

HC WATERWORKS, INC.

August 27, 2021

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

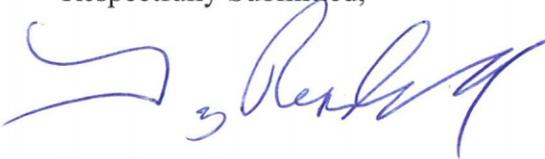
Re: Docket No. 20190166-WU Application for increase in water rates in Highlands County by
HC Waterworks, Inc. – *Second Quarterly Status Report*

Dear Commission Clerk,

Pursuant to Order No. PSC-2021-0089-S-WS, issued February 22, 2021 in the above referenced docket, HC Waterworks, Inc. hereby submits its First Quarterly Status Report. The Commission approved a Settlement Agreement between HC Waterworks and the Office of Public Counsel. Pursuant to this approved settlement, HC Waterworks is to file quarterly status reports in PSC Docket No. 20190166 beginning three months after the Final Order approving rates is entered and ending one year after the Final Order is entered. The quarterly status reports shall include details regarding (a) all customer complaints received by HCW from August 1, 2020 to the end of the reporting period, and (b) all other communication between HCW and its customers (individual and system-wide customer communications) from August 1, 2020 to the end of the reporting period.

Attached hereto is the Second Quarterly Status Report pursuant to the Commission's Order. The spreadsheet is available to be sent via electronic mail or on a USB through the U.S. Mail. The customers' names, addresses, and phone numbers will be filed separately under request for confidentiality.

Respectfully Submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for HC Waterworks, Inc.

