

SUNNY HILLS UTILITY COMPANY, INC.

August 3, 2022

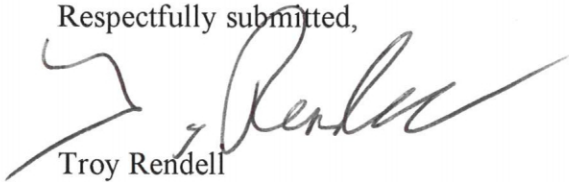
Office of Commission Clerk
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re: Docket No. 20220066-WS– Application for increase in water rates in Washington County by Sunny Hills Utility Company, Inc. – FDEP Site Visit and Inspection

Dear Commission Clerk,

Please include the attached FDEP Site Visit and Inspection report in the above referenced docket file. The FDEP conducted an onsite inspection in response to recent customer complaints on discolored water. The FDEP concluded that Sunny Hills Utility was determined to be in compliance with the Department's rules and regulations.

Respectfully submitted,



Troy Rendell
Vice President
Investor Owned Utilities
// for Sunny Hills Utility Company, Inc.



FLORIDA DEPARTMENT OF Environmental Protection

Northwest District
160 W. Government Street, Suite 308
Pensacola, FL 32502

Ron DeSantis
Governor

Jeanette Nuñez
Lt. Governor

Shawn Hamilton
Secretary

August 2, 2022

Ms. Sharon Purviance, Manager
4939 Cross Bayou Boulevard
New Port Richey, Florida 34652
SPURVIANCE@USWATERCORP.NET

Re: Sunny Hills Utility Company
PWS ID No. 1670647
Washington County

Dear Ms. Purviance:

Department personnel conducted a site visit of the above-referenced facility on July 29, 2022. Based on the information provided during and following the inspection, the facility was determined to be in compliance with the Department's rules and regulations. A copy of the inspection report is attached for your records.

The Department appreciates your efforts to maintain this system in compliance with state and federal rules. If you have any questions or comments, please contact Mary Jehle at (850) 595-0676 or by e-mail at Mary.Jehle@FloridaDEP.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Earl Whibbs".

Earl "Joey" Whibbs
Environmental Manager
Compliance Assurance Program – Potable Water

EJW/mj

Enclosure: 2022 DEP Complaint Inspection Report

cc: Tom Brown, NW FL Water Management District (tom.brown@nwfwater.com)
Ewa Bearden, NW FL Water Management District (ewa.bearden@nwfwater.com)
Randall Weekley, Operator (GWEEKLEY@USWATERCORP.NET)
Mike Granger, Maintenance Technician (MGRANGER@USWATERCORP.NET)
Diane Kibitlewski, Compliance Coordinator (DKIBITLEWSKI@USWATERCORP.NET)



Complaint Inspection Form

Type of inspection: Chlorine Check Follow-up Post Hurricane For Cause or Complaint: Complaints from 7/22-7/29/2022

Date: 7/28/2022

Inspector Mary Jehle & Earl Whibbs

PWS Contact: Randal Weekley, Mike Granger

System Information	Name	SUNNY HILLS UTILITY COMPANY		PWS #	1670647
	Address	3810 GABLES BLVD			
	City	Chipley	State	FL	Primary Phone (850)818-1162
	System Type	Community	Population served	1,458	
	Owner	US Water Corporation	Owner Email	spurviance@uswatercorp.net	
	Field Contact	RANDAL WEEKLEY	Field Contact Info	(850)818-1162 GWEEKLEY@USWATERCORP.NET	
	Comment:	The Department has received multiple water quality complaints from customers beginning on 7/22/2022.			

The most recent Iron samples taken from Well 1 on 1/20/22 indicate elevated Iron at 4.8 ppm. Well 4 normally feeds the distribution system and Well 1 is used as a backup well.

