

State of Florida




Public Service Commission

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

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

DATE: February 7, 2020

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

FROM: Kerri Johnson, Engineering Specialist I, Division of Engineering 

RE: Docket No. 20190166-WS - Application for increase in water rates in Highlands County by HC Waterworks, Inc.

Please file the attached email from Florida Department of Environmental Protection, "Customer Complaints," in the above mentioned docket file.

Thank you.

KJ/jp

Attachment

From: [Snyder, Ryan](#)
To: [Kerri Johnson](#)
Cc: [Synatschk, Joni](#); [Shakar, Jamie](#)
Subject: RE: Facility ID No. 6280162 and 6280064
Date: Thursday, February 06, 2020 12:07:05 PM
Attachments: [Leisure Lake and Lake Josephine Water Complaints.xlsx](#)

Good Morning

Attached to the email is the complaints that we have received for Both Leisure Lakes and Lake Josephine Public Water Systems dated from 2014 to present.

In regards to the Leisure Lakes Consent Order. All the corrective action items listed in the consent order have been completed.

Please let me know if you should have any questions.

Thank you



Ryan Snyder
Florida Department of Environmental Protection
South District Office
Environmental Manager
Ryan.Snyder@FloridaDEP.gov
Office: 239-344-5695

From: Synatschk, Joni
Sent: Friday, January 24, 2020 11:28 AM
To: Snyder, Ryan <Ryan.Snyder@FloridaDEP.gov>
Cc: Shakar, Jamie <Jamie.Shakar@dep.state.fl.us>
Subject: FW: Facility ID No. 6280162 and 6280064

Ryan

Please have someone address the PSC questions below. You can respond to PSC directly and copy me.

Thank you

Joni

From: Kerri Johnson <KEJOHNSO@psc.state.fl.us>
Sent: Friday, January 24, 2020 11:01 AM
To: Synatschk, Joni <Joni.Synatschk@FloridaDEP.gov>
Cc: Clayton Lewis <CLewis@PSC.STATE.FL.US>; Emily Knoblauch <eknoblau@psc.state.fl.us>
Subject: Facility ID No. 6280162 and 6280064

Good morning Joni,

PSC staff is process a rate case for HC Waterworks, Inc. (PWS #: 6280162 and PWS#: 6280064). Have there been any complaints received by DEP for the period o January 2014 through present? If so, would it be possible to get the complaint files or a summary of the complaints?

Also, staff would like an update on the consent order for Leisure Lakes WTP (OGC Case No. 18-1214). Thank you.