Account	Label	Comment	Service Order / Resolution
54827571	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 07/26/2021: DAVID CALLED REGARDING WHY THE WATER ISS STILL OFF; ADV MOVE IN S/O WAS ALREADY COMPLETED; ADV NO OTHER S/ TO DISCONNECT; ADV MAY WANT TO CHECK HIS CUSTOMER VALVE TO VERIFY IF THAT IS WHAT IS STOPPING THE WATER;	
54795853	F 5.0 No Water - Sewer / Service Interruption	OPmrodgers 06/02/2021: LORETTA CALLED NO WATER SPOKE TO CB STATES TURNED WATER OFF DUE TO MAIN BREAK	Main Break
1189258	F 5.0 No Water - Sewer / Service Interruption	Opjaczarnik 05/24/2021: ROSALJNA CALLED REGARDING NO WATER; ADV THERE IS A MAIN BREAK IN THE AREA; ADV THE TECHS ARE AWARE AND ARE ADDRESSING THE ISSUES AS FAST AS THEY CAN; ADV NO TIMETABLE FOR COMPLETION; ADV BWN WILL BE PUT INTO EFFECT;	Main Break
54798213	F 5.1 Pressure Issue	Opjaczarnik 08/02/2021: PAM CALLED DUE TO LOW PRESSURE; REACHED OUT TO TECH WHO COULD NOT VERIFY IF THERE WAS ANYTHING HAPPENING OUT IN THE AREA; TECH ADV HE WOULD STOP BY THE PLANT; NOTIFIED THE CUSTOMER; ADV IF LITTLE TO NO PRESSURE CONTINUES FOR THE NEXT HOUR OR TWO, THEN SHE CAN CALL BACK TO HAVE A S/O SUBMITTED;	N/A
54822234	F 5.1 Pressure Issue	Opjaczarnik 07/14/2021: JAMES CALLED REGARDING LITTLE TO NO PRESSURE; ADV WOULD SUBMIT S/O TO HAVE A TECH COME OUT AND CHECK TODAY;	read/0291040/meter/was/off/for/nor/pay/meter/is/back/on/chris/b
54821907	F 5.1 Pressure Issue	Opjaczarnik 07/14/2021: BILLY CALLED REGARDING LOW PRESSURE SINCE YESTERDAY; ADV WOULD SUBMIT S/O TO HAVE TECH COME OUT TO TEST THE PRESSURE;	read/0618250/customer/not/home/went/by/several/times/meter/not/spinning/no/leaks/chris/b
54795384	F 5.1 Pressure Issue	OPmrodgers 06/24/2021: PATRICIA CALLED NO WATER PRESSURE S/O COMPLETE	06/24/2021: PATRICIA CALLED BACK IN TO CANCEL S/O - FOUND THAT HANDYMAN HAD TURNED VALVE OFF. IS CORRECTED. NFAN
1191094	F 5.1 Pressure Issue - Leak on Customer Side	OPdjohnson 05/20/2021: FREDY CI. STILL EXPERIENCING PRESSURE ISSUES. I ADV I WOLD SUBMIT SO TO INSPECT. NFAN OPcbrann 06/16/2021: SPX TO FREDY JUSTUS @863-446-3707;SHE WAS CALLING ABOUT A PAST LEAK & A HIGH BILL & NEEDS A PYMT ARRANGEMENT;NEED TO CHECK & CALL HER BACK;; OPdjohnson 06/16/2021: LMOM FOR FREDY	read/0346500/customer/has/leak/on/her/side/told/customer OPldrost 06/18/2021: FREDY CALLED BACK IN. PD \$750 OF TOTAL. SET UP PMT FOR 2 MO STARTING 7/18/21 FOR \$258.59 EA. ****DO NOT DISCONNECT****
54823970	H 7.0 Meter Reading Issue	OPldrost 06/18/2021: FOLLOW UP: SANDRA CALLED BACK IN TO GET RESULTS OF S/O. ADV WATER IS OFF AT PPTY (CUST SIDE), READ IS IN LINE W/ ONE ON BILLING. EVEN THO THEY WEREN'T THERE, THERE IS USAGE. USW	00031689/8/digit/pro/coder/meter/is/off/located/b/r/chris/b
54796696	H 7.0 Meter Reading Issue	OPldrost 05/26/2021: GALE CALLED IN. ARE BACK UP NORTH FOR SUMMER AND WON'T BE BACK UNTIL AROUND JAN 2022. SEES THAT THEIR BILL KEEPS GOING UP. ADV IN-HOME LEAK TEST. SINCE NOT THEIR AND NEIGHBORS ARE VERY ELDERLY, DON'T FEEL THEY CAN DO THAT AT THIS TIME. REQ SEASONAL DISCONNECT UNTIL THEY CAN RET AND FIGURE IT OUT. ADV OF ABILITY TO DO LEAK ADJ IF THEY DISCOVER THEY MAY NEED TO DO REPAIRS. WILL NOT SEND ANYONE TO INSPECT METER UNTIL LEAK TEST COMPLETE. SUBMITTED S/O. NFAN Opjaczarnik 06/24/2021: GALE CALLED REGARDING BILL AGAIN; ADV THE USAGE HAS BEEN SPIKING SINCE THE BILL THAT GENERATED IN FEB; ADV THERE WAS A SEASONAL DISCONNECT COMPLETED ON 6/8/21, SO HER NEXT BILL SHOULD ONLY BE FOR BASE CHARGES; ADV SHE MAY WANT TO DO A LEAK TEST WHEN THEY GO BACK TO THE PROPERTY AND HAVE THE WATER RECONNECTED AGAIN; ADV TO CALL BACK IF SHE HAS ADDITIONAL QUESTIONS;	METER AND ERT ARE WORKING PROPERLY. ALL DIALS SPIN. VALVE IS OFF AT METER. METER READ/0279500
54823841	H 7.0 Meter Reading Issue	OPldrost 05/18/2021: LESLIE CALLED IN B/C OF SECOND MONTH W/ NO USAGE CHARGES. HAS BEEN ON PREMISES FOR MOST OF LAST 2 MO AND SHOULD HAVE USAGE. CONF S/O WAS CREATED AND COMPLETED ON 4/29 FOR METER INSPECTION BY USW - TECH CONFIRMS METER NEEDS REPLACEMENT. NO REPLACEMENT SCHED YET. LESLIE WOULD LIKE TO AVOID GETTING A HIGH BILL. WILL NEED TO CALL LESLIE BACK W/ UPDATE. OPmrodgers 06/15/2021: LESLIE CALLED STATED STMT STILL HAS NO USAGE METER HAS NOT BEEN REPLACED... S/O COMPLETE FOR REPLACEMENT. PLEASE CALL CUST WHEN COMPLETE	HCWW - METER/ERT CHANGE OUT. CUST STATED SHE IS CONCERNED WITH MANY MONTHS ZERO USAE. TECH NOTES ON 4/29 STATE METER NEEDS TO BE REPLACED. SERVICE ORDER ALSO SAYS CUT ON WELL. PLEASE INSPECT, CHANGE OUT METER/ERT, PROVIDE READS AND NOTES. xxxx/old/read/0143170/s/n/56575361,ert/57764740/new/read/00000252/8/digit/pro/code r/s/n/11265282/ert/75089155/located/l/f/chris/b

