

CLASS A
WATER AND/OR WASTEWATER UTILITIES

**FINANCIAL, RATE
AND ENGINEERING
MINIMUM FILING
REQUIREMENTS**

OF

SANLANDO UTILITIES CORPORATION

Exact Legal Name of Utility
Docket No.: 110257-WS

VOLUME III (c)



FOR THE

Test Year Ended: December 31, 2010

(Volume III a-c)

DOCUMENT NUMBER-DATE

07993 OCT31 =

FPSC-COMMISSION CLERK

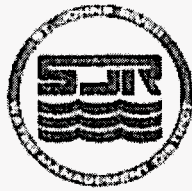
Sanlando Utilities Corporation

Docket No. 110257-WS

Seminole County

25.30.440 (6)
PERMITS

Test Year Ended December 31, 2010



St. Johns River Water Management District

Kirby B. Green III, Executive Director • David W. Fisk, Assistant Executive Director

4049 Reid Street • P.O. Box 1429 • Palatka, FL 32178-1429 • (386) 329-4500
On the Internet at www.sjrwmd.com.

August 8, 2006

Sanlando Utilities Corporation
200 Weathersfield Ave
Altamonte Springs, FL 32714-4027

SUBJECT: Consumptive Use Permit Number 160
Sanlando Utilities Corp

Dear Sir/Madam:

Enclosed is your permit as authorized by the St. Johns River Water Management District on August 08, 2006.

Please be advised that the period of time within which a third party may request an administrative hearing on this permit may not have expired by the date of issuance. A potential petitioner has twenty-six (26) days from the date on which the actual notice is deposited in the mail, or twenty-one (21) days from publication of this notice when actual notice is not provided, within which to file a petition for an administrative hearing pursuant to Sections 120.569 and 120.57, Florida Statutes. Receipt of such a petition by the District may result in this permit becoming null and void.

Permit issuance does not relieve you from the responsibility of obtaining permits from any federal, state and/or local agencies asserting concurrent jurisdiction over this work.

The enclosed permit is a legal document and should be kept with your other important records. Please read the permit and conditions carefully since the referenced conditions may require submittal of additional information. All information submitted as compliance with permit conditions must be submitted to the nearest District Service Center and should include the above referenced permit number.

Sincerely,

Gloria Lewis, Director
Permit Data Services Division

Enclosures: Permit, Conditions for Issuance, Compliance Forms, Map, Well Tags

cc: District Permit File

Agent: CPH Engineers Inc
101 N Woodland Blvd Ste 100
Deland, FL 32720

GOVERNING BOARD

Onetrias D. Long, CHAIRMAN APOPKA	David G. Graham, VICE CHAIRMAN JACKSONVILLE	R. Clay Albright, SECRETARY OCALA	Duane Ottenstetter, TREASURER JACKSONVILLE
W. Leonard Wood FERNANDINA BEACH	John G. Sowinski ORLANDO	William Kerr MELBOURNE BEACH	Ann T. Moore BUNNELL
			Susan N. Hughes PONTE VEDRA

PERMIT NO. 160
PROJECT NAME: Sanlando Utilities Corp

DATE ISSUED: August 8, 2006

A PERMIT AUTHORIZING:

AUTHORIZATION:

The District authorizes, as limited by the attached permit conditions, the use of 3685.77 million gallons per year (mgy) (10.098 million gallons per day (mgd) average) of groundwater from the Floridian aquifer to supply an estimated population of 36,722 in 2024 with water for household, commercial/industrial, and water utility type uses.

LOCATION:

Site: Sanlando Utilities Corp
Seminole County

Section(s):	<u>35, 36</u>	Township(s):	<u>20S</u>	Range(s):	<u>29E</u>
	<u>1, 2, 5, 35, 36</u>		<u>21S</u>		<u>29E</u>

ISSUED TO:

Sanlando Utilities Corporation
200 Weathersfield Ave
Altamonte Springs, FL 32714-4027

Permittee agrees to hold and save the St. Johns River Water Management District and its successors harmless from any and all damages, claims, or liabilities which may arise from permit issuance. Said application, including all maps and specifications attached thereto, is by reference made a part hereof.

This permit does not convey to permittee any property rights nor any rights of privileges other than those specified herein, nor relieve the permittee from complying with any law, regulation or requirement affecting the rights of other bodies or agencies. All structures and works installed by permittee hereunder shall remain the property of the permittee.

This permit may be revoked, modified or transferred at any time pursuant to the appropriate provisions of Chapter 373, Florida Statutes and 40C-1, Florida Administrative Code.

PERMIT IS CONDITIONED UPON:

See conditions on attached "Exhibit A", dated August 8, 2006

AUTHORIZED BY: St. Johns River Water Management District
Department of Resource Management

By: _____

Harold A. Wilkening III
Director

By: _____

Kirby B. Green, III
Executive Director

"EXHIBIT A"
CONDITIONS FOR ISSUANCE OF PERMIT NUMBER 160
SANLANDO UTILITIES CORPORATION
DATED AUGUST 8, 2006

1. District Authorized staff, upon proper identification, will have permission to enter, inspect and observe permitted and related facilities in order to determine compliance with the approved plans, specifications and conditions of this permit.
2. Nothing in this permit should be construed to limit the authority of the St. Johns River Water Management District to declare a water shortage and issue orders pursuant to Section 373.175, Florida Statutes, or to formulate a plan for implementation during periods of water shortage, pursuant to Section 373.246, Florida Statutes. In the event a water shortage, is declared by the District Governing Board, the permittee must adhere to the water shortage restriction as specified by the District, even though the specified water shortage restrictions may be inconsistent with the terms and conditions of this permit.
3. Prior to the construction, modification, or abandonment of a well, the permittee must obtain a Water Well Construction Permit from the St. Johns River Water Management District, or the appropriate local government pursuant to Chapter 40C-3, Florida Administrative Code. Construction, modification, or abandonment of a well will require modification of the consumptive use permit when such construction, modification or abandonment is other than that specified and described on the consumptive use permit application form.
4. Leaking or inoperative well casings, valves, or controls must be repaired or replaced as required to eliminate the leak or make the system fully operational.
5. Legal uses of water existing at the time of the permit application may not be interfered with by the consumptive use. If unanticipated interference occurs, the District may revoke the permit in whole or in part to curtail or abate the interference unless the permittee mitigates for the interference. In those cases where other permit holders are identified by the District as also contributing to the interference, the permittee may choose to mitigate in a cooperative effort with these other permittees. The permittee must submit a mitigation plan to the District for approval prior to implementing such mitigation.
6. Off-site land uses existing at the time of permit application may not be significantly adversely impacted as a result of the consumptive use. If unanticipated significant adverse impacts occur, the District shall revoke the permit in whole or in part to curtail or abate the adverse impacts, unless the impacts can be mitigated by the permittee.
7. The District must be notified, in writing, within 30 days of any sale, conveyance, or other transfer of a well or facility from which the permitted consumptive use is made or within 30 days of any transfer of ownership or control of the real property at which the permitted consumptive use is located. All transfers of ownership or transfers of permits are subject to the provisions of section 40C-1.612, Florida Administrative Code.
8. A District-issued identification tag shall be prominently displayed at each withdrawal site by permanently affixing such tag to the pump, headgate, valve or other withdrawal facility as provided by Section 40C-2.401, Florida Administrative Code. Permittee shall notify the District in the event that a replacement tag is needed.
9. If the permittee does not serve a new projected demand located within the service area upon which the annual allocation was calculated, the annual allocation will be subject to modification.

10. Landscape irrigation is prohibited between the hours of 10:00 a.m. and 4:00 p.m., except as follows:

(a) Irrigation using a micro-irrigation system is allowed anytime.

(b) The use of reclaimed water for irrigation is allowed anytime, provided appropriate signs are placed on the property to inform the general public and District enforcement personnel of such use. Such signs must be in accordance with local restrictions.

(c) Irrigation of, or in preparation for planting, new landscape is allowed any time of day for one 30 day period provided irrigation is limited to the amount necessary for plant establishment.

(d) Watering in of chemicals, including insecticides, pesticides, fertilizers, fungicides, and herbicides when required by law, the manufacturer, or best management practices is allowed anytime within 24 hours of application.

(e) Irrigation systems may be operated anytime for maintenance and repair purposes not to exceed ten minutes per hour per zone.

11. Facilities using reclaimed water may do so anytime provided appropriate signs are placed on the property to inform the general public and District enforcement personnel of such use. Such signs must be in accordance with local restrictions.

12. Prior to beginning usage all withdrawal points must be equipped with totalizing flow meters. Such meters must maintain a 95% accuracy, be verifiable and be installed according to the manufacturer's specifications.

13. The permittee must maintain the required flow meter(s). In case of failure or breakdown of any meter, the District must be notified in writing within 5 days of its discovery. A defective meter must be repaired or replaced within 30 days of its discovery.

14. All submittals made to demonstrate compliance with this permit must have the CUP number 160 clearly labeled on the submittal.

15. This permit will expire on 20 years from date of issuance.

16. If the Permittee has complied with all the requirements of the conditions set forth in the permit, the maximum annual ground water withdrawals from the Floridan aquifer system for household, commercial/industrial, landscape irrigation, water utility, and unaccounted loss, must not exceed:

3556.92 million gallons (9.745 million gallons per day average) in 2006,
3587.58 million gallons (9.829 million gallons per day average) in 2007,
3618.25 million gallons (9.913 million gallons per day average) in 2008,
3648.91 million gallons (9.997 million gallons per day average) in 2009,
3658.05 million gallons (10.022 million gallons per day average) in 2010,
3667.15 million gallons (10.047 million gallons per day average) in 2011,
3676.65 million gallons (10.073 million gallons per day average) in 2012,
3685.77 million gallons (10.098 million gallons per day average) in 2013
through 2026.

If the Permittee has not complied with all the conditions of this permit, the maximum annual groundwater withdrawals for household, commercial/industrial, landscape irrigation, water utility, and unaccounted loss, must not exceed the allocation for the year during which the violation first took place until the Permittee is in compliance with all the conditions of this

permit.

17. The permittee must maintain all flow meters. In case of failure or breakdown of any meter, the District must be notified in writing within 5 days of its discovery. A defective meter must be repaired or replaced within 30 days of its discovery.

18. The permittee must have the flowmeters checked for accuracy every 3 years within 30 days of the anniversary date of permit issuance, and recalibrated if the difference between the actual flow and the meter reading is greater than 5%. District Form No. EN-51 must be submitted to the District within 10 days of the inspection/calibration.

19. Total withdrawals from Wells A (District GRS ID 41), B (District GRS ID 42), C (District GRS ID 43), D (District GRS ID 44), E (District GRS ID 46), F (District GRS 47), G (District GRS ID 48), H (District GRS ID 49), I (District GRS 50), J (District GRS ID 51), K (District GRS ID 52) and L (District GRS 45) as listed on the application, must be recorded continuously, totaled monthly, and reported to the District at least every six months from the initiation of the monitoring using Form EN-50. The reporting dates each year will be as follows for the duration of the permit:

Reporting Period	Report Due Date
January – June	July 31
July – December	January 31.

20. The permittee must conduct a detailed water audit every 3 years and submit it to the District by February 15th of the following year. All water uses given in the audit must be for the previous calendar year and documentation provided on how the amounts were metered or determined. If the water audit shows that the system losses and unaccounted for water utility uses exceed 10%, a leak detection and repair program must be implemented.

21. The permittee must continue to implement the Water Conservation Plan submitted to the District on November 11, 2004 and April 8, 2005, in accordance with the schedule contained therein.

22. All available lower quality sources of water including reclaimed water and storm water must be distributed for use, or used by the utility in place of higher quality water sources when deemed feasible pursuant to District rules and applicable state law.

