?

Today is the worst because the muddy water went into my hot water tank. It cost too much to clean and clear the hot water tank.

Actually flashed out polluted water did not start in August. It started even before that.

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	Wastewater	2	18.06
	07/05 -		
8/16/2019	08/05		
	Water	2	13.16
	Wastewater	2	18.24
<u>Adjustments</u>			
8/6/2019	water	3	-19.74
	wastewater	3	-27.36
			<u>Gallonge</u>
<u>Bill Date</u>	<u>Period</u>	<u>Gallons</u>	<u>charge</u>
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		3	27.36
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11/15/2019	10/15/2019		
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10/21/2019	water	3	-13.16
	wastewater	3	-18.24

From: URDUJA DE LA CUEVA [mailto:urduja_fl2016@yahoo.com]
Sent: Tuesday, November 19, 2019 3:46 PM
To: Troy Rendell; Evelyn Alicea; Rita Varona
Subject: URGENT- 11-19-19 US WATER DILEMMA AT CR675

Sir,

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Also attached PHOTO of polluted cold water flowing out from faucet, today November 19, 2019. I talked to your tech/driver JUAN he was on his way to your plant because he saw also what I saw, DARK BROWN MUDDY WATER FLOWING FROM FAUCET PUSHED BY STRONG AIR. If you believed me when I emailed you and sent you photo of light brown water from faucet the other day, this PROBLEM could have been prevented.

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From: Troy Rendell <trendell@uswatercorp.net>

To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Evelyn Alicea <ealicea@uswatercorp.net>; Sharon Purviance
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Total Credit will of \$36.57 to be applied to your account.

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Please review my statements, summary is attached. Where are the above shown in your emails are or were applied?

Thank you

Urduja S. De La Cueva



Troy Rendell

From: Troy Rendell
Sent: Thursday, November 21, 2019 2:26 PM
To: Mitzie Hodgson; Sharon Purviance
Subject: RE: Snooze N Scoot

The water leaves the WTP around 52 psi. At the Snooze & Scoot you have both an RPZ back flow device as well as the newly installed filter. The pressure reduces up to 10 pounds across the RPZ, also your filter may need to be backwashed or changed. The sediment that was stirred up in the lines the past two days may have gotten into your filter.

From: Mitzie Hodgson [mailto:jhodgson999@hotmail.com]
Sent: Thursday, November 21, 2019 2:18 PM
To: spurviance@uswatercorp.net; Troy Rendell
Subject: FW: Snooze N Scoot

Thank you for the update.
At this time, 2:15 p.m. the water pressure is at 30 coming into the park.
Please increase to at least 40.
Thank you,
Mitzie

Sent from [Mail](#) for Windows 10

From: Troy Rendell <trendell@uswatercorp.net>
Sent: Thursday, November 21, 2019 10:00:23 AM
To: Mitzie Hodgson <jhodgson999@hotmail.com>; Sharon Purviance <spurviance@uswatercorp.net>
Subject: RE: Snooze N Scoot

Yes, we had an issue at the plant that started two days ago. The air compressor got stuck on which caused excessive air in the water & lines. We sent technicians out the past two days to flush out the lines. We had several calls from customers throughout the distribution system. Yesterday afternoon they completed the flushing process and the water was clear.

I apologize for any inconvenience this may have caused.

From: Mitzie Hodgson [mailto:jhodgson999@hotmail.com]
Sent: Thursday, November 21, 2019 9:58 AM
To: spurviance@uswatercorp.net; Troy Rendell
Subject: Snooze N Scoot

U.S Water,
There is air in the water line.
The water is milky, white.
The water pressure is 30.
We saw three U.S. Water trucks yesterday, coming from the plant.
Please advise.
Mitzie

Sent from [Mail](#) for Windows 10

Troy Rendell

From: URDUJA DE LA CUEVA
Sent: Thursday, November 21, 2019 2:49 PM
To: Troy Rendell
Subject: Re: URGENT- 11-19-19 US WATER DILEMMA AT CR675

I moved to Webster on January 2019. Since then I had to flash out several gallons of water from time to time.

My regular or normal consumption of water should not be or cannot be as much as my neighbors who are 2-5 people or more in their house, who take showers and do laundry almost everyday.

I ask or compare my water bill with their water bills that is how I know that I am over charged for my normal consumption because I take my showers at the gym and do my laundry at laundry-mat both in Bushnell and I live alone.

Thank you

Urduja De La Cueva

On Thursday, November 21, 2019, 01:30:13 PM CST, Troy Rendell <trendell@uswatercorp.net> wrote:

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To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Evelyn Alicea <ealicea@uswatercorp.net>; Sharon Purviance
<spurviance@uswatercorp.net>

Sent: Tuesday, September 10, 2019, 04:04:34 PM EDT

Subject: RE: US WATER AND CHARGES

I could consider another adjustment of 3 months – that would be a total of 6 months consumption. If you agree, I can have it applied. It would be the same amounts as the last adjustments.

From: Troy Rendell <trendell@uswatercorp.net>

To: URDUJA DE LA CUEVA <urduja_fl2016@yahoo.com>

Cc: Evelyn Alicea <ealicea@uswatercorp.net>

Sent: Monday, October 21, 2019, 12:40:32 PM EDT

Subject: RE: 10-21-19 WATER BILL

I apologize. I'm going to have Evelyn credit your account for the following:

- 1) (\$5.17) to remove the late payment charge
- 2) (\$13.16) credit for the 2K gallons you were charged for water (2 x \$6.58)
- 3) (\$18.24) credit for the 2K gallons charged for wastewater (2 x \$9.12)

Total Credit will of \$36.57 to be applied to your account.

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Please review my statements, summary is attached. Where are the above shown in your emails are or were applied?

Thank you

Urduja S. De La Cueva

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