Sincerely,

Kerri Johnson Engineering Specialist Division of Engineering

Florida Public Service Commission

(850) 413-6836

Kerri.Johnson@psc.state.fl.us



Date	Utility	Complaint
7/8/2014	6280162 - Lake Josephine	COMPLAINT REGARDING CONTINUING PN FOR HAA55 AT LAKE JOSEPHINE AND CORRECTIVE ACTION NOT BEING COMPLETED YET
3/30/2015	6280162 - Lake Josephine	OAK GARDENS MOBILE HOME PARK (1. SULFUR SMELL WHEN THEY TURN ON THEIR WATER , 2. A MATERIAL, POSSIBLE SAND, LOCATED AT THE BOTTOM OF THEIR TOILET(S)).
6/13/2015	6280162 - Lake Josephine	BROWN WATER US WATER TOLD HER WAS BEING CAUSED BY HER HOT WATER HEATER
8/3/2015	6280162 - Lake Josephine	HYDROGEN SULFIDE ODOR COMPLAINT FOR LAST 7-10 DAYS LIVES AT 305 YELLOW WILLOW STREET IN SILVER OAKS MHP
8/3/2015	6280162 - Lake Josephine	HYDROGEN SULFIDE ODOR COMPLAINT LIVES AT 314 YELLOW WILLOW STREET IN SILVER OAKS
8/3/2015	6280162 - Lake Josephine	SILVER OAKS MHP RIGHT OFF 27, WATER HAS ROTTEN EGG SMELL FOR LAST 10/11 DAYS
8/3/2015	6280162 - Lake Josephine	SMELLY WATER FOR LAST 1.5 WEEKS AND CARTIDGE FILTERS HAVE BUGS/INSECTS IN THEM LIVES AT 306 YELLOW WILLOW STREET IN SILVER OAKS
8/10/2015	6280162 - Lake Josephine	REALLY SMELLY WATER LIVES AT 306 YELLOW WILLOW STREET IN SILVER OAKS
8/10/2015	6280162 - Lake Josephine	HYDROGEN SULFIDE ODOR COMPLAINT FOR LAST SEVERAL DAYS WATER SMELLS WORSE THAN IT EVER HAS LIVES AT 305 YELLOW WILLOW STREET IN SILVER OAKS MHP
8/12/2015	6280162 - Lake Josephine	REALLY SMELLY WATER LIVES AT 306 YELLOW WILLOW STREET IN SILVER OAKS
8/13/2015	6280162 - Lake Josephine	SILVER OAKS MHP RIGHT OFF 27, WATER HAS ROTTEN EGG SMELL FOR LAST THREE WEEKS HAS FLUSHED WATER THROUGH HER HOME AND IT STILL SMELLS
8/13/2015	6280162 - Lake Josephine	SILVER OAKS MHP RIGHT OFF 27, WATER SMELLS WORSE THAN EVER
8/13/2015	6280162 - Lake Josephine	WATER SMELLS REALLY BAD & IS TARNISHING HER RINGS
8/13/2015	6280162 - Lake Josephine	HYDROGEN SULFIDE ODOR COMPLAINT FOR LAST THREE WEEKS LIVES AT 305 YELLOW WILLOW STREET IN SILVER OAKS MHP
8/13/2015	6280162 - Lake Josephine	HYDROGEN SULFIDE ODOR COMPLAINT LIVES AT 314 YELLOW WILLOW STREET IN SILVER OAKS
8/13/2015	6280162 - Lake Josephine	WATER SMELLS REALLY BAD
8/19/2015	6280162 - Lake Josephine	ODOR COMPLAINT/ LOW PRESSURE/COLOR IN WATER - LAKE JOSEPHINE RV RESORT - OCCURING ON A OFF FOR THREE WEEKS
8/20/2015	6280162 - Lake Josephine	ODOR IN WATER AND COLOR FOR 3 WEEKS
8/24/2015	6280162 - Lake Josephine	ODOR & COLOR COMPLAINT
11/30/2015	6280064 - Leisure Lake	COLOR COMPLAINT
11/30/2015	6280064 - Leisure Lake	complaint from 56 venetian parkway of color in the water
12/3/2015	6280162 - Lake Josephine	complaint of low water pressure at intermittent intervals
12/4/2015	6280162 - Lake Josephine	LOW WATER PRESSURE
12/9/2015	6280162 - Lake Josephine	LOW WATER PRESSURE
1/7/2016	6280162 - Lake Josephine	LOW WATER PRESSURE