23. The permittee shall implement the reuse of reclaimed water to the maximum extent when technically, economically, and environmentally feasible. The goal shall be to maximize the direct use of all available reclaimed water to meet the irrigation needs of customers within its service area.

24. The permittee shall submit an annual reuse report to the District by February 28th of each year that demonstrate compliance with the requirements of this permit condition during the previous calendar year. The report and supplemental information shall include the following:

a) Quantity of reclaimed water flows generated and or distributed by the permittee, quantity of reclaimed water provided to customers or other entities for use in meeting irrigation demands, acreage irrigated with reclaimed water, and quantity of reclaimed water used to recharge the aquifer.

b) Description of the activities that have occurred during the previous year to maximize the implementation of reclaimed water for irrigation purposes.

c) Description of the status of all the permittee's reuse projects.

25. If, in any year, the actual volume of water withdrawn by the permittee equals 95 percent or more of the amount of water allocated for use by this permit, then the permittee shall submit a report to the District that explains why the withdrawal of water by the permittee equals 95 percent or more of the amount allocated for in this permit. The report shall evaluate the effect of the following on the volume of water withdrawn by the permittee:

- a.) Climatic shortfalls (drought);
- b.) Greater than anticipated growth in the permittee's current or future service area;
- c.) Unanticipated expansion of permittee's service area;
- d.) Inefficient usage within the service area
- e.) Other factors that account for the withdrawal volume equaling 95 percent or more of the allocation.

The report must include a breakdown of the population currently being served by the permittee, an updated projection of anticipated population that will be served for the following year, an evaluation as to whether the permittee anticipates whether it will be able to meet the water needs of the revised projected population without violating the allocations set forth in this permit, and a corrective action plan setting actions that the permittee intends to take if the evaluation indicates that allocations will be exceeded during the following year. The report must be submitted to the District by February 15th of the year following the year wherein the permittee experienced withdrawals of water that equals 95 percent or more of the amount of water allocated for use by this permit.

26. If unanticipated interference to an existing legal use has resulted due to the proposed withdrawal of water, the District may revoke the permit in part or in whole to curtail or abate the interference unless the interference can be mitigated by the permittee. Mitigation may include installation of a new pump or motor, providing new electrical wiring, connection with the existing water supply system or other appropriate measures.

27. The permittee must develop and obtain District approval of, a water conserving rate structure within two years of permit issuance and submit the rate structure for adoption at their next ensuing regularly scheduled meeting with the Public Service Commission (PSC).

28. The permittee must conduct hydrologic and photo monitoring at each of the four (4) wetland areas listed below, as selected in the Wetland Impact Analysis Report received on May 30, 2006.

- a. CPH #8, Unnamed Lake (Sec. 35 T. 20 S., R. 29 E.);
- b. CPH #11, Unnamed Marsh, off Rangeline Rd., (Sec. 36, T. 20 S., R. 29 E.);
- c. CPH #22, Unnamed Lake (Sec. 24, T. 20 S., R. 29 E.); and
- d. CPH # 70, Lake Gem (Sec. 32 T. 20 S., R. 30 E.).

The permittee must install staff gauges and/or shallow wells (hereafter referred to as monitoring devices) in each of the above-listed wetland sites. The monitoring devices and specific locations must be approved in writing by the District. The monitoring wells must be installed by a licensed water well contractor (as required in 373.336 (1)(b), F.S.), and all monitoring devices shall be surveyed to NGVD (1929) to an accuracy of +/- 0.01 foot. The permittee must submit station location and descriptor data electronically as spreadsheets in a District approved format. Station descriptor information must include: latitude/longitude, brief text site description, date of installation, type of instrument, installation entity, maintenance entity, and access instructions.

If another agency or utility is monitoring the same water body, then the same monitoring

equipment/data can, upon written approval by SJRWMD, be used with the owner's consent. Data collection at all four (4) sites must be at midday. Water level monitoring must be initiated by February 8, 2007.

At each wetland monitoring site, an elevation profile along a transect 150 feet in length must be surveyed such that 50 feet of the adjacent upland is included. If the adjacent upland consists of placed fill, then the transect may be limited to 120 feet in length, such that 20 feet of the adjacent upland is included. The location of the transect must be reviewed and approved by the District prior to survey. Soil elevations must be recorded to an accuracy of +/- 0.1 foot at 5-foot intervals and wherever there is a change in plant community. Other environmental features such as current water level, cypress buttress inflection points, lower extent of lichen lines or upper extent of moss collars, watermarks, and the lower edge of the saw palmetto (*Serenoa repens*) fringe must be surveyed, if present. A diagram of the elevations, plant communities, and hydric soils located along the transect must be made. Plant communities must be described, including a listing of all vascular plant species, by plant community, present within 10 feet of one side of the transect line, their relative abundance, and the diameter at breast height (d.b.h.) of any woody plants greater than 1" d.b.h. A description of soil color, texture, and hydric soil indicators must be made in the top 24 inches of soil at 25 foot intervals along the transect described above for a total of 7 stations. If the soil survey depicts the soils as open water, then the soil description will occur out to a water depth of 3 feet, and depth to sediment surface, and depth of organic substrate will be recorded for the remaining intervals. The data collection described in this paragraph is a one-time event. Well completion reports for the piezometers will also be included in this report. The vegetation and soil survey must be submitted on February 8, 2007.

Permanent photo stations must be monumented and panoramic photographs must be taken in September for each of the wetland monitoring sites, starting in 2007 and annually thereafter. These stations must be reviewed and approved by the District prior to monumentation.

Weekly rainfall data must be obtained for each monitored location from the nearest existing rain gauge approved by the District. The same rainfall station may be used for more than one monitoring site.

The following information must be recorded by the permittee for each monitoring site: water level (weekly without data loggers or daily with data loggers), rainfall (weekly), and pumping volume (weekly by well). Monitoring data must be submitted electronically as spreadsheets every six months in a District approved computer accessible format. Permittee must contact the District for specific details on how to submit the computer accessible information. This data must also be submitted as a legible paper copy (two copies) along with the EN-50 forms for the project. On January 31st, the permittee must submit an annual report summarizing the monitoring efforts. The report must include the panoramic photographs, and graphs summarizing the rainfall and monitoring data.

29. If the permittee is unable to obtain or maintain legal access to any of the monitoring sites referenced above, the permittee must notify SJRWMD in writing within 15 days of concluding that access to any specific site is not possible. In that case, the permittee must identify alternative sites where legal access can be obtained and submit within 45 days a written request to SJRWMD to modify the monitoring network. Within six months of SJRWMD approval of the monitoring network modification, the permittee must implement the approved change(s).

30. Wetlands, lakes, and spring flows may not be adversely impacted as a result of the consumptive use authorized by this permit. If unanticipated significant adverse impacts occur, the SJRWMD shall revoke the permit in whole or in part to curtail or abate the

adverse impacts, unless the impacts can be mitigated by the permittee.

31. Within 18 months of the date of issuance of this permit, permittee shall identify viable, potential water supply partners including those that could provide water supplies or partner with the permittee in the development of water supplies. In addition, permittee shall identify potential water supply projects that could be implemented with these partners to secure the quantities of water necessary to meet permittee's projected demands through 2025 without unacceptable impacts to water resources and related natural systems. Permittee shall contact these potential partners to determine the viability of developing partnership agreements with them for the identified potential water supply projects. The permittee shall also continue to engage in conversations with Seminole County in regard to the development of ordinances relating to specific conservation measures (e.g. landscape and irrigation system design restrictions). The permittee shall consistently meet with the County, the District and other parties with a vested interest in this type of ordinance development (e.g. other private Utilities, developers, irrigation and landscape design professionals). A written description of the potential partners and projects along with a description of the contacts between permittee and the potential partners and the County and the viability of the development of partnership agreements shall be submitted to the District also within 18 months of the date of issuance of this permit. The report shall be submitted electronically via email to the District at compliancesupport@sjrwmd.com. The report submitted must contain the permit number and condition number in the subject line.

32. The permittee shall submit, to the District, a compliance report pursuant to subsection 373.236(3), F.S., every five (5) years during the term of the permit. The permittee shall submit the report by January 31 of the required year. The report shall contain sufficient information to demonstrate that the permittee's use of water will continue, for the remaining duration of the permit, to meet the conditions for permit issuance set forth in the District rules that existed at the time the permit was issued for 20 years by the District. At a minimum, the compliance report must:

- a. Information documenting that allocations from all sources in the permit will continue to be needed for the remainder of the permit duration;
- b. Documentation verifying that the sources are capable of supplying the needs authorized by this permit without causing harm to water and water-related resources;
- c. Documentation verifying that use of water is efficient and that the permittee is implementing all feasible water conservation measures;
- d. An updated groundwater analysis demonstrating that the use of groundwater for public supply does not interfere with legal uses existing at the time of permit issuance, and does not cause unacceptable adverse impacts to wetlands and surface waters;
- e. Documentation that groundwater withdrawals by the permittee are not causing or contributing to significant salt water intrusion; and
- f. Information demonstrating that the lowest quality source of water, including reclaimed water, is being used to meet water demands unless the permittee demonstrates that such use is not feasible pursuant to District rules.

FLOW METER WATER CALIBRATION RECORD - EN51

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

**Post Office Box 1429
Palatka, Florida 32178-1429**

Consumptive Use Permit Number: **160**

Permittee Name: **Sanlando Utilities Corporation**

Date of Permit Issuance: **August 8, 2006** Station Name: **A**

Pump Capacity: **590 GPM**

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51
ST. JOHNS RIVER WATER MANAGEMENT DISTRICT
Post Office Box 1429
Palatka, Florida 32178-1429

Consumptive Use Permit Number: 160

Permittee Name: Sanlando Utilities Corporation

Date of Permit Issuance: August 8, 2006 Station Name: B

Pump Capacity: 2700 GPM

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51
ST. JOHNS RIVER WATER MANAGEMENT DISTRICT
Post Office Box 1429
Palatka, Florida 32178-1429

Consumptive Use Permit Number: **160**

Permittee Name: **Sanlando Utilities Corporation**

Date of Permit Issuance: **August 8, 2006** Station Name: **C**

Pump Capacity: **1600 GPM**

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

Post Office Box 1429

Palatka, Florida 32178-1429

Consumptive Use Permit Number: **160**

Permittee Name: **Sanlando Utilities Corporation**

Date of Permit Issuance: **August 8, 2006**

Station Name: **D**

Pump Capacity: **1800 GPM**

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51
ST. JOHNS RIVER WATER MANAGEMENT DISTRICT
Post Office Box 1429
Palatka, Florida 32178-1429

Consumptive Use Permit Number: 160

Permittee Name: Sanlando Utilities Corporation

Date of Permit Issuance: August 8, 2006 Station Name: E

Pump Capacity: 350 GPM

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51
ST. JOHNS RIVER WATER MANAGEMENT DISTRICT
Post Office Box 1429
Palatka, Florida 32178-1429

Consumptive Use Permit Number: 160

Permittee Name: Sanlando Utilities Corporation

Date of Permit Issuance: August 8, 2006 Station Name: F

Pump Capacity: 1000 GPM

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

Post Office Box 1429

Palatka, Florida 32178-1429

Consumptive Use Permit Number: 160

Permittee Name: Sanlando Utilities Corporation

Date of Permit Issuance: August 8, 2006

Station Name: G

Pump Capacity: 1250 GPM

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

**Post Office Box 1429
Palatka, Florida 32178-1429**

Consumptive Use Permit Number: **160**

Permittee Name: **Sanlando Utilities Corporation**

Date of Permit Issuance: **August 8, 2006** Station Name: **H**

Pump Capacity: **1250 GPM**

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51
ST. JOHNS RIVER WATER MANAGEMENT DISTRICT
Post Office Box 1429
Palatka, Florida 32178-1429