Account	Label	Comment	Service Order / Resolution
54799626	H 7.2 Condition of Meter	OPmrodgers 08/02/2021: JACKIE CALLED NEIGHBOR KEEPS RUNNING OVER METER WITH GOLF CART. S/O RAISE BOX REPLACE LID. OPldrost 08/11/2021: JACKIE CALLED IN FOR STATUS ON METER BOX REPLACE. CALLED CBERISH - HAS MEASURED BOX SO HE KNOWS WHICH KIND TO INSTALL. WILL COMPLETE BY END OF WEEK. ADV JACKIE. NFAN	HCWW - MET INSPECT. CUST REPORTS NEIGHBOR KEEPS RUNNING OVER METER BOX WITH GOLF CART. BROKEN LID NEEDS REPLACEMENT. PLEASE INSPECT CONDITION OF METER/BOX, PROVIDE READ AND NOTES. xxxx/read/0372260/replaced meter/box/and/lid/customer/is/happy
1189768	I 8.0 Leak at Meter	OPldrost 08/23/2021: MR PITTS CALLED IN - WALKING IN NEIGHBORHOOD, DISCOVERED LARGE LEAK (WATER BUBBLING UP FROM GROUND) AROUND HIS OR NEIGHBOR'S METER BOX AREA. CALLED IN TO REPORT. WILL NEED TO KNOW IF CUSTOMER NEEDS TO TAKE CARE OF OR NOT. SAYS NEIGHBORS ARE OUT OF TOWN BUT WOULD NEED TO KNOW IF IT'S THEIRS. SUBMITTED S/O. NFAN	LEAK WAS ON CUSTOMERS SIDE. METER VALVE SHUT OFF SO THAT PLUMBER CAN CONDUCT REPAIRS. METER READ/0436380
1190423	I 8.05 Leak - Customer Side	OPdjohnson 08/12/2021: EDWARD CI ABOUT BILL ANDWHAT HE SHOULD PAY. I ADV NEW BILL ABOUT TO COME OUT THAT HAS THE REALLY HIGH USAGE. I ADV TO SEND IN WHAT HE CAN TO BRING DOWN THE BAL. I ADV HOW COURTESY LEAK ADJ WORK. I ADV TO SAVE ANY INVOICES AND CAN EMAIL. HE STATED DOES NOT EMAIL. I ADV CAN HAVE PLUMERS EMAIL ON HIS BEHALF. I ADV WILL NOTATE THE ACCT AS LEAK BEING WORKING ON AND NOT TO DISCONNECT UNTILWE CAN SUBMIT FOR POSSIBLE LEAK AND GET ON PAYMENT ARANGEMENT. I ADV TO CALL BACK WHEN WORK IS FINISHED. NFA	OPdjohnson 08/12/2021: DO NOT DISCONNECT FOR NON PAYMENT. LEAK AT PROPERTY BEING FIXED AND CUST WILL SUBMIT RECEIPT WHEN WORK IS COMPLETE.
54796600	I 8.05 Leak - Customer Side	OPdjohnson 08/11/2021: LMOM FOR LOUIS AT (863)304-8045. I ADV TECHS WERE OUT AND LET HIM KNOW ABOUT A LEAK. I ADV I CAN SEE SAGE HAS GONE DOWN. I ADV POSSIBILITY OF A COURTESY LEAK ADJ IF HE WOULD LIKE TO SUBMIT RECEIPTS FROM THE REPAIR. PROVIDED EMAIL AND MY NAME FOR CALL BACK IF ANY QUESTIONS. I ADV I WOULD LEAVE AN ADDITIONAL MESSAGE ON THE OTHER NUMBER ON FILE (941)468-4826 BUT MSG STATED CALL DID NOT GO THROUGH. TRIED TWO TIME.	OPjaczarnik 07/16/2021: LOUIS CALLED REGARDING HIGH BILL; USAGE SPIKED TO 41 TGAL; ADV WOULD SUBMIT A SERVICE ORDER TO VERIFY THE THE READING AND INSPECT THE METER; ADV WOULD ALSO SUBMIT THE ACC TO THE CORP OFFICE TO SEE IF THEY CAN APPROVE AN EXTENDED PYMT ARRNGMT; HIS RETURN NUMBER IS 863-304-8045;USWealicea 07/12/2021: LEFT A VOICE MESSAGE FOR LOUIS CRISSMAN REGARDING THE HIGH USAGE ON THE CURRENT BILL - PROVIDED CUSTOMER WITH C/S NUMBER FOR ANY QUESTIONS OR CONCERNS.
1190884	I 8.05 Leak - Customer Side	OPmrodgers 08/09/2021: COLON CALLED LEAK AT PROPERTY S/O TURN OFF FOR REPAIR	CUST STATED PLUMBER COULD NOT FIND A LEAK. PLEASE INSPECT METER IS WORKING PROPERLY, CHECK FOR LEAK, DO 10GAL BUCKET TEST, PROVIDE READ AND NOTES. PLEASE CALL LOUIS(863)304-8045 xxxx/read/0392630/customer/has/leak/on/their/side/spoke to customer/about/it/carlos/m/and/pedro/l