Friday 7/22/22 Customers of Sunny Hill Utilities report discolored yellow/brownish water from the faucets for the past week. Customers report a history of periods of brown water through the past few years, but the problem usually clears up within days. Water System personnel have been flushing the distribution system, checking chlorine residuals, pressure and trying to identify the issue but the quality of the water has not improved. Operator reported pressure never dropped below 20 psi and chlorine residuals were within acceptable range of 0.2 mg/L-4.0 mg/L.

Monday 7/25/22 Operator discovered a faulty pressure reducing valve for Well 4 at Country Club Boulevard has restricted water flow and allowed Well 1 to turn on to feed the distribution system. Operator suspects debris from the pressure changes combined with flushing incidentally allowed the system to fill with Well 1 water. Operator consulted engineers and is in the process of replacing the pressure reducing valve on well 4.

Thursday 7/28/22 Pressure reducing valve has been temporarily fixed and Well 4 is back fully feeding the Distribution System. The Department has received a high volume of complaints from Sunny Hills Utility's customers and conducted a site visit on 7/29/2022.

Well 1
Operational Status/ Comments: Water from the interior of Well 1 10,000 gallon Hydropneumatic storage tank was tested for a chlorine residual and inspected for color and odor. A slight tint was noticed from the sample taken from the tank and no odor was detected. Well 1 was on reserve (not operating) due to the pressure reducing valve fix on Well 4. Well 1 was turned on for the inspection and orthophosphate and chlorine treatment system was observed in good working condition. The Department was notified of plans for a Greensand filter to be placed on Well 1 on 2/18/22.

Distribution System Sampling
Samples were taken throughout the distribution system to ensure quality. Water throughout the system was clear after flushing and all chlorine residuals and pH values were within acceptable range.

Pressure Reducing Valve
The Pressure Reducing Valve at Well 4 off Country Club Boulevard was temporarily fixed but in good working order. Well 4 is fully operational and feeding the Distribution System. The Department was notified that plans are in place with engineers to replace the Pressure Reducing Valve.

Sampling

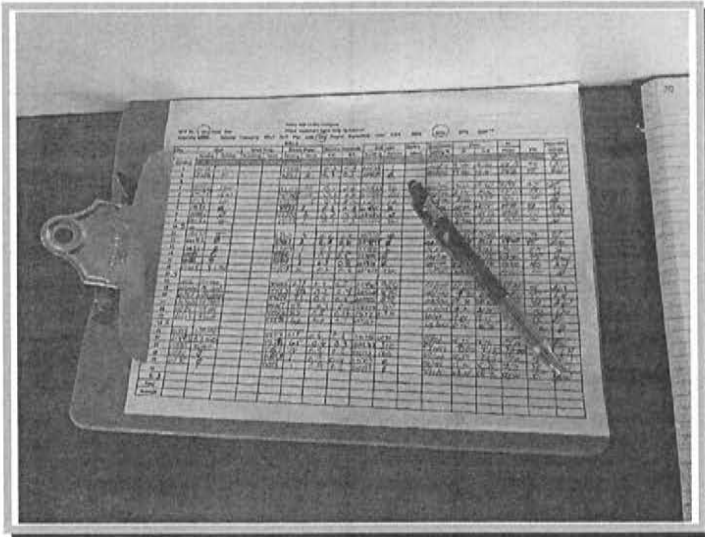
Location	Well 1 10,000 Gallon Hydropneumatic Tank Plant 1 Chipley, FL	Customer 4079 Linwood Dr. Chipley, FL 32428	Customer 4166 Eastbrook Dr. Chipley, FL 32428	Flush Hydrant Deadend at Eastbrook Dr. Chipley, FL 32428	Customer 4146 Riddle Court Chipley, FL 32428	Customer 3870 Bricknell Dr. Chipley, FL 32428
Free Cl ₂	0.4 mg/L	0.82 mg/L	0.87 mg/L	0.38 mg/L	0.31 mg/L	0.38 mg/L
pH	7.6	7.6	7.0	7.0	7.2	7.3
Drinking Water Concerns as of 7/28/22	0.48 ppm Iron Content 1/20/22, orthophosphate added	Cleared but still concerns because of brown water for 1 week prior	Brownish, not getting any better or worse	N/A	Home in area with flooding	Brown Water, had filter replaced in home
Field observations	Light brown tint, water currently not being pushed into the Distribution system	Water was clear	Water was tinted brown slightly but cleared after flushing	Water began tinted but cleared after flushing	Water from tap was clear	Water was clear after flushing