Consumptive Use Permit Number: **160**

Permittee Name: **Sanlando Utilities Corporation**

Date of Permit Issuance: **August 8, 2006** Station Name: **I**

Pump Capacity: **1500 GPM**

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____ %

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

**Post Office Box 1429
Palatka, Florida 32178-1429**

Consumptive Use Permit Number: 160

Permittee Name: Sanlando Utilities Corporation

Date of Permit Issuance: August 8, 2006 Station Name: J

Pump Capacity: 3500 GPM

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51

ST. JOHNS RIVER WATER MANAGEMENT DISTRICT

Post Office Box 1429

Palatka, Florida 32178-1429

Consumptive Use Permit Number: **160**

Permittee Name: **Sanlando Utilities Corporation**

Date of Permit Issuance: **August 8, 2006**

Station Name: **K**

Pump Capacity: **2000 GPM**

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____ %

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

Please Retain a Copy for Your Records

FLOW METER WATER CALIBRATION RECORD - EN51
ST. JOHNS RIVER WATER MANAGEMENT DISTRICT
Post Office Box 1429
Palatka, Florida 32178-1429

Consumptive Use Permit Number: 160

Permittee Name: Sanlando Utilities Corporation

Date of Permit Issuance: August 8, 2006

Station Name: L

Pump Capacity: 0 GPM

Serial Number on Meter: _____

Meter Model: _____

Discharge Pipe Diameter: _____

Date of Last Meter Calibration: ____/____/____

Date of This Calibration: ____/____/____

Name of Person Performing Calibration: _____

Method or Equipment Used for Calibration: _____

Initial Meter Reading at Start of Calibration: _____

Final Meter Reading at End of Calibration: _____

Readings on Equipment Used for Calibration:

Start: _____ End: _____

(Attach Formulas Used to Make Calculations)

Percent of Error Between Meter Reading and Calibration Equipment: _____%

Name of Person Completing Form (Please Print): _____

Company Name: _____

Address: _____

City/State/Zip: _____

Daytime Telephone: (____) _____ - _____

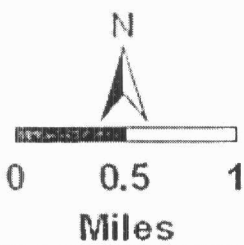
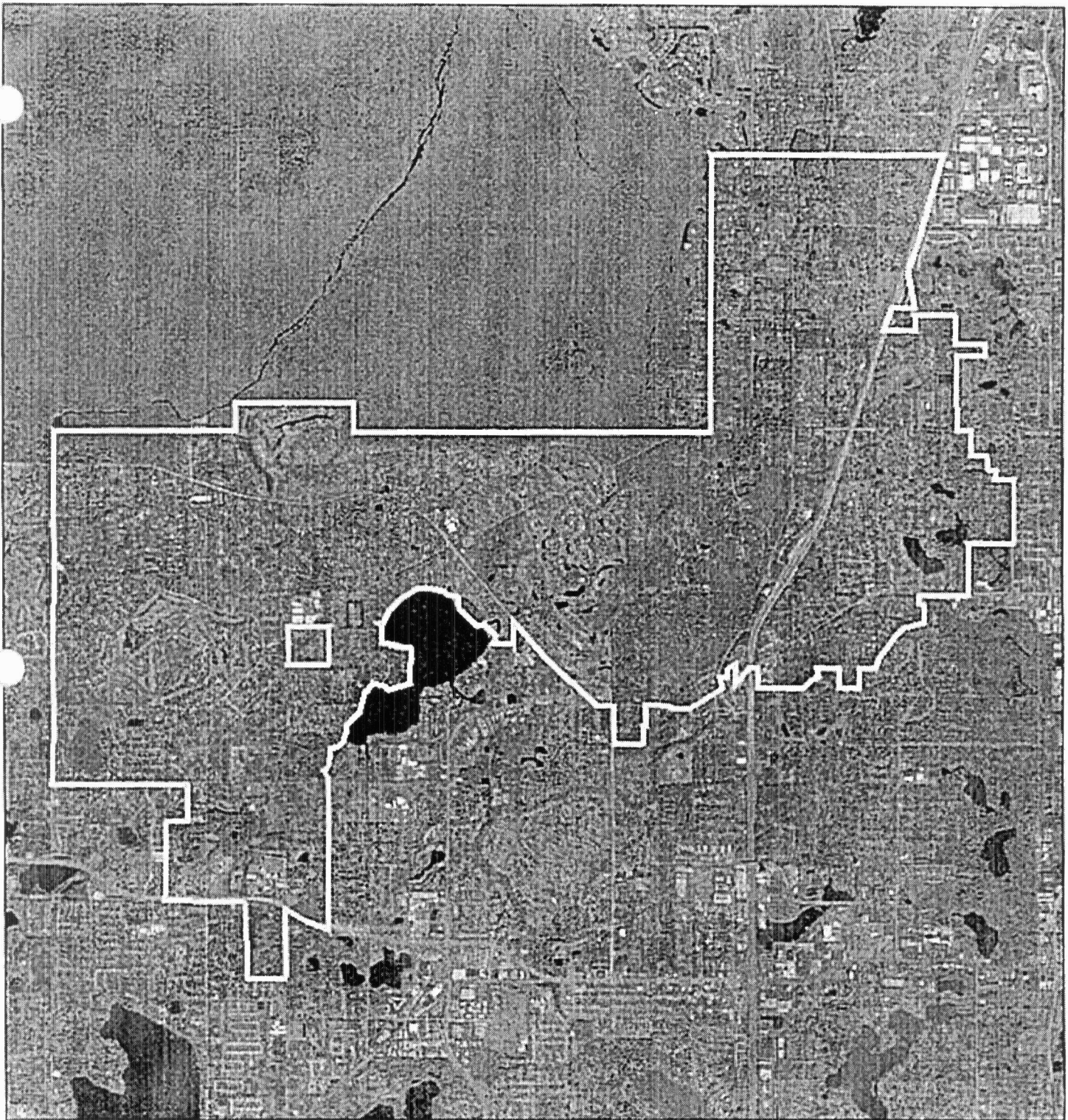
Please Retain a Copy for Your Records



0 1.5 3
Miles

Sanlando Utilities Corporation
2-117-160-4
Location Map

Map Created: July 2006



Sanlando Utilities Corporation
2-117-160-4
2004 Digital Ortho Quadrangle

Map Created: July 2006



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Charlie Crist
Governor

Jeff Kottkamp
Lt. Governor

Michael W. Sole
Secretary

STATE OF FLORIDA DOMESTIC WASTEWATER FACILITY PERMIT

PERMITTEE:
Sanlando Utilities Corp

RESPONSIBLE OFFICIAL:
Patrick Flynn
200 Weathersfield Ave
Altamonte Springs, Florida 32714-4027
(407) 869-1919

PERMIT NUMBER: FLA011080-015
FILE NUMBER: FLA011080-015-DW1P
ISSUANCE DATE: December 14, 2009
EXPIRATION DATE: December 13, 2014

FACILITY:

Woodlands Des Pinar WWTF
125 Western Fork Ave
Longwood, FL 32791
Seminole County
Latitude: 28°42' 26.1" N Longitude: 81°22' 46" W

This permit is issued under the provisions of Chapter 403, Florida Statutes (F.S.), and applicable rules of the Florida Administrative Code (F.A.C.). This permit does not constitute authorization to discharge wastewater other than as expressly stated in this permit. The above named permittee is hereby authorized to operate the facilities in accordance with the documents attached hereto and specifically described as follows:

WASTEWATER TREATMENT:

An existing 0.499 mgd annual average daily flow (AADF) permitted capacity contact stabilization domestic wastewater treatment plant consisting of flow equalization, influent screening, aeration, secondary clarification, chlorination and aerobic digestion of residuals.

REUSE OR DISPOSAL:

Land Application R-001: An existing 0.4 MGD annual average daily flow permitted capacity rapid infiltration basin system. R-001 is a reuse system which consists of three rapid infiltration basins with a total wetted area of 3.0 acres at latitude 28° 42' 26" N, longitude 81° 22' 46" W.

Land Application R-002: An existing 0.1 MGD annual average daily flow permitted capacity slow-rate restricted public access (except subsurface) system. R-002 is a reuse system which consists of a slow rate restricted public access system (R-002) consisting of a 5.68 acre sprayfield located approximately at latitude 28° 42' 26" N, longitude 81° 22' 46" W.

IN ACCORDANCE WITH: The limitations, monitoring requirements, and other conditions set forth in this cover sheet and Part I through Part IX on pages 1 through 26 of this permit.

PERMITTEE: Sanlando Utilities Corp
 FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
 EXPIRATION DATE: December 13, 2014

I. RECLAIMED WATER AND EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS

A. Reuse and Land Application Systems- Interim

- During the period beginning on the issuance date and lasting through April 12, 2011 (Interim limit), the permittee is authorized to direct reclaimed water to Reuse System R-001. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.B.7.:

Parameter	Units	Reclaimed Water Limitations			Monitoring Requirements			Notes
		Max/Min	Limit	Statistical Basis	Frequency of Monitoring	Sample Type	Monitoring Site Number	
Flow	MGD	Max Max	0.4 Report	Annual Average Monthly Average	5 Days/Week	Recording Flow Meter with Totalizer	FLW-2	See I.A.3
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Coliform, Fecal	#/100mL	Max Max Max	200 200 800	Annual Average Monthly Geometric Mean Single Sample	Bi-weekly; every 2 weeks	Grab	EFA-1	See I.A.4
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	5 Days/Week	Grab	EFA-1	
Chlorine, Total Residual (For Disinfection)	mg/L	Min	0.5	Single Sample	5 Days/Week	Grab	EFA-1	See I.A.5
Nitrogen, Nitrate, Total (as N)	mg/L	Max	12.0	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Nitrogen, Total (as N)	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Phosphorus, Total (as P)	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	

PERMITTEE: Sanlando Utilities Corp
 FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
 EXPIRATION DATE: December 13, 2014

Reuse and Land Application Systems- Final

1. During the period beginning on April 13, 2011 and lasting through the expiration date of this permit (Final limit), the permittee is authorized to direct reclaimed water to Reuse System R-001. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.B.7.:

Parameter	Units	Max/Min	Reclaimed Water Limitations		Monitoring Requirements			Notes
			Limit	Statistical Basis	Frequency of Monitoring	Sample Type	Monitoring Site Number	
Flow	MGD	Max Max	0.4 Report	Annual Average Monthly Average	5 Days/Week	Recording Flow Meter with Totalizer	FLW-2	See I.A.3
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Coliform, Fecal	#/100mL	Max Max Max	200 200 800	Annual Average Monthly Geometric Mean Single Sample	Bi-weekly; every 2 weeks	Grab	EFA-1	See I.A.4
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	5 Days/Week	Grab	EFA-1	
Chlorine, Total Residual (For Disinfection)	mg/L	Min	0.5	Single Sample	5 Days/Week	Grab	EFA-1	See I.A.5
Nitrogen, Nitrate, Total (as N)	mg/L	Max	12.0	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Nitrogen, Total	mg/L	Max	6.0 7.5 9.0 12.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Phosphorus, Total (as P)	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	

PERMITTEE: Sanlando Utilities Corp
FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
EXPIRATION DATE: December 13, 2014

2. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I.A.1. and as described below:

Monitoring Site Number	Description of Monitoring Site
FLW-2	Flow meter to RIBs
EFA-1	Chlorine contact chamber effluent