5/5/2016	6280162 - Lake Josephine	LAST 2 WEEKS WATER SMELLS BAD HOT & COLD NEIGHBORS AGREE CALLED HC WATERWORKS 8X W/NO RESULTS HEIDI HOFFMAN TOOK SAMPLE FROM OUTSIDE TAP AND CONFIRMED SULPHUR SMELL
5/6/2016	6280162 - Lake Josephine	WATER SMELLS FOR 2 MONTHS HOT&COLD
5/9/2016	6280162 - Lake Josephine	WATER SMELLS WHEN UTILITY FLUSHES HER WATER PRESSURE IS SO LOW SHE CAN'T FLUSH TOILET FOR HOURS
5/9/2016	6280162 - Lake Josephine	HAS H2S SMELL, IS GRAY, AND HAS SEDIMENT IN IT LAST 2 WEEKS
5/9/2016	6280162 - Lake Josephine	WATER SMELLS AND IS UNFIT TO DRINK
5/9/2016	6280162 - Lake Josephine	WATER REALLY SMELLS
5/10/2016	6280162 - Lake Josephine	WATER SMELLS AND EARLY IN MORNING HAS BLACK SEDIMENT IN IT
5/10/2016	6280162 - Lake Josephine	WATER REALLY SMELLS BAD
6/13/2016	6280162 - Lake Josephine	BROWN WATER STARTED ON 6/12/16
6/13/2016	6280162 - Lake Josephine	Complaint about the quality of his tap/drinking water. Called says it has a gray appearance coming out of the tap.
6/13/2016	6280162 - Lake Josephine	LAST 2 WEEKS WATER SMELLS AND IS GRAY IN COLOR
6/13/2016	6280064 - Leisure Lake	COLOR, ODOR, PARTICULATE MATTER IN DRINKING WATER BLEACH STAINS ON CLOTHES
6/14/2016	6280162 - Lake Josephine	WATER IS BROWN, SOMETIMES GRAY, SINK IS STAINED, GRAYISH SANDY LOOKING SEDIMENT
6/14/2016	6280162 - Lake Josephine	BROWN WATER STARTED OVER WEEKEND NO ONE WAS NOTIFIED OF WHY WATER WAS BROWN SOMETIMES CHLORINE IS SO HIGH THAT CLOTHES FADE OBSERVED THAT GATE TO WATER PLANT WAS LEFT UNLOCKED
6/14/2016	6280162 - Lake Josephine	Odor
6/24/2016	6280162 - Lake Josephine	High amounts of chlorine in water. Homeowner runs water in house and fills the entire house with a strong bleach smell. Called HC Waterworks to see if water is safe to drink because of how strong the chlorine smell is. They said that they would contact her if its unsafe to drink. She is concerned that it is unsafe. She requested that an inspector contact her prior to doing a field inspection at her house. She also stated that the strong smell has been going on for some time now.
7/13/2016	6280064 - Leisure Lake	Odor
7/13/2016	6280064 - Leisure Lake	COMPLAINT REFERRED FROM PSC WATER SMELLS, TASTES WORSE, AND IS CLOUDY
7/24/2016	6280064 - Leisure Lake	PROBLEM HAS BEEN PRESENT FOR YEARS HYDROGEN SULFIDE ODOR & COLOR, IN WINTER CLOTHES GET BLEACHED OUT BUT SMELL IS NOT AS BAD HAS COMPLAINED TO HC WATERWORKS NUMEROUS TIMES WITH NO RESULTS
10/24/2016	6280162 - Lake Josephine	SINCE SEPT 10, 2016 WATER HAS BEEN BROWN & IS STAINING LAUNDRY AND ALSO STAINING HER SINKS SHE IS IN HER SEVENTIES AND IS HAVING TO GO TO A LAUNDRYMAT TO WASH HER CLOTHES
1/26/2017	6280162 - Lake Josephine	Compliant received by PSC: Caller states that she and her husband are both Senior citizens. Customer states that she got a notice taped to her fence on January 6,2017 around 1:30pm stating that there was a notice of water treatment change beginning on January 4,2017. Customer states that there may be a slight chlorine taste in the water. Customer states that the water quality is bad and has an odor to it but the price keeps going up. Customer is concerned for her health. The water quality is getting worse over the 17 years customer states she has lived in Florida. Customer wants the water she pays a high price for to be drinkable and her laundry to come out clean.
5/5/2017	6280162 - Lake Josephine	COMPLAINT RECEIVED IN REGARDS TO WATER QUALITY
5/5/2017	6280162 - Lake Josephine	BROWN WATER, BEEN HAPPENING FOR TWO WEEKS, UTILITY PROVIDED IRON OUT TO REMOVE BROWN COLOR FROM CLOTHES, DISHES, FIXTURES.