Account	Label	Comment	Service Order / Resolution
1190423	8.05 Leak - Customer Side	<p>OPdjohnson 07/30/2021: EDWARD CI ABOUT NO WATER AND HIGH BILL. I ADV 21 IS HIGH USAGE FOR HIM BUT THEY TURNED IT OFF FOR THE NEXT MONTHS BILL WHICH WILL BE FOR 95TGAL THROUGH 7/27. I ADV TECHS WENT BACK TO INSPECT HIGH USAGE TODAY AND METER WAS SPINNING FAST. I ADV ANOTHER 9TGAL HAS GON THROUGH METER SINCE THE READ ON 7/27. I CONFIRMED WITH TECH THAT WHEN CUST CALLS PLUMBER THEY WILL HAVE THE TOOLS TO DO THE JOB. I ADV WATER HAD TO BE TURNED OFF DUR TO THE AMOUNT OF WATER LOSS FROM HIS PROPERTY. I ADV TO CALL IF PLUMBER SHOWS UP AND UNABLE TO TURN OFF METER. NFAN OPdjohnson 08/12/2021: EDWARD CI ABOUT BILL ANDWHAT HE SHOULD PAY. I ADV NEW BILL ABOUT TO COME OUT THAT HAS THE REALLY HIGH USAGE. I ADV TO SEND IN WHAT HE CAN TO BRING DOWN THE BAL. I ADV HOW COURTESY LEAK ADJ WORK. I ADV TO SAVE ANY INVOICES AND CAN EMAIL. HE STATED DOES NOT EMAIL. I ADV CAN HAVE PLUMERS EMAIL ON HIS BEHALF. I ADV WILL NOTATE THE ACCT AS LEAK BEING WORKING ON AND NOT TO DISCONNECT UNTILWE CAN SUBMIT FOR POSSIBLE LEAK AND GET ON PAYMENT ARRANGEMENT. I ADV TO CALL BACK WHEN WORK IS FINISHED. NFAN</p>	<p>meter is spinning fast meter read is 01265754, called customer, no answer, left door tag and turned water off...CB OPdjohnson 08/12/2021: DO NOT DISCONNECT FOR NON PAYMENT. LEAK AT PROPERTY BEING FIXED AND CUST WILL SUBMIT RECEIPT WHEN WORK IS COMPLETE.</p>
54826358	8.05 Leak - Customer Side	<p>OPmrodgers 06/25/2021: SHEELAH CALLED HIGH USAGE DUE TO LEAK CUST REPAIRING ON 6/28 WILL SUBMIT RECEIPTS WHEN COMPLETE. MAY/JUNE STMT DATES INCLUDE LEAK POSSILY JULY AS WELL. OPjaczarnik 07/02/2021: SHEELAH CALLED; SHE ADV THE LEAK WAS REPAIRED AND SHE WOULD LIKE TO SEND THE RECEIPTS FOR A COURTESY ADJ; SHE ADV SHE WILL CALL BACK TO ACQUIRE THE EMAIL ADDRESS; ADV THE CUSTOMER IS STILL RESPONSIBLE FOR A PORTION OF THE BILLS THAT WERE AFFECTED BY THE LEAK; ADV SHE CAN TRY TO DISPUTE WITH THE CORP OFFICE IF SHE DOESN'T BELIEVE SHE IS RESPONSIBLE FOR ANY OF THAT BILL; OPmrodgers 07/06/2021: SHEELAH CALLED EMAIL TO SEND RECEIPT FOR POSSIBLE LEAK ADJ</p>	<p>USWealicea 07/13/2021: LEAK ADJUSTMENT FOR 7/15 BILL - CUST. BILLED FOR 59 TGAL - AVG. PER MONTH = 58 TGAL /2 = 29 TGALS X 14.27 = \$413.83 -LEAK ADJUSTMENT FOR 6/15 BILL - CUST. BILLED FOR 53 TGAL - AVG. PER MONTH = 52 TGAL /2 = 26 TGALS X 14.27 = \$371.02 - LEAK ADJUSTMENT FOR 5/14 BILL - CUST. BILLED FOR 24 TGAL - AVG PER MONTH = 23 TGAL /2 = 12 TGALS X 14.27 = \$328.21 ADJUST. FOR 4/16 BILL - CUST. BILLED FOR 10 TGAL - AVG = 9 TGAL/ 2 = 5 X 14.27 =\$71.35 TOTAL LEAK ADJ. \$1,184.41 FOR APRIL, MAY, JUNE AND JULY.</p>
1189904	8.05 Leak - Customer Side	<p>OPjaczarnik 06/30/2021: CHERYL EVANS (DAUGHTER) CALLED REGARDING LEAK; ADV THE TECH WENT OUT ON 6/29 AND CONFIRMED IT IS A LEAK ON THE CUSTOMER SIDE; ADV SHE MAY NEED TO HIRE SOMEONE TO COME LOCATE AND REPAIR THE LEAK; ADV IF A LEAK IS REPAIRED, THEN SHE CAN SUBMIT THE REPAIR RECEIPTS FOR A COURTESY ADJ; HER RETURN NUMBER IS 863-441-0291; OPcbrann 06/30/2021: SPK TO CHERYL EVANS @863-441-0291;SHE IS CONNIE MCAFEE'S DAUGHTER;SHE ADV MOTHER IS IN ICU;SHE WAS CALLING ABOUT THE DOOR TAG REC'D:ADV S/O ON 6-28-21 FOR RE-READ HIGH USAGE;TECH NOTED CUSTOMER HAS A LEAK ON THEIR SIDE;ADV CHERYL THAT SHE SHOULD CONTACT A PROFESSIONAL;ALSO ADV TO SAVE RECEIPTS FOR POSSIBLE LEAK ADJUSTMEMNT; OPcbrann 06/30/2021: SPK TO CHERYL EVANS @863-441-0291;SHE WAS CALLING ABOUT A DOOR TAG LEFT;SHE ADV MOTHER CONNIE MCAFEE IS IN ICU;SHE ALSO ADV CONNIE'S PHONE #863-414-4368 IS CORRECT;I ADV S/O ON 6-28-21 FOR RE-READ ON HIGH USAGE,THE TECH NOTED THE LEAK IS ON THE CUSTOMER SIDE;I ADV SHE WILL NEED TO CALL IN A PROFESSIONAL & TO SAVE THE RECEIPTS FOR POSSIBLE LEAK ADJUSTMENT; OPcbrann 06/30/2021: SPK TO CHERYL EVANS @863-441-0291;SHE WAS CALLING ABOUT A DOOR TAG LEFT;SHE ADV MOTHER CONNIE MCAFEE IS IN ICU;SHE ALSO ADV CONNIE'S PHONE #863-414-4368 IS CORRECT;I ADV S/O ON 6-28-21 FOR RE-READ ON HIGH USAGE,THE TECH NOTED THE LEAK IS ON THE CUSTOMER SIDE;I ADV SHE WILL NEED TO CALL IN A PROFESSIONAL & TO SAVE THE RECEIPTS FOR POSSIBLE LEAK ADJUSTMENT;</p>	<p>xxx met with Cheryl this morning put meter back meter was still spinning heard water running under the house showed the leak to Mrs. Evans - the leak that was in the yard (slab under the shed was fixed by brother in-law) brother in law fixed & rerouted the water line under the shed. Mrs. Evans will contact Evelyn when the leak under the house is repaired...Chris Beris</p>