3. A recording flow meter with totalizer shall be utilized to measure flow and calibrated at least once every 12 months. [62-601.200(17) and .500(6)]
4. The effluent limitation for the monthly geometric mean for fecal coliform is only applicable if 10 or more values are reported. If fewer than 10 values are reported, the monthly geometric mean shall be calculated and reported on the Discharge Monitoring Report. [62-600.440(4)(c)]
5. Total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. [62-610.510, 62-600.440(4)(b) and (5)(b)]
6. Monitoring for total nitrogen (TN) and total phosphorus (TP) are required as allowed by Rule 62-601.300(6), FAC, to evaluate impacts of reclaimed water to ground and surface waters in an impaired water basin. [62-601.300(6)]

PERMITTEE: Sanlando Utilities Corp
 FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
 EXPIRATION DATE: December 13, 2014

Reuse and Land Application Systems- Interim

7. During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-002. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.B.7.:

			Reclaimed Water Limitations		Monitoring Requirements			Notes
Parameter	Units	Max./Min	Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number	
Flow	MGD	Max Max	0.1 Report	Annual Average Monthly Average	5 Days/Week	Recording Flow Meter with Totalizer	FLW-3	See I.A.9
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 40.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Coliform, Fecal	#/100mL	Max Max Max	200 200 800	Annual Average Monthly Geometric Mean Single Sample	Bi-weekly; every 2 weeks	Grab	EFA-1	See I.A.10
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	5 Days/Week	Grab	EFA-1	
Chlorine, Total Residual (For Disinfection)	mg/L	Min	0.5	Single Sample	5 Days/Week	Grab	EFA-1	See I.A.11
Nitrogen, Total	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Phosphorus, Total (as P)	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	

PERMITTEE: Sanlando Utilities Corp
 FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
 EXPIRATION DATE: December 13, 2014

Reuse and Land Application Systems- Final

7. During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-002. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.B.7.:

			Reclaimed Water Limitations		Monitoring Requirements			
Parameter	Units	Max/Min	Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number	Notes
Flow	MGD	Max Max	0.1 Report	Annual Average Monthly Average	5 Days/Week	Recording Flow Meter with Totalizer	FLW-3	See I.A.9
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 40.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Coliform, Fecal	#/100mL	Max Max Max	200 200 800	Annual Average Monthly Geometric Mean Single Sample	Bi-weekly; every 2 weeks	Grab	EFA-1	See I.A.10
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	5 Days/Week	Grab	EFA-1	
Chlorine, Total Residual (For Disinfection)	mg/L	Min	0.5	Single Sample	5 Days/Week	Grab	EFA-1	See I.A.11
Nitrogen, Total	mg/L	Max	10.0 12.5 15.0 20.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	
Phosphorus, Total (as P)	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	EFA-1	

PERMITTEE: Sanlando Utilities Corp
FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
EXPIRATION DATE: December 13, 2014

8. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I.A.0. and as described below:

Monitoring Site Number	Description of Monitoring Site
FLW-3	Flow meter to sprayfield
EFA-1	Chlorine contact chamber effluent

9. A recording flow meter with totalizer shall be utilized to measure flow and calibrated at least once every 12 months. [62-601.200(17) and .500(6)]
10. The effluent limitation for the monthly geometric mean for fecal coliform is only applicable if 10 or more values are reported. If fewer than 10 values are reported, the monthly geometric mean shall be calculated and reported on the Discharge Monitoring Report. [62-600.440(4)(c)]
11. Total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. [62-610.410, 600.440(4)(b) and (5)(b)]
12. Monitoring for total nitrogen (TN) and total phosphorus (TP) are required as allowed by Rule 62-601.300(6), FAC, to evaluate impacts of reclaimed water to ground and surface waters in an impaired water basin. [62-601.300(6)]

PERMITTEE: Sanlando Utilities Corp
 FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
 EXPIRATION DATE: December 13, 2014

B. Other Limitations and Monitoring and Reporting Requirements

1. During the period beginning on the issuance date and lasting through the expiration date of this permit, the treatment facility shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.B.7.:

			Limitations		Monitoring Requirements			Notes
Parameter	Units	Max/Min	Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number	
Flow	MGD	Max Max Max	0.499 Report Report	Annual Average Monthly Average Quarterly Average	5 Days/Week	Recording Flow Meter with Totalizer	FLW-1	See I.B.4
Percent Capacity, (TMADF/Permitted Capacity) x 100	percent	Max	Report	Monthly Average	Monthly	Calculated	FLW-1	
BOD, Carbonaceous 5 day, 20C (Influent)	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	INF-1	See I.B.3
Solids, Total Suspended (Influent)	mg/L	Max	Report	Single Sample	Bi-weekly; every 2 weeks	8-hr FPC	INF-1	See I.B.3

PERMITTEE: Sanlando Utilities Corp
FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
EXPIRATION DATE: December 13, 2014

2. Samples shall be taken at the monitoring site locations listed in Permit Condition I.B.1. and as described below:

Monitoring Site Number	Description of Monitoring Site
FLW-1	Flow meter with totalizer and V-notch weir
INF-1	Raw influent to surge tank

3. Influent samples shall be collected so that they do not contain digester supernatant or return activated sludge, or any other plant process recycled waters. [62-601.500(4)]
4. A recording flow meter with totalizer shall be utilized to measure flow and calibrated at least once every 12 months. [62-601.200(17) and .500(6)]
5. The sample collection, analytical test methods and method detection limits (MDLs) applicable to this permit shall be conducted using a sufficiently sensitive method to ensure compliance with applicable water quality standards and effluent limitations and shall be in accordance with Rule 62-4.246, Chapters 62-160 and 62-601, F.A.C., and 40 CFR 136, as appropriate. The list of Department established analytical methods, and corresponding MDLs (method detection limits) and PQLs (practical quantitation limits), which is titled "FAC 62-4 MDL/PQL Table (April 26, 2006)" is available at <http://www.dep.state.fl.us/labs/library/index.htm>. The MDLs and PQLs as described in this list shall constitute the minimum acceptable MDL/PQL values and the Department shall not accept results for which the laboratory's MDLs or PQLs are greater than those described above unless alternate MDLs and/or PQLs have been specifically approved by the Department for this permit. Any method included in the list may be used for reporting as long as it meets the following requirements:
- The laboratory's reported MDL and PQL values for the particular method must be equal or less than the corresponding method values specified in the Department's approved MDL and PQL list;
 - The laboratory reported MDL for the specific parameter is less than or equal to the permit limit or the applicable water quality criteria, if any, stated in Chapter 62-302, F.A.C. Parameters that are listed as "report only" in the permit shall use methods that provide an MDL, which is equal to or less than the applicable water quality criteria stated in 62-302, F.A.C.; and
 - If the MDLs for all methods available in the approved list are above the stated permit limit or applicable water quality criteria for that parameter, then the method with the lowest stated MDL shall be used.

When the analytical results are below method detection or practical quantitation limits, the permittee shall report the actual laboratory MDL and/or PQL values for the analyses that were performed following the instructions on the applicable discharge monitoring report.

Where necessary, the permittee may request approval of alternate methods or for alternative MDLs or PQLs for any approved analytical method. Approval of alternate laboratory MDLs or PQLs are not necessary if the laboratory reported MDLs and PQLs are less than or equal to the permit limit or the applicable water quality criteria, if any, stated in Chapter 62-302, F.A.C. Approval of an analytical method not included in the above-referenced list is not necessary if the analytical method is approved in accordance with 40 CFR 136 or deemed acceptable by the Department. [62-4.246, 62-160]

6. The permittee shall provide safe access points for obtaining representative influent, reclaimed water, and effluent samples which are required by this permit. [62-601.500(5)]
7. Monitoring requirements under this permit are effective on the first day of the second month following permit issuance. Until such time, the permittee shall continue to monitor and report in accordance with previously effective permit requirements, if any. During the period of operation authorized by this permit, the permittee shall complete and submit to the Department Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e. monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit. Monitoring results for each monitoring period shall be submitted in accordance with the associated DMR due dates below.

PERMITTEE: Sanlando Utilities Corp
FACILITY: Woodlands Des Pinar WWTF

PERMIT NUMBER: FLA011080-015
EXPIRATION DATE: December 13, 2014

REPORT Type on DMR	Monitoring Period	Due Date
Monthly or Toxicity	first day of month - last day of month	28 th day of following month
Quarterly	January 1 - March 31 April 1 - June 30 July 1 - September 30 October 1 - December 31	April 28 July 28 October 28 January 28
Semiannual	January 1 - June 30 July 1 - December 30	July 28 January 28
Annual	January 1 - December 31	January 28

DMRs shall be submitted for each required monitoring period including months of no discharge. The permittee shall make copies of the attached DMR form(s) and shall submit the completed DMR form(s) to the Department's Central District Office at the address specified in Permit Condition I.B.10. by the twenty-eighth (28th) of the month following the month of operation.

[62-620.610(18)][62-601.300(1),(2), and (3)]

8. During the period of operation authorized by this permit, reclaimed water or effluent shall be monitored annually for the primary and secondary drinking water standards contained in Chapter 62-550, F.A.C., (except for asbestos, color, odor, and corrosivity). These monitoring results shall be reported to the Department annually on the DMR. During years when a permit is not renewed, a certification stating that no new non-domestic wastewater dischargers have been added to the collection system since the last reclaimed water or effluent analysis was conducted may be submitted in lieu of the report. The annual reclaimed water or effluent analysis report or the certification shall be completed and submitted in a timely manner so as to be received by the Department's Central District Office by June 28 of each year. Approved analytical methods identified in Rule 62-620.100(3)(j), F.A.C., shall be used for the analysis. If no method is included for a parameter, methods specified in Chapter 62-550, F.A.C., shall be used. [62-601.300(4)][62-601.500(3)][62-610.300(4)]
9. The permittee shall submit an Annual Reuse Report using DEP Form 62-610.300(4)(a)2. on or before January 1 of each year. [62-610.870(3)]
10. Unless specified otherwise in this permit, all reports and other information required by this permit, including 24-hour notifications, shall be submitted to or reported to, as appropriate, the Department's Central District Office at the address specified below:

Florida Department of Environmental Protection Central District Office
3319 Maguire Blvd Suite 232
Orlando, Florida 32803-3767

Phone Number - (407)894-7555

FAX Number - (407)897-2966

(All FAX copies and e-mails shall be followed by original copies.)