5/5/2017	6280162 - Lake Josephine	WATER IS BROWN AND HAS BEEN OCCURING FOR QUITE SOMETIME. DEPARTMENT LET HER KNOW THAT THE OPERATING COMPANY IS IN THE NEIGHBORHOOD TO FLUSH THE LINES TILL CLEAR.
5/15/2017	6280162 - Lake Josephine	CALL FROM SWFWMD (LATOSHA WILSON): SHE RECEIVED A COMPLAINT FROM WILLIAMS SHEFFIELD REQUESTING AUTHOIZATION TO DRILL A WELL FOR POTABLE WATER USE BECAUSE OF BROWN WATER BEING RECIEVED FROM HC WATERWORKS.
5/17/2017	6280162 - Lake Josephine	WATER WAS CLEAR THREE MONTH AGO. IT HAS BEEN BROWN ON AND OFF SINCE.
6/12/2017	6280162 - Lake Josephine	Resident called and said their water has tasted like formaldehyde for a week
6/27/2017	6280162 - Lake Josephine	COMPLAINT THROUGH PSC MOSTLY ABOUT WATER BILL PRICING BUT ALSO LOW WATER PRESSURE & SMELLY WATER
1/16/2018	6280064 - Leisure Lake	Received letter date 12/19/2017 complaining about 40% increase in fees, horrible taste, odor, discoloration (black/brown)
1/19/2018	6280064 - Leisure Lake	Received letter date 12/19/2017 complaining about 40% increase in fees, horrible taste, odor, discoloration (black/brown)
1/19/2018	6280162 - Lake Josephine	Complaint in regards to his personal water filter cartridge and state his water is ofer brown in color out of his tap. Caller is concerend that the water is not safe to drink
1/22/2018	6280064 - Leisure Lake	Received letter date 12/19/2017 complaining about 40% increase in fees, horrible taste, odor, discoloration (black/brown)
2/18/2019	6280162 - Lake Josephine	Complaint received from Randy Vosburg (County Administrator) :We are again hearing from several residents in the Sebring Lakes community that their water is contaminated. They are saying that several residents are developing stomach issues and that bugs can be found in the water. We have also heard that the water has no chemicals in it when tested – meaning the good chemicals that clean the water. We have also heard from a local water purifying company that they have started to receive numerous complaints and requests to come out and help clean their water. I am told this is part of the US Water system. Mary Kay – I know in the past we have learned that the Health Department no longer tests water from water systems – but wanted to make sure and perhaps utilize any contacts you may have to assist. One person we have heard from is Please assist in any way you can, and if you don't mind provide a follow-up to me on anything that is/can be done. I in turn need to provide this follow-up to my Commissioners
5/20/2019	6280064 - Leisure Lake	Poor Quality water, taste, sediment in water. No presure problem
1/22/2020	6280162 - Lake Josephine	Quite frequently the water provided by HC Waterworks Inc. coming out of our tap is shades or brown to black andsmells of hydrogen sulfide. This makes the water unfit for drinking, cooking an due to the smell bathing. When theutility is called they always say they are working on the system, which always seems to occur during the night whichthey must feel gives them the right of not having to notify any of the customers. When asked about drinking the waterthey respond we should buy bottled water or possible install a home filtering system. One time they said it was finedrink but if one had an immune deficiency bottle water might be a good decision ! Today when asked if they weregoing to flush the lines at the conclusion of the repairs, they said we could flush them ourselves ? I do not feel I shouldpay them for the water each time the lines need flushed or buy bottles water to drink and cook with. Question is whyhave them at all, guess we could go to a well for bathing and bottled water for al other needs. I have pictures of todays water but file would not down load to your site so sent them to PSC media@PSC.STATE.FL.US

1/23/2020	6280162 - Lake Josephine	Water smells toxic
1/23/2020	6280162 - Lake Josephine	Water is black in color, Water smells, and experencing low pressure
1/28/2020	6280162 - Lake Josephine	Caller states there is a foul odor from DW line (smells like feces/urine) and the water from the tap was black.