Account	Label	Comment	Service Order / Resolution
5191182	8.05 Leak - Customer Side	<p>OPcbrann 05/06/2021: SPK TO KEVIN PATTERSON @863-471-7000;HE WAS CALLING TO MAKE SURE THE WATER DOES NOT GET SHUT OFF;HE IS MAKING PYMTS OF \$100.00 & WILL BE HAVING THE WHOLE HOUSE REPLUMBED ON MAY 17 OPdjohnson OPdjohnson 06/08/2021: ***DO NOT DISCONNECT. KEVIN CI. HAS HAD LEAK FIXED. SENT OVER RECIEPT. I ADV WILL SUBMIT TO USW FOR REVIEW AND FOLLOW UP WHEN A DETERMINATION HAS BEEN MADE. I ADV WILL HAVE THEM LOOK AT LAST THREE BILLS AND THE USAGE FOR THE NEXT BILL WHICH HASNT GENERATED YET. NFNAN***</p>	<p>USWealicea 06/17/2021: LEAK ADJUSTMENT FOR 3/16 BILL - CUSTOMER BILLED FOR 73 TGAL - AVG PER MONTH = 768TGAL /2 = 34 TGALS X 14.24 = \$485.18 -LEAK ADJ FOR 4/16 BILL - CUST. BILLED FOR 23 TGAL - AVG PER MONTH = 18 TGAL /2 = 9 TGALS X 14.27 = \$128.43 - LEAK ADJ FOR 5/14 BILL - CUST. BILLED FOR 52 TGAL - AVG PER MONTH = 47 TGAL /2 = 24 TGALS X 14.27 = \$342.48 - LEAK ADJ FOR 6/15 BILL - CUST. BILLED FOR 35 TGAL - AVG PER MONTH = 30TGAL /2 = 15 TGALS X 14.27 = \$214.05 TOTAL LEAK ADJ \$1170.14 FOR MARCH, APRIL, MAY & JUNE OPcbrann 06/17/2021: SPK TO KEVIN PATTERSON @863-471-7000;HE WAS CALLING ABOUT MSG LEFT ON LEAK ADJ;ADV LEAK ADJ WAS \$1170.14 & NEW BALANCE DUE IS \$1030.45 DUE ON 7-5-21;HE ADV HE WILL BE PAYING THAT BY THE DUE DATE;NFNAN</p>
54826593	8.05 Leak - Customer Side	<p>OPdjohnson 05/25/2021: LMOM FOR JESSE. I ADV LEAK ADJ REQ SUBMITTED TO USW BUT HE IS NEW TO PROPERTY AND NOT ENOUGH INFO TO MAKE AN ADJ. I ADV WILL USW REVISIT AUG 1ST. I ADV EXEMPT FROM DISCONNECT THROUGH END OF JULY. I ADV TECHS GETTING REGULAR BILLING READ THIS WEEK AND WILL SHOW USAGE THAT WAS A PART OF THE LEAK THAT WILL BE N THE NEXT BILL. I ADV AFTER THE JUNE & JULY READS WE SHOULD GET AN IDEA OF WHAT HIS AVG USAGE IS AND USW WILL LOOK AT MAKING AN ADJ BASED ON THAT. I ADV TO CALL BACK IF HE HAS ANY QUESTIONS. CAN ASK FOR DARREN. OPdjohnson 06/10/2021: LL/OWNER - CHRIS 305-798-4676. CI REGARDIN LEAK AT HER TENANT PROPERTY. I ADV NEXT BILL HAS EVEN MORE USAGE. I ADV WILL NEED A COUPLE MONTH OF LOW USAGE TO GET AN IDEA OF THE CUST AVG IN ORDER TO MAKE A PROPER ADJ. SHE ASKED ABOUT THE CREDIT. I ADV GOES BACK TO THE ACCT. I ADV WILL HAVE TO WORK SOMETHING OUT WITH TENANT JESSE REGARDING ANY MONIES PAID TO HIM FOR THE WATER BILL. I ADV I WILL CALL AFTER ACCT REVIEW FOR LEAK ADJ. LMOM OPldrost 08/12/2021: LL CHRISTINE CALLED IN TO CHK ON USAGE/BAL TO MAKE SURE IT'S RETURNED TO PRE-LEAK LEVELS. CONF. NOW THAT IT IS PAST AUG 1, SHE'D LIKE US TO GO FORWARD WITH PURSUING A LEAK ADJ FOR THIS ACCOUNT. WILL EMAIL DJOHNSON TO REQ. NFNAN</p>	<p>USWealicea 08/20/2021: LEAK ADJUSTMENT ON THE MAY BILL FOR 6 TGAL - CUSTOMER BILLED FOR 13 TGAL -AVERAGE PER 12 MONTHS = 12 TGAL -/ 2 = 6 TGAL @ 14.27 = 85.62 USWealicea 08/20/2021: LEAK ADJUSTMENT ON THE JUNE BILL FOR 17 TGAL - CUSTOMER BILLED FOR 34 TGAL -AVERAGE PER 12 MONTHS = 33 TGAL -/ 2 = 17 TGAL @ 14.27 = \$242.59 OPdjohnson 08/23/2021: LMOM FOR JESSE. I ADV TWO ADJ HAVE BEEN MADE TO THE ACCT. I ADV CUR CREDIT BAL. I ADV ADJ TOOK CARE OF BILL DUE 9/2/21. I ADV TO CALL BACK IF ANY QUESTIONS. NFNAN</p>
54799143	8.05 Leak - Customer Side	<p>OPjaczarnik 05/21/2021: HOLLY CALLED REGARDING LEAK SHE HAD REPAIRED IN THE POOL; ADV USUALLY THEY ONLY DO POOL ADJUSTMENTS IF SHE IS CHARGED USAGE IN THE SEWER; PROVIDED EMAIL AND ADV CAN SEND IN THE REPAIR INVOICE FOR A POSSIBLE COURTESY ADJ; OPdjohnson 05/25/2021: LMOM FOR CHARLES & HOLLY. I ADV COURTESY LEAK ADJ REQUEST WAS SUBMITTED TO USW. I ADV UNFORTUNATELY POOLS ARE CONSIDERED A LUXURY ITEM AND THE ONLY TYPES OF ADJ FOR FILLING A POOL ARE WASTEWATER ADJ. I ADV THEY DO NOT GET BILLED FOR SEWER AND THEREFORE WILL NOT RECEIVE AND ADJ. I ADV CAN CALL BACK IF THEY HAVE ANY QUESTIONS AND ASK FOR DARREN. NFNAN</p>	