[62-620.305]

11. All reports and other information shall be signed in accordance with the requirements of Rule 62-620.305, F.A.C. [62-620.305]

II. RESIDUALS MANAGEMENT REQUIREMENTS

1. The method of residuals use or disposal by this facility is land application or disposal in a Class I or II solid waste landfill. [62-620.320(6), 62-640.880(1)]
2. The permittee shall be responsible for proper treatment, management, use, and land application or disposal of its residuals. [62-640.300(5)]

PERMITTEE: Sanlando Utilities Corp
FACILITY: Woodlands Des Pinar WWTF

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EXPIRATION DATE: December 13, 2014

3. The permittee will not be held responsible for violations resulting from land application of residuals if the permittee can demonstrate that it has delivered residuals that meet the parameter concentrations and appropriate treatment requirements of this rule and the applier (e.g. hauler, contractor, site manager, or site owner) has legally agreed in writing to accept responsibility for proper land application of the residuals. Such an agreement shall state that the applier agrees, upon delivery of residuals that have been treated as required by Chapter 62-640, F.A.C., that he will accept responsibility for proper land application of the residuals as required by Chapter 62-640, F.A.C., and that the applier agrees that he is aware of and will comply with requirements for proper land application as described in the facility's permit. *[62-640.300(5)]*
4. Florida water quality criteria and standards shall not be violated as a result of land application of residuals from this facility. *[62-640.700(2)(b)]*
5. Disposal of residuals, septage, and other solids in a solid waste disposal facility, or disposal by placement on land for purposes other than soil conditioning or fertilization, such as at a monofill, surface impoundment, waste pile, or dedicated site, shall be in accordance with the requirements of Chapter 62-701, F.A.C. *[62-640.100(6)(k)3&4]*
6. Land application of residuals shall be in accordance with the conditions of this permit, the approved Agricultural Use Plan(s), and the requirements of Chapter 62-640, F.A.C. *[62-640]*
7. The domestic wastewater residuals for this facility are classified as Class B.
8. The permittee shall achieve Class B pathogen reduction by meeting the pathogen reduction requirements in section 503.32(b)(3) (Use of PSRP (Processes to Significantly Reduce Pathogens)-Aerobic Digestion) of Title 40 CFR Part 503. *[62-640.600(1)(b)]*
9. The permittee shall achieve vector attraction reduction by meeting the vector attraction reduction requirements in section 503.33(b)(4) (Meet a specific oxygen uptake rate for aerobically treated biosolids) of Title 40 CFR Part 503. *[62-640.600(2)(a)]*
10. Treatment of liquid residuals or septage for the purpose of meeting the pathogen reduction or vector attraction reduction requirements set forth in Rule 62-640.600, F.A.C., shall not be conducted in the tank of a hauling vehicle. Treatment of residuals or septage for the purpose of meeting pathogen reduction or vector attraction reduction requirements shall take place at the permitted facility. *[62-640.400(8)]*
11. The permittee shall sample and analyze the residuals to monitor for pathogen and vector attraction reduction requirements of Rule 62-640.600, F.A.C.

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12. Residuals shall be limited and monitored by the permittee as specified below. Results shall be reported on the permittee's Discharge Monitoring Report in accordance with Condition I.B.7. Residuals shall not be land applied if a single sample result for any parameter exceeds the following:

Parameter	Units	Max/ Min	Residuals Limitations		Monitoring Requirements		
			Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number
Nitrogen, Sludge, Tot, Dry Wt (as N)	percent	Max	Report	Single Sample	Annually	Grab	RMP-B
Phosphorus, Sludge, Tot, Dry Wt (as P)	percent	Max	Report	Single Sample	Annually	Grab	RMP-B
Potassium, Sludge, Tot, Dry Wt (as K)	percent	Max	Report	Single Sample	Annually	Grab	RMP-B
Arsenic Total, Dry Weight, Sludge	mg/kg	Max	75.0	Single Sample	Annually	Composite	RMP-B
Cadmium, Sludge, Tot, Dry Weight (as Cd)	mg/kg	Max	85.0	Single Sample	Annually	Composite	RMP-B
Copper, Sludge, Tot, Dry Wt. (as Cu)	mg/kg	Max	4300.0	Single Sample	Annually	Composite	RMP-B
Lead, Dry Weight, Sludge	mg/kg	Max	840.0	Single Sample	Annually	Composite	RMP-B
Mercury, Dry Weight, Sludge	mg/kg	Max	57.0	Single Sample	Annually	Composite	RMP-B
Molybdenum, Dry Weight, Sludge	mg/kg	Max	75.0	Single Sample	Annually	Composite	RMP-B
Nickel, Dry Weight, Sludge	mg/kg	Max	420.0	Single Sample	Annually	Composite	RMP-B
Selenium Sludge Solid	mg/kg	Max	100.0	Single Sample	Annually	Composite	RMP-B
Zinc, Dry Weight, Sludge	mg/kg	Max	7500.0	Single Sample	Annually	Composite	RMP-B
pH	s.u.	Max	Report	Single Sample	Annually	Grab	RMP-B
Solids, Total, Sludge, Percent	percent	Max	Report	Single Sample	Annually	Grab	RMP-B

[62-640.650(1), 62-640.650(3)(a) and (e), and 62-640.700(1)]

13. Residuals samples shall be taken at the monitoring site locations listed in Permit Condition II.0, and as described below:

Monitoring Site Number	Description of Monitoring Site
RMP-B	Residuals after final treatment

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14. The application of residuals to application zones shall be restricted by the following cumulative application limits:

Parameter	Cumulative Application Limits
Arsenic	36.6 pounds/acre
Cadmium	34.8 pounds /acre
Copper	1340 pounds/acre
Lead	268 pounds/acre
Mercury	15.2 pounds/acre
Nickel	375 pounds/acre
Selenium	89.3 pounds/acre
Zinc	2500 pounds/acre

[62-640.700(3)(b)]

15. Sampling and analysis shall be conducted in accordance with Title 40 CFR Part 503, section 503.8 and the U.S. Environmental Protection Agency publication - POTW Sludge Sampling and Analysis Guidance Document, 1989. In cases where disagreements exist between Title 40 CFR Part 503, section 503.8 and the POTW Sludge Sampling and Analysis Guidance Document, the requirements in Title 40 CFR Part 503, section 503.8 will apply. [62-640.650(1), 62-640.700(1), 62-640.700(3)(b), and 62-640.850(3)]
16. All samples shall be representative of the residuals used or land applied and shall be taken after final treatment of the residuals but before use or land application. [62-640.650(1)(d)]
17. Class B residuals shall not be used on unrestricted public access areas. Use of Class B residuals is limited to restricted public access areas such as agricultural sites, forests, and roadway shoulders and medians. [62-640.600(3)(b)]
18. Plant nursery use of Class B residuals is limited to plants which will not be sold to the public for 12 months after the last application of residuals. [62-640.600(3)(b)1]
19. Use of Class B residuals on roadway shoulders and medians is limited to restricted public access roads. [62-640.600(3)(b)2]
20. Food crops, feed crops, and fiber crops shall not be harvested for 30 days following the last application of Class B residuals. [62-640.600(3)(b)6]
21. Food crops with harvested parts that touch the residuals/soil mixture and are totally above the land surface shall not be harvested for 14 months after the last application of Class B residuals. [62-640.600(3)(b)3]
22. Food crops with harvested parts below the surface of the land shall not be harvested for 20 months after application of Class B residuals when the residuals remain on the land surface for four months or longer before incorporation into the soil. [62-640.600(3)(b)4]
23. Food crops with harvested parts below the surface of the land shall not be harvested for 38 months after application of Class B residuals when the residuals remain on the land surface for less than four months before incorporation into the soil. [62-640.600(3)(b)5]

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24. Animals shall not be grazed on the land for 30 days after the last application of Class B residuals. [62-640.600(3)(b)7]
25. Sod which will be distributed or sold to the public or used on unrestricted public access areas shall not be harvested for 12 months after the last application of Class B residuals. [62-640.600(3)(b)8]
26. The public shall be restricted from application zones for 12 months after the last application of Class B residuals. [62-640.600(3)(b)]
27. Residuals that do not meet the requirements of Chapter 62-640, F.A.C., for Class AA designation shall not be used for the cultivation of tobacco or leafy vegetables. [62-640.400(7)]
28. Current Agricultural Use Plan(s) identify residuals landspreading on the following sites:

Application Site Number	Site Name	Latitude			Longitude			Application Area (acres)	County
		°	'	"	°	'	"		
FLA-446629	Henry I Ranch	29	18	43	81	24	36	328	Flagler
FLA-017374	Charles Cowart	29	20	2	81	19	44	2010	Flagler
FLA-581356	Deseret Ranch Unit 1	28	11	9	80	52	36	5,918.6	Osceola
FLA-581356	Deseret Ranch Unit 2	28	11	9	80	52	36	5,763.6	Osceola
FLA-581356	Deseret Ranch Unit 3	28	11	9	80	52	36	11,464.7	Osceola
FLA-581356	Deseret Ranch Unit 4	28	11	9	80	52	36	12,020	Osceola
FLA-581356	Deseret Ranch Unit 6	28	11	9	80	52	36	12,754.8	Osceola
FLA-581356	Deseret Ranch Unit 7	28	11	9	80	52	36	12,570	Osceola
FLA-581356	Deseret Ranch Unit 8	28	11	9	80	52	36	11,935.5	Osceola
FLA-581356	Deseret Ranch Unit 9	28	11	9	80	52	36	12,098	Osceola
FLA-581356	Deseret Ranch Unit 11	28	11	9	80	52	36	12,353.7	Osceola
FLA-581356	Deseret Ranch Unit 13	28	11	9	80	52	36	4,238.4	Osceola
FLA-581356	Deer Park Ranch	28	6	3	80	53	52	8830	Osceola
FLA-567469	Yeehaw Ranch	27	43	12	80	53	38	489	Osceola
FLA-288152	Kilbee Ranch	28	41	53	81	5	13	657	Seminole
FLA-555622	Shane's Place	27	47	14	80	55	47	765	Osceola
FLA-288161	Lukas Ranch	28	53	53	81	4	9	1139	Volusia
FLA-444243	Cowart Ranch	29	18	39	81	26	58	242	Volusia

The wastewater treatment facility permittee shall apply for a minor permit revision on DEP Form 62-620.910(9) for new, modified, or expanded residuals land application sites. The facility's permit shall be revised to include the new or revised Agricultural Use Plan(s) prior to application of residuals to the new, modified, or expanded sites, unless, under unusual circumstances, all of the following conditions are met:

- a. The permittee notifies the Department within 24 hours that the site is being used;
- b. The site meets the site use restrictions of Rule 62-640.600(3), F.A.C, and the criteria for land application of residuals in Rule 62-640.700, F.A.C.;
- c. The permittee submits a new or revised Agricultural Use Plan for the site with a permit application in accordance with Rule 62-640.300(2), F.A.C., within 30 days of beginning use of the site;
- d. The permittee does not have another approved land application site, another approved disposal method (e.g. landfiling), or approved storage facilities available for use; and,
- e. The permittee demonstrates during permit application that application of additional residuals to an existing approved application site would have resulted in violation of Department rules, or was not possible due to circumstances beyond the permittee's control.

[62-640.300(2)&(3)]

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29. Residuals application rates are limited to agronomic rates based on the site vegetation as identified in the Agricultural Use Plan. [62-640.750(2)]
30. Residuals storage facilities at land application sites shall be subject to applicable setback requirements for residuals application sites. Residuals stored at land application sites shall be stored in a manner that will not cause runoff or seepage from the residuals, objectionable odors, or vector attraction. Storage areas must be fenced or otherwise provided with appropriate features to discourage the entry of animals and unauthorized persons. At the time of application, the stored residuals must meet the parameter concentrations, pathogen and vector attraction reduction requirements, and cumulative application limits of this permit. Residuals storage facilities at land application sites may be used only for temporary storage of stabilized residuals for no more than 30 days during periods of inclement weather or to accommodate agricultural operations, or up to the period (not to exceed two years) specified in the Agricultural Use Plan. [62-640.700(2)(e)]
31. Residuals application sites shall be posted with appropriate advisory signs identifying the nature of the project area. [62-640.700(2)(f)]
32. The pH of the residuals soil mixture shall be 5.0 or greater at the time residuals are applied. At a minimum, soil pH testing shall be done annually. [62-640.700(5)(d)]
33. The permittee shall maintain records of application zones and application rates and shall make these records available for inspection within seven days of request by the Department, or delegated Local Program. The permittee shall maintain record items a. through e. below in perpetuity, and maintain record items f. through k. for five years:
 - a. Date of application of the residuals;
 - b. Location of the residuals application site as specified in the Agricultural Use Plan;
 - c. Identification of each application zone used by the permittee at the application site and the acreage of each zone;
 - d. Amount of residuals applied or delivered to each application zone;
 - e. Cumulative loading of each application zone;
 - f. The names of all other wastewater facilities using each of the application zones identified in item c.;
 - g. Method of incorporation (if any);
 - h. Measured pH of the residuals soil mixture at the time the residuals are applied (tested at least annually);
 - i. Unsaturated depth of soil above the water table level at the time of application;
 - j. Concentration of parameters in the residuals as required by this permit, and the date of last analysis; and
 - k. The results of any soil testing that is done under Rule 62-640.500(4)(a), F.A.C.[62-640.650(2)]
34. The permittee shall submit an annual summary of residuals application activity to the Department's Central District Office on Department Form 62-640.210(2)(b) for all residuals applied during the period of January 1 through December 31. The summary for each year shall be submitted by February 19 of the following year. If more than one facility applies residuals to the same application zones, the summary must include a subtotal of each facility's contribution of residuals to the application zones. [62-640.650(3)(b)]
35. If residuals that are subject to the cumulative loading limitations of Rule 62-640.700(3), F.A.C., have been applied to an application zone, and the cumulative loading amount of one or more of the pollutants is not known, no further applications of residuals may be made to that application zone. [62-640.700(3)(f)]
36. Residuals shall be applied with appropriate techniques and equipment to assure uniform application over the application zone. [62-640.700(2)(c)]