Recommendations

Maintain a permanent fix for Well 4 Pressure Reducing Valve and update the Department once a permanent fix is in place or if any additional issues arise. Maintain Iron residuals under the MCL of 0.3 ppm using a sequestering agent at Well 1. Plans for a Greensand filter are in place, please contact the Department once any new treatment or filtration is added. Provide analysis for Iron at Well 1 to the Department once the filters are in place. Continue to monitor Well 1 and Well 4 monthly for Microbiologicals, Chlorine residuals, and pH.

Ensure proper communication between the Operator, water system personnel, and customer call center personnel. This will ensure proper communication to customers if any issues arise. Notify customers and the Department of any planned work that has the potential to effect water quality or necessitate permitting authorization/clearance.

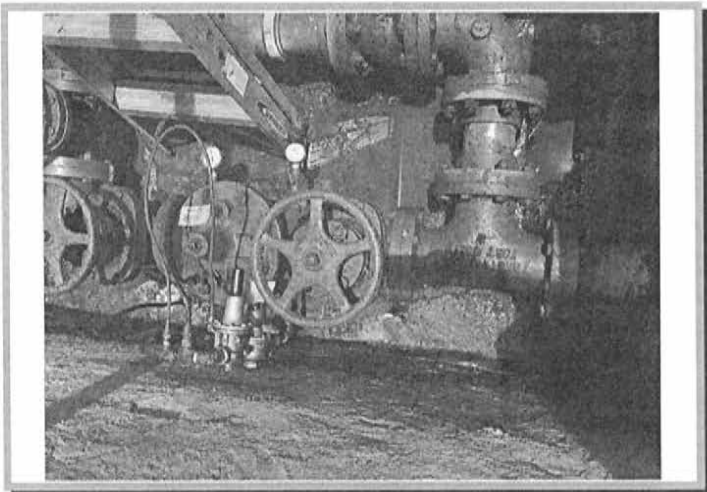
SITE PHOTOS



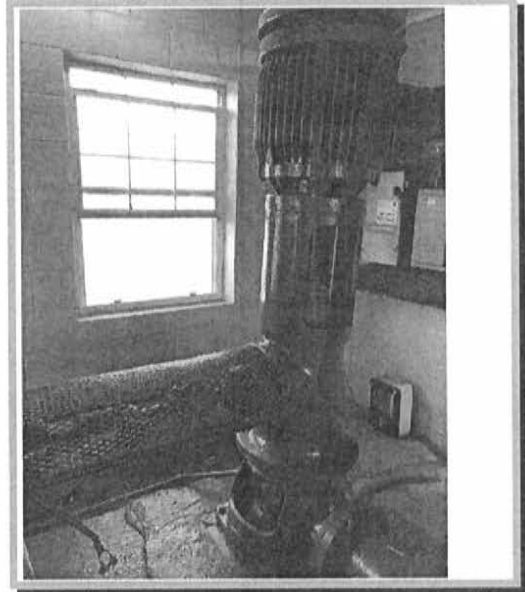
Well 1 Plant 1 log
7/29/2022



Well 1 Orthophosphate,
fully functional
7/29/2022



Well 4 Pressure Reducing Valve fix
7/29/2022



WELL 1
7/29/2022

End of report

INSPECTOR: Mary Jehle DATE: August 1, 2022

REVIEWER: Get White DATE: August 2, 2022