Account	Label	Comment	Service Order / Resolution
54795853	J 8.05 Leak - Customer Side	OPldrost 05/05/2021: LORETTA CALLED IN. TODAY, 5/5/21, PIPES UNDER HOUSE BROKE. IS CONCERNED ABOUT WHAT TO DO ABOUT HER UPCOMING BILL. ADV OF LEAK ADJ PROCESS. WILL WAIT UNTIL "BIG" BILL COMES OUT THAT INCL 5/5/21, CALL IN, WE'LL GIVE HER EMAIL ADD TO SEND PLUMBER INVOICE FOR LEAK ADJ. NFAN Opmrodgers 06/02/2021: LORETTA CALLED NO WATER SPOKE TO CB STATES TURNED WATER OFF DUE TO MAIN BREAK OPldrost 06/21/2021: LORETTA CALLED IN, LM. MAIN ON PPTY BROKE AND HAS BEEN REPAIRED. CALLED LORETTA BACK, HAS SPOKEN W EALICEA ON HOW TO SEND IN INVOICES, ETC. NFAN	USWealicea 06/25/2021: LEAK ADJUSTMENT- CUSTOMER BILLED FOR 10 TGAL - AVERAGE PER MONTH = 8 TGAL / 2 = 4 TGALS X 14.27 (RATE) = \$57.08 (USE HIGHER TIER)
1195185	J 9.0 Water Quality	Opjaczarnik 07/23/2021: SHIRLEY CALLED REGARDING AN ODOR WITH THE WATER THE LAST FEW DAYS; REACHED OUT TO TECH, NO WORK GOING ON; ADV WOULD SUBMIT A S/O FOR THE TECH TO COME OUT TODAY (7/23) TO CHECK; Opmrodgers 07/27/2021: SHIRLEY CALLED SMELLY WATER/ADV S.O COMPLETE ON 7/23 CUST STATED SHE SPOKE WITH TECH	xxxx/read/0417530/flushed/home/and/turned/on/flush/valve/at/end/of/street/customer/was/happy/anthony/r
54823152	J 9.0 Water Quality	USWealicea 07/26/2021: email from customer: I moved in Thursday, July 22, 2021 and my water smells like rotten eggs so bad that when I shower I am gagging. I am very concerned for my health and have avoided any use of the tap water. It is really strong. - responded: called customer 8:30 am customer stated water was much better this morning as she heard there was a main break and the lines were flushed.	
54825651	J 9.0 Water Quality	OPldrost 05/21/2021: JOAN CALLED IN - DISCUSSED METER REPLACE AND REASONS FOR IT. WASN'T CHGD FOR USAGE FOR AT LEAST 5 MO. ADV CURRENT BILL IS PROBABLY CORRECT USAGE. OFFERED IN-HOME LEAK TEST INSTRUCT, WILL HAVE SON DO IT. MEANWHILE, WILL WAIT AND SEE WHAT NEXT BILL WILL BE. INFORMS WATER HAS BEEN YELLOW TINGED AND SMELLS LIKE SEWER SINCE SHE MOVED IN. SUBMITTED S/O FOR INSPECTION. MAY NEED LINES FLUSHED. NFAN OPldrost 05/26/2021: JOAN CALLED BACK IN ABOUT RECENT BILL. DISCUSSED HOW METER WAS INSPECTED AND ERT WAS REPL. COMPARED LAST ERT READ W/ ACTUAL # ON METER WHEN REPLACED AND IS AMT USED OVER MORE THAN ONE MO. ADV TO WAIT UNTIL NEXT BILL COMES OUT TO SEE IF IT GOES BACK DOWN. WOULD LIKE HER BILL ADJ TO LOWEST TIER LEVEL SINCE IT IS ONLY HER AT PPTY AND DID NOT USE 6TGAL IN 1 MO. WILL NEED TO CALL JOAN BACK W/ UPDATE.	tech notes: Responded to 17 Venetian. Customer not home but ran a residual and flushed downstream and found no discolored water. Will follow up Monday again to talk with residents.-xxxxWe returned Monday morning and spoke with customers. No water quality issues over the weekend. They were happy....Dustin Williams OPldrost 05/26/2021: USW ADJ ACCT TO REFLECT LOWEST TIER LEVEL FOR ALL USAGE ON LAST BILL. CALLED JOAN, LMOM, INFORMING OF \$5.70 CR ON ACCT. NFAN
1190463	J 9.0 Water Quality	Opmrodgers 05/18/2021: DONNA CALLED STATES WATER IS A LIGHT GREEN FOR LAST CPL DAYS... S/O COMPLETE	Responded to 5502 Pince. Found slightly discolored water at home. Flushed lines. Spoke with customer about potential sources. Will continue to follow up with them.
1190810	J 9.0 Water Quality	Opmrodgers 05/11/2021: NINA CALLED WATER RUSTY AGAIN - RUINED CLOTHES / S.O COMPLETE	Rust water in one bathroom, color was coming from rusted hardware in the toilet.
54825344	J 9.1 Boil Water Inquiry	Pldrost 07/15/2021: NADINE CALLED IN TO SEE IF BWN HAD BEEN RESCINDED. ADV UNAWARE OF RESCIND. SAYS SHE GOT NOTICE ON TUES. TODAY IS THURS. ADV CAN TAKE 3 DAYS TO GET 1ST SAMPLE BACK - IS PROBABLY STILL IN EFF. GIVE IT A CPL MORE DAYS. NFAN	
1189869	J 9.1 Boil Water Inquiry	OPcbrann 07/14/2021: SPK TO MARIE KEANEY @863-991-5545;SHE WAS CALLING TO SEE IF THE BWN IS STILL IN EFFECT;ADV WE HAVE NOT HEARD THAT IS HAS BEEN RESCINDED YET;NFAN	
54823841	J 9.1 Boil Water Inquiry	OPdjohnson 07/14/2021: LESLIE CI REGARDING BWN YESTERDAY. I ADV NO NOTICE THAT BWN HAS BEEN RESCINDED. I ADV AT LEAST TWO DAYS OF CLEAR SAMPLES. NFAN	
1190814	J 9.1 Boil Water Inquiry	Opjaczarnik 07/13/2021: JOHN CALLED REGARDING BWN THAT HE RCV'D; REACHED OUT TO THE TECH, NO ANSWER; ADV JOHN UNSURE WHAT CAUSED THE BWN TO GO OUT, BUT THAT HE SHOULD FOLLOW IT TO BE SAFE;; Opjaczarni	