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37. The spraying of liquid domestic wastewater residuals shall be conducted so that the formation of aerosols is minimized. [62-640.700(2)(d)]
38. A minimum unsaturated soil depth of two feet above the water table level is required at the time the residuals are applied to the soil. [62-640.700(6)(a)]
39. Residuals shall not be applied during rains that cause runoff from the site or when surface soils are saturated. [62-640.700(7)(a)]
40. Land application of "other solids" as defined in Chapter 62-640, F.A.C., is only allowed if specifically addressed in the Agricultural Use Plan(s) approved for this facility. Land application of "other solids" is subject to Chapter 62-640, F.A.C., and the permit conditions that apply to land applied residuals. [62-640.860]
41. If the permittee intends to accept residuals from other facilities, a permit revision is required pursuant to Rule 62-640.880(2)(d), F.A.C. [62-640.880(2)(d)]
42. Storage of residuals or other solids at the permitted facility shall require prior written notification to the Department. [62-640.300(4)]

III. GROUND WATER REQUIREMENTS

A. Construction Requirements

1. Section Construction Requirements is not applicable to this facility.

B. Operational Requirements

1. For the Part IV Public Access system, all ground water quality criteria specified in Chapter 62-520, F.A.C., shall be met at the edge of the zone of discharge. For major users of reclaimed water (i.e., using 0.1 MGD or more), the zone of discharge shall extend horizontally 100 feet from the application site or to user's site property line, whichever is less, and vertically to the base of the surficial aquifer. For other users, the zone of discharge shall extend horizontally to the boundary of the general service area identified in the attached map and vertically to the base of the surficial aquifer. [62-520.200(26)] [62-520.465]
2. The ground water minimum criteria specified in Rule 62-520.400 F.A.C., shall be met within the zone of discharge. [62-520.400 and 62-520.420(4)]
3. During the period of operation authorized by this permit, the permittee shall sample ground water in accordance with this permit and the approved ground water monitoring plan prepared in accordance with Rule 62-520.600, F.A.C. [62-520.600][62-610.463]
4. The following monitoring wells shall be sampled quarterly. Sampling must be reasonably spaced to be representative of potentially changing conditions.

Facility Well Name	Permit Builder Well Name	GMS #	WAFR #	Depth (Feet)	Aquifer Monitored	Well Type	New or Existing
R001- Perc Pond							
MW-5	MWB-5	3059A13042	7012	40	Surficial	Background	Existing
MW-6	MWC-6	3059A13044	7010	20	Surficial	Compliance	Existing
MW-7	MWI-7	3059A13043	7011	30	Surficial	Intermediate	Existing

MWB = Background Well; MWI = Intermediate Well; MWC = Compliance Well

[62-520.600][62-610.463]

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5. The following parameters shall be analyzed for each of the monitoring well(s) identified in Permit Condition(s) III. B. 4:

Parameter	Compliance Well Limit	Units	Sample Type	Monitoring Frequency
Water Level Relative to Feet, NGVD	Report	Feet	In Situ	Quarterly
Nitrogen, Nitrate, Total (as N)	10	mg/L	Grab	Quarterly
Solids, Total Dissolved (TDS)	500	mg/L	Grab	Quarterly
Chloride (as Cl)	250	mg/L	Grab	Quarterly
Coliform, Fecal	4	#/100ML	Grab	Quarterly
pH	6.5-8.5	SU	Grab	Quarterly
Turbidity, Field - Nephelometric	Report	NTU	Grab	Quarterly

[62-520.600(11)(b)] [62-601.300(3), 62-601.700, and Figure 3 of 62-601] [62-601.300(6)] [62-520.300(9)]

6. If the concentration for any constituent listed in Permit Condition III. B. 5. in the natural background quality of the ground water is greater than the stated maximum, or in the case of pH is also less than the minimum, the representative natural background quality shall be the prevailing standard. [62-520.420(2)]
7. In accordance with Part D of Form 62-620.910(10), water levels shall be recorded before evacuating wells for sample collection. Elevation references shall include the top of the well casing and land surface at each well site (Feet, NGVD) at a precision of plus or minus 0.01 foot. [62-520.600(11)(C)] [62-610.463(3)(a)]
8. Ground water monitoring wells shall be purged prior to sampling to obtain representative samples. [62-601.700(5)] [62-160.210]
9. Analyses shall be conducted on unfiltered samples, unless filtered samples have been approved by the Department's Central District, Ground Water Section as being more representative of ground water conditions. [62-520.310(5)]
10. Ground water monitoring parameters shall be analyzed in accordance with Chapter 62-601, F.A.C. [62-620.610(18)]
11. Ground water monitoring test results shall be submitted on Part D of Form 62-620.910(10). A completed Certification Page shall accompany each quarter of monitoring data. For reuse or land application projects, the quarterly ground water monitoring results shall be submitted with the DMR as shown in the following schedule. [62-522.600(10) and (11)(b)] [62-601.300(3), 62-601.700, and Figure 3 of 62-601] [62-620.610(18)]

SAMPLE PERIOD	REPORT DUE DATE
January - March	April 28
April - June	July 28
July - September	October 28
October - December	January 28

12. If any monitoring well becomes damaged or cannot be sampled for some reason, the permittee shall notify the Department's Central District, Ground Water Section immediately and a written report shall follow within seven days detailing the circumstances and remedial measures taken or proposed. Repair or replacement of monitoring wells shall be approved in advance by the Department's Central District, Ground Water Section. [62-520.600] [62-4.070(3)]
13. The Permittee shall provide verbal notice to the Department's Central District, Ground Water Section as soon as practical after discovery of a sinkhole within an area for the management or application of wastewater, wastewater residuals (sludges), or reclaimed water. The Permittee shall immediately implement measures appropriate to control the entry of contaminants, and shall detail these measures to the Department's Central District, Ground Water Section in a written report within 7 days of the sinkhole discovery. [62-4.070(3)]

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IV. ADDITIONAL REUSE AND LAND APPLICATION REQUIREMENTS

A. Part II Slow-Rate/Restricted Access System(s)

1. Advisory signs shall be posted around the site boundaries to designate the nature of the project area. [62-610.418(1)]
2. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. [62-610.414(8)]
3. The maximum annual average loading rate to the slow rate restricted public access system (R-002) consisting of a 5.68 acre sprayfield shall be limited to 4.54 inches per week. The hydraulic loading rate shall not produce surface runoff or ponding of the applied reclaimed water. [62-610.423(3) and (4)]
4. The crops or vegetation shall be periodically harvested and removed from the project area. [62-610.310(3)(d) and 62-610.419(1)(b)]
5. Dairy cattle whose milk is intended for human consumption shall not be allowed on the project area for a period of 15 days after the last application of reclaimed water. No restrictions are imposed on the grazing of other cattle. [62-610.425]
6. Irrigation of edible food crops is prohibited. [62-610.426]
7. Overflows from emergency discharge facilities on storage ponds shall be reported as abnormal events in accordance with Permit Condition IX.20. [62-610.800(9)]

B. Part IV Rapid Infiltration Basins

1. Advisory signs shall be posted around the site boundaries to designate the nature of the project area. [62-610.518]
2. The maximum annual average loading rate to the three rapid infiltration basins (R-002) with a total wetted area of 3.0 acres shall be limited to 3 inches per day (as applied to the entire bottom area). [62-610.523(3)]
3. Rapid infiltration basins shall be routinely maintained to control vegetation growth and to maintain percolation capability by scarification or removal of deposited solids. Basin bottoms shall be maintained to be level. [62-610.523(6) and (7)]
4. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. [62-610.514 and 62-610.414]
5. Overflows from emergency discharge facilities on storage ponds or on infiltration ponds, basins, or trenches shall be reported as abnormal events in accordance with Permit Condition IX.20. [62-610.800(9)]

V. OPERATION AND MAINTENANCE REQUIREMENTS

A. Staffing Requirements

1. During the period of operation authorized by this permit, the wastewater facilities shall be operated under the supervision of a(n) operator(s) certified in accordance with Chapter 62-602, F.A.C. In accordance with Chapter 62-699, F.A.C., this facility is a Category II, Class C facility and, at a minimum, operators with appropriate certification must be on the site as follows:

A Class C or higher operator 6 hours/day for 5 days/week and one visit on each weekend day. The lead/chief operator must be a Class C operator, or higher.

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2. An operator meeting the lead/chief operator class for the plant shall be available during all periods of plant operation. "Available" means able to be contacted as needed to initiate the appropriate action in a timely manner. [62-699.311(1)]

B. Capacity Analysis Report and Operation and Maintenance Performance Report Requirements

1. The application to renew this permit shall include an updated capacity analysis report prepared in accordance with Rule 62-600.405, F.A.C. [62-600.405(5)]
2. The application to renew this permit shall include a detailed operation and maintenance performance report prepared in accordance with Rule 62-600.735, F.A.C. [62-600.735(1)]

C. Recordkeeping Requirements

1. The permittee shall maintain the following records and make them available for inspection at the following address: on the site of the permitted facility.
 - a. Records of all compliance monitoring information, including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation, including, if applicable, a copy of the laboratory certification showing the certification number of the laboratory, for at least three years from the date the sample or measurement was taken;
 - b. Copies of all reports required by the permit for at least three years from the date the report was prepared;
 - c. Records of all data, including reports and documents, used to complete the application for the permit for at least three years from the date the application was filed;
 - d. Monitoring information, including a copy of the laboratory certification showing the laboratory certification number, related to the residuals use and disposal activities for the time period set forth in Chapter 62-640, F.A.C., for at least three years from the date of sampling or measurement;
 - e. A copy of the current permit;
 - f. A copy of the current operation and maintenance manual as required by Chapter 62-600, F.A.C.;
 - g. A copy of any required record drawings;
 - h. Copies of the licenses of the current certified operators; and
 - i. Copies of the logs and schedules showing plant operations and equipment maintenance for three years from the date of the logs or schedules. The logs shall, at a minimum, include identification of the plant; the signature and license number of the operator(s) and the signature of the person(s) making any entries; date and time in and out; specific operation and maintenance activities, including any preventive maintenance or repairs made or requested; results of tests performed and samples taken, unless documented on a laboratory sheet; and notation of any notification or reporting completed in accordance with Rule 62-602.650(3), F.A.C. The logs shall be maintained on-site in a location accessible to 24-hour inspection, protected from weather damage, and current to the last operation and maintenance performed.

[62-620.350, 62-602.650]

VI. SCHEDULES

1. The following improvement actions shall be completed according to the following schedule:

Improvement Action	Completion Date
1. Perform and submit to the Department analysis of the modifications required to comply with the Wekiva Rule 62-600.550 FAC.	April 1, 2010
2. Implement proposed modifications	April 1, 2010
3. Complete required modifications by April, 2011	March 31, 2011

[62-620.320(6)]

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2. If the permittee wishes to continue operation of this wastewater facility after the expiration date of this permit, the permittee shall submit an application for renewal no later than one-hundred and eighty days (180) prior to the expiration date of this permit. Application shall be made using the appropriate forms listed in Rule 62-620.910, F.A.C., including submittal of the appropriate processing fee set forth in Rule 62-4.050, F.A.C. [62-620.335(1) and (2)]
3. In accordance with Rule 62-600.550, F.A.C., a permit revision will be required to modify the treatment facility in order to comply with the Wekiva wastewater rules by April 12, 2011. For this facility, with a rapid rate system located in the Secondary Protection Zone, reduction of total nitrogen to less than 6.0 mg/l, is required. For the restricted access irrigation system located in the Secondary Protection Zone, reduction of total nitrogen to less than 10.0 mg/l, is required. [62-600.500(4)(d) and 62-600.500(5)]

VII. INDUSTRIAL PRETREATMENT PROGRAM REQUIREMENTS

1. This facility is not required to have a pretreatment program at this time. [62-625.500]

VIII. OTHER SPECIFIC CONDITIONS

1. The permittee shall comply with all conditions and requirements for reuse contained in their consumptive use permit issued by the Water Management District, if such requirements are consistent with Department rules. [62-610.800(10)]
2. In the event that the treatment facilities or equipment no longer function as intended, are no longer safe in terms of public health and safety, or odor, noise, aerosol drift, or lighting adversely affects neighboring developed areas at the levels prohibited by Rule 62-600.400(2)(a), F.A.C., corrective action (which may include additional maintenance or modifications of the permitted facilities) shall be taken by the permittee. Other corrective action may be required to ensure compliance with rules of the Department. Additionally, the treatment, management, use or land application of residuals shall not cause a violation of the odor prohibition in Rule 62-296.320(2), F.A.C. [62-600.410(8) and 62-640.400(6)]
3. The deliberate introduction of stormwater in any amount into collection/transmission systems designed solely for the introduction (and conveyance) of domestic/industrial wastewater; or the deliberate introduction of stormwater into collection/transmission systems designed for the introduction or conveyance of combinations of storm and domestic/industrial wastewater in amounts which may reduce the efficiency of pollutant removal by the treatment plant is prohibited, except as provided by Rule 62-610.472, F.A.C. [62-604.130(3)]
4. Collection/transmission system overflows shall be reported to the Department in accordance with Permit Condition IX. 20. [62-604.550] [62-620.610(20)]
5. The operating authority of a collection/transmission system and the permittee of a treatment plant are prohibited from accepting connections of wastewater discharges which have not received necessary pretreatment or which contain materials or pollutants (other than normal domestic wastewater constituents):
 - a. Which may cause fire or explosion hazards; or
 - b. Which may cause excessive corrosion or other deterioration of wastewater facilities due to chemical action or pH levels; or
 - c. Which are solid or viscous and obstruct flow or otherwise interfere with wastewater facility operations or treatment; or
 - d. Which result in the wastewater temperature at the introduction of the treatment plant exceeding 40°C or otherwise inhibiting treatment; or
 - e. Which result in the presence of toxic gases, vapors, or fumes that may cause worker health and safety problems.

[62-604.130(5)]

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6. The treatment facility, storage ponds for Part II systems, rapid infiltration basins, and/or infiltration trenches shall be enclosed with a fence or otherwise provided with features to discourage the entry of animals and unauthorized persons. *[62-610.418(1); 62-610.518(1); and 62-600.400(2)(b)]*
7. Screenings and grit removed from the wastewater facilities shall be collected in suitable containers and hauled to a Department approved Class I landfill or to a landfill approved by the Department for receipt/disposal of screenings and grit. *[62-701.300(1)(a)]*
8. Where required by Chapter 471 or Chapter 492, F.S., applicable portions of reports that must be submitted under this permit shall be signed and sealed by a professional engineer or a professional geologist, as appropriate. *[62-620.310(4)]*
9. The permittee shall provide verbal notice to the Department's Central District Office as soon as practical after discovery of a sinkhole or other karst feature within an area for the management or application of wastewater, wastewater residuals (sludges), or reclaimed water. The permittee shall immediately implement measures appropriate to control the entry of contaminants, and shall detail these measures to the Department's Central District Office in a written report within 7 days of the sinkhole discovery. *[62-620.320(6)]*
10. The permittee shall provide adequate notice to the Department of the following:
 - a. Any new introduction of pollutants into the facility from an industrial discharger which would be subject to Chapter 403, F.S., and the requirements of Chapter 62-620, F.A.C., if it were directly discharging those pollutants; and
 - b. Any substantial change in the volume or character of pollutants being introduced into that facility by a source which was identified in the permit application and known to be discharging at the time the permit was issued.Adequate notice shall include information on the quality and quantity of effluent introduced into the facility and any anticipated impact of the change on the quantity or quality of effluent or reclaimed water to be discharged from the facility.

[62-620.625(2)]

IX. GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations, and restrictions set forth in this permit are binding and enforceable pursuant to Chapter 403, Florida Statutes. Any permit noncompliance constitutes a violation of Chapter 403, Florida Statutes, and is grounds for enforcement action, permit termination, permit revocation and reissuance, or permit revision. *[62-620.610(1)]*
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviations from the approved drawings, exhibits, specifications, or conditions of this permit constitutes grounds for revocation and enforcement action by the Department. *[62-620.610(2)]*
3. As provided in Subsection 403.087(6), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor authorize any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit or authorization that may be required for other aspects of the total project which are not addressed in this permit. *[62-620.610(3)]*
4. This permit conveys no title to land or water, does not constitute state recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title. *[62-620.610(4)]*

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5. This permit does not relieve the permittee from liability and penalties for harm or injury to human health or welfare, animal or plant life, or property caused by the construction or operation of this permitted source; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department. The permittee shall take all reasonable steps to minimize or prevent any discharge, reuse of reclaimed water, or residuals use or disposal in violation of this permit which has a reasonable likelihood of adversely affecting human health or the environment. It shall not be a defense for a permittee in an enforcement action that it would have been necessary to halt or reduce the permitted activity in order to maintain compliance with the conditions of this permit. [62-620.610(5)]
6. If the permittee wishes to continue an activity regulated by this permit after its expiration date, the permittee shall apply for and obtain a new permit. [62-620.610(6)]
7. The permittee shall at all times properly operate and maintain the facility and systems of treatment and control, and related appurtenances, that are installed and used by the permittee to achieve compliance with the conditions of this permit. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to maintain or achieve compliance with the conditions of the permit. [62-620.610(7)]
8. This permit may be modified, revoked and reissued, or terminated for cause. The filing of a request by the permittee for a permit revision, revocation and reissuance, or termination, or a notification of planned changes or anticipated noncompliance does not stay any permit condition. [62-620.610(8)]
9. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, including an authorized representative of the Department and authorized EPA personnel, when applicable, upon presentation of credentials or other documents as may be required by law, and at reasonable times, depending upon the nature of the concern being investigated, to:
 - a. Enter upon the permittee's premises where a regulated facility, system, or activity is located or conducted, or where records shall be kept under the conditions of this permit;
 - b. Have access to and copy any records that shall be kept under the conditions of this permit;
 - c. Inspect the facilities, equipment, practices, or operations regulated or required under this permit; and
 - d. Sample or monitor any substances or parameters at any location necessary to assure compliance with this permit or Department rules.[62-620.610(9)]
10. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data, and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except as such use is proscribed by Section 403.111, F.S., or Rule 62-620.302, F.A.C. Such evidence shall only be used to the extent that it is consistent with the Florida Rules of Civil Procedure and applicable evidentiary rules. [62-620.610(10)]
11. When requested by the Department, the permittee shall within a reasonable time provide any information required by law which is needed to determine whether there is cause for revising, revoking and reissuing, or terminating this permit, or to determine compliance with the permit. The permittee shall also provide to the Department upon request copies of records required by this permit to be kept. If the permittee becomes aware of relevant facts that were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be promptly submitted or corrections promptly reported to the Department. [62-620.610(11)]

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12. Unless specifically stated otherwise in Department rules, the permittee, in accepting this permit, agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules. A reasonable time for compliance with a new or amended surface water quality standard, other than those standards addressed in Rule 62-302.500, F.A.C., shall include a reasonable time to obtain or be denied a mixing zone for the new or amended standard. *[62-620.610(12)]*
13. The permittee, in accepting this permit, agrees to pay the applicable regulatory program and surveillance fee in accordance with Rule 62-4.052, F.A.C. *[62-620.610(13)]*
14. This permit is transferable only upon Department approval in accordance with Rule 62-620.340, F.A.C. The permittee shall be liable for any noncompliance of the permitted activity until the transfer is approved by the Department. *[62-620.610(14)]*
15. The permittee shall give the Department written notice at least 60 days before inactivation or abandonment of a wastewater facility or activity and shall specify what steps will be taken to safeguard public health and safety during and following inactivation or abandonment. *[62-620.610(15)]*
16. The permittee shall apply for a revision to the Department permit in accordance with Rules 62-620.300, F.A.C., and the Department of Environmental Protection Guide to Permitting Wastewater Facilities or Activities Under Chapter 62-620, F.A.C., at least 90 days before construction of any planned substantial modifications to the permitted facility is to commence or with Rule 62-620.325(2), F.A.C., for minor modifications to the permitted facility. A revised permit shall be obtained before construction begins except as provided in Rule 62-620.300, F.A.C. *[62-620.610(16)]*
17. The permittee shall give advance notice to the Department of any planned changes in the permitted facility or activity which may result in noncompliance with permit requirements. The permittee shall be responsible for any and all damages which may result from the changes and may be subject to enforcement action by the Department for penalties or revocation of this permit. The notice shall include the following information:
 - a. A description of the anticipated noncompliance;
 - b. The period of the anticipated noncompliance, including dates and times; and
 - c. Steps being taken to prevent future occurrence of the noncompliance.*[62-620.610(17)]*
18. Sampling and monitoring data shall be collected and analyzed in accordance with Rule 62-4.246 and Chapters 62-160, 62-601, and 62-610, F.A.C., and 40 CFR 136, as appropriate.
 - a. Monitoring results shall be reported at the intervals specified elsewhere in this permit and shall be reported on a Discharge Monitoring Report (DMR), DEP Form 62-620.910(10), or as specified elsewhere in the permit.
 - b. If the permittee monitors any contaminant more frequently than required by the permit, using Department approved test procedures, the results of this monitoring shall be included in the calculation and reporting of the data submitted in the DMR.
 - c. Calculations for all limitations which require averaging of measurements shall use an arithmetic mean unless otherwise specified in this permit.
 - d. Except as specifically provided in Rule 62-160.300, F.A.C., any laboratory test required by this permit shall be performed by a laboratory that has been certified by the Department of Health Environmental Laboratory Certification Program (DOH ELCP). Such certification shall be for the matrix, test method and analyte(s) being measured to comply with this permit. For domestic wastewater facilities, testing for parameters listed in Rule 62-160.300(4), F.A.C., shall be conducted under the direction of a certified operator.

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- e. Field activities including on-site tests and sample collection shall follow the applicable standard operating procedures described in DEP-SOP-001/01 adopted by reference in Chapter 62-160, F.A.C.
- f. Alternate field procedures and laboratory methods may be used where they have been approved in accordance with Rules 62-160.220, and 62-160.330, F.A.C.