7-24-21

Shirley Bott acct 1195185
38 Pinecrest St Covered
Lake Placid Fl 33852 Bridge
863 6591869

My water STINKS. Called 7-23-21
Was promptly visited by
Chris. He explained that
due to the # of snow birds
in Covered Bridge who are
gone and not using water,
flushing needs to be done
to get rid of the STINK.
Since this happens every
summer, why is the flush-
ing not done before we
start complaining? You
would have much happier
customers and I would
not gag everytime I

Brush my teeth.
Seems to be an easy
solution to a yearly
problem.

If you need a reminder
when snowbirds are
gone and summer is
here, I can put it on
my calendar to call you.

PS - my water is still
STINKY. How long do
I have to wait after
flushing done?

Shirley Bott

Troy Rendell

From: Sharon Purviance <spurviance@uswatercorp.net> on behalf of Sharon Purviance
Sent: Tuesday, August 10, 2021 11:46 AM
To: Troy Rendell
Subject: Shirley Bott Water Quality Complaint

Spoke with Mrs Bott again today, (38 Pinecrest Street) she stated she is thrilled with the quick response to her request. Stated that they were home the 1st time that Chris Sr and Jr went to check her water, they flushed her line and increased flushing on her street, Chris Jr returned the next day to ensure the water was ok and they have had no issues since. She and I talked about the change in treatment and that we had reduced flushing because of it but will in the future increase it slightly when the snowbirds leave. She stated she drinks the water right out of the faucet without filtering it and aside from a couple of days it's been just fine. She also stated she is thrilled that we take our responsibility so seriously and responded as quickly as we did.

Sharon