[62-620.610(18)]

- 19. Reports of compliance or noncompliance with, or any progress reports on, interim and final requirements contained in any compliance schedule detailed elsewhere in this permit shall be submitted no later than 14 days following each schedule date. [62-620.610(19)]

- 20. The permittee shall report to the Department's Central District Office any noncompliance which may endanger health or the environment. Any information shall be provided orally within 24 hours from the time the permittee becomes aware of the circumstances. A written submission shall also be provided within five days of the time the permittee becomes aware of the circumstances. The written submission shall contain: a description of the noncompliance and its cause; the period of noncompliance including exact dates and time, and if the noncompliance has not been corrected, the anticipated time it is expected to continue; and steps taken or planned to reduce, eliminate, and prevent recurrence of the noncompliance.

- a. The following shall be included as information which must be reported within 24 hours under this condition:
 - (1) Any unanticipated bypass which causes any reclaimed water or effluent to exceed any permit limitation or results in an unpermitted discharge,
 - (2) Any upset which causes any reclaimed water or the effluent to exceed any limitation in the permit,
 - (3) Violation of a maximum daily discharge limitation for any of the pollutants specifically listed in the permit for such notice, and
 - (4) Any unauthorized discharge to surface or ground waters.
- b. Oral reports as required by this subsection shall be provided as follows:
 - (1) For unauthorized releases or spills of treated or untreated wastewater reported pursuant to subparagraph (a)4. that are in excess of 1,000 gallons per incident, or where information indicates that public health or the environment will be endangered, oral reports shall be provided to the STATE WARNING POINT TOLL FREE NUMBER (800) 320-0519, as soon as practical, but no later than 24 hours from the time the permittee becomes aware of the discharge. The permittee, to the extent known, shall provide the following information to the State Warning Point:
 - (a) Name, address, and telephone number of person reporting;
 - (b) Name, address, and telephone number of permittee or responsible person for the discharge;
 - (c) Date and time of the discharge and status of discharge (ongoing or ceased);
 - (d) Characteristics of the wastewater spilled or released (untreated or treated, industrial or domestic wastewater);
 - (e) Estimated amount of the discharge;
 - (f) Location or address of the discharge;
 - (g) Source and cause of the discharge;
 - (h) Whether the discharge was contained on-site, and cleanup actions taken to date;
 - (i) Description of area affected by the discharge, including name of water body affected, if any; and
 - (j) Other persons or agencies contacted.
 - (2) Oral reports, not otherwise required to be provided pursuant to subparagraph b.1 above, shall be provided to the Department's Central District Office within 24 hours from the time the permittee becomes aware of the circumstances.
- c. If the oral report has been received within 24 hours, the noncompliance has been corrected, and the noncompliance did not endanger health or the environment, the Department's Central District Office shall waive the written report.

[62-620.610(20)]

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21. The permittee shall report all instances of noncompliance not reported under Permit Conditions IX.17., IX.18., or IX.19. of this permit at the time monitoring reports are submitted. This report shall contain the same information required by Permit Condition IX.20. of this permit. [62-620.610(21)]

22. Bypass Provisions.

- a. "Bypass" means the intentional diversion of waste streams from any portion of a treatment works.
- b. Bypass is prohibited, and the Department may take enforcement action against a permittee for bypass, unless the permittee affirmatively demonstrates that:
 - (1) Bypass was unavoidable to prevent loss of life, personal injury, or severe property damage; and
 - (2) There were no feasible alternatives to the bypass, such as the use of auxiliary treatment facilities, retention of untreated wastes, or maintenance during normal periods of equipment downtime. This condition is not satisfied if adequate back-up equipment should have been installed in the exercise of reasonable engineering judgment to prevent a bypass which occurred during normal periods of equipment downtime or preventive maintenance; and
 - (3) The permittee submitted notices as required under Permit Condition IX.22.b. of this permit.
- c. If the permittee knows in advance of the need for a bypass, it shall submit prior notice to the Department, if possible at least 10 days before the date of the bypass. The permittee shall submit notice of an unanticipated bypass within 24 hours of learning about the bypass as required in Permit Condition IX.20. of this permit. A notice shall include a description of the bypass and its cause; the period of the bypass, including exact dates and times; if the bypass has not been corrected, the anticipated time it is expected to continue; and the steps taken or planned to reduce, eliminate, and prevent recurrence of the bypass.
- d. The Department shall approve an anticipated bypass, after considering its adverse effect, if the permittee demonstrates that it will meet the three conditions listed in Permit Condition IX.22.a.1. through 3. of this permit.
- e. A permittee may allow any bypass to occur which does not cause reclaimed water or effluent limitations to be exceeded if it is for essential maintenance to assure efficient operation. These bypasses are not subject to the provisions of Permit Condition IX.22.a. through c. of this permit.

[62-620.610(22)]

23. Upset Provisions.

- a. "Upset" means an exceptional incident in which there is unintentional and temporary noncompliance with technology-based effluent limitations because of factors beyond the reasonable control of the permittee.
 - (1) An upset does not include noncompliance caused by operational error, improperly designed treatment facilities, inadequate treatment facilities, lack of preventive maintenance, careless or improper operation.
 - (2) An upset constitutes an affirmative defense to an action brought for noncompliance with technology based permit effluent limitations if the requirements of upset provisions of Rule 62-620.610, F.A.C., are met.
- b. A permittee who wishes to establish the affirmative defense of upset shall demonstrate, through properly signed contemporaneous operating logs, or other relevant evidence that:
 - (1) An upset occurred and that the permittee can identify the cause(s) of the upset;
 - (2) The permitted facility was at the time being properly operated;
 - (3) The permittee submitted notice of the upset as required in Permit Condition IX.20. of this permit; and
 - (4) The permittee complied with any remedial measures required under Permit Condition IX.5. of this permit.

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- c. In any enforcement proceeding, the burden of proof for establishing the occurrence of an upset rests with the permittee.
- d. Before an enforcement proceeding is instituted, no representation made during the Department review of a claim that noncompliance was caused by an upset is final agency action subject to judicial review.

[62-620.610(23)]

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities

Date: December 14, 2009

Attachment(s):
Discharge Monitoring Report



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Rick Scott
Governor

Jennifer Carroll
Lt. Governor

Herschel T. Vinyard, Jr.
Secretary

Sent via e-mail: pcflyn@uiwater.com

SANLANDO UTILITIES CORPORATION
200 WEATERSFIELD AVENUE
ALTAMONTE SPRINGS FL 32714

ATTENTION PATRICK FLYNN
REGIONAL DIRECTOR

Seminole County - DW
Woodlands Des Pinar WWTF
File No. FLA011080-015-DW1P
Permit Revision

Dear Mr. Flynn:

This permit revision is to incorporate the Wekiva Study Area Wastewater Management permit limitations for Total Nitrogen in the reclaimed water into the existing wastewater permit, in accordance with Rule 62-600.550, F.A.C. Effective April 12, 2011.

The permit is hereby revised to require bi-weekly monitoring and monthly reporting of Total Nitrogen, and to include the annual average limit of 6.0 mg/L TN for R-001 and 10.0 mg/L TN for R-002. The revised Discharge Monitoring Report (DMR) for the facility is attached and should be used beginning in May 2011.

This letter must be attached to Wastewater Permit No. FLA011080 and becomes a part of and subject to all conditions of that permit.

The Department's proposed agency action shall become final unless a timely petition for an administrative hearing is filed under sections 120.569 and 120.57 of the Florida Statutes before the deadline for filing a petition. The procedures for petitioning for a hearing are set forth below.

A person whose substantial interests are affected by the Department's proposed permitting decision may petition for an administrative proceeding (hearing) under sections 120.569 and 120.57 of the Florida Statutes. The petition must contain the information set forth below and must be filed (received by the clerk) in the Office of General Counsel of the Department at 3900 Commonwealth Boulevard, Mail Station 35, Tallahassee, Florida 32399-3000.

Petitions by the applicant or any of the parties listed below must be filed within fourteen days of receipt of this written notice. Petitions filed by any persons other than those entitled to written notice under section 120.60(3) of the Florida Statutes must be filed within fourteen days of publication of the notice or within fourteen days of receipt of the written notice, whichever occurs first.

Under section 120.60(3) of the Florida Statutes, however, any person who has asked the Department for notice of agency action may file a petition within fourteen days of receipt of such notice, regardless of the date of publication.

The petitioner shall mail a copy of the petition to the applicant at the address indicated above at the time of filing. The failure of any person to file a petition within the appropriate time period shall constitute a waiver of that person's right to request an administrative determination (hearing) under sections 120.569 and 120.57 of the Florida Statutes. Any subsequent intervention (in a proceeding initiated by another party) will be only at the discretion of the presiding officer upon the filing of a motion in compliance with rule 28-106.205 of the Florida Administrative Code.

A petition that disputes the material facts on which the Department's action is based must contain the following information:

- (a) The name, address, and telephone number of each petitioner; the name, address, and telephone number of the petitioner's representative, if any; the Department permit identification number and the county in which the subject matter or activity is located;
- (b) A statement of how and when each petitioner received notice of the Department action;
- (c) A statement of how each petitioner's substantial interests are affected by the Department action;
- (d) A statement of all disputed issues of material fact. If there are none, the petition must so indicate;
- (e) A statement of facts that the petitioner contends warrant reversal or modification of the Department action;
- (f) A concise statement of the ultimate facts alleged, as well as the rules and statutes which entitle the petitioner to relief; and
- (g) A statement of the relief sought by the petitioner, stating precisely the action that the petitioner wants the Department to take.

A petition that does not dispute the material facts on which the Department's action is based shall state that no such facts are in dispute and otherwise shall contain the same information as set forth above, as required by rule 28-106.301.

Because the administrative hearing process is designed to formulate final agency action, the filing of a petition means that the Department's final action may be different from the position taken by it in this notice. Persons whose substantial interests will be affected by any such final decision of the Department have the right to petition to become a party to the proceeding, in accordance with the requirements set forth above.


Mediation under section 120.573 of the Florida Statutes is not available for this proceeding.

This action is final and effective on the date filed with the Clerk of the Department unless a petition is filed in accordance with the above. Upon the timely filing of a petition this order will not be effective until further order of the Department.

Any party to the order has the right to seek judicial review of the order under section 120.68 of the Florida Statutes, by the filing of a notice of appeal under rule 9.110 of the Florida Rules of Appellate Procedure with the Clerk of the Department in the Office of General Counsel, Mail Station 35, 3900 Commonwealth Boulevard, Tallahassee, Florida, 32399-3000; and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice of appeal must be filed within 30 days from the date when the final order is filed with the Clerk of the Department.

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities
3319 Maguire Boulevard, Suite 232
Orlando, FL 32803-3767
Phone: (407)894-7555

Date: March 18, 2011

FILING AND ACKNOWLEDGMENT

Filed, on this date, pursuant to Section 120.52, F.S., with the designated Department Clerk, receipt of which is hereby acknowledged.



Clerk

March 18, 2011

Date

CCF/mcc/cs

Enclosure: Revised DMR

cc: Wastewater Compliance Section (via e-mail)

CERTIFICATE OF SERVICE

This is to certify that this PERMIT REVISION and all copies were mailed before the close of business on

March 18, 2011 to the listed persons by .



Florida Department of Environmental Protection

Central District
3319 Maguire Boulevard, Suite 232
Orlando, Florida 32803-3767

Rick Scott
Governor

Jennifer Carroll
Lt. Governor

Herschel T. Vinyard, Jr.
Secretary

STATE OF FLORIDA DOMESTIC WASTEWATER FACILITY PERMIT

PERMITTEE:

Sanlando Utilities Corp

RESPONSIBLE OFFICIAL:

Patrick Flynn
200 Weathersfield Ave
Altamonte Springs, Florida 32714-4027
(407) 869-1919

PERMIT NUMBER: FL0036251-017 (Major –
Reclassification pending)

FILE NUMBER: FL0036251-017-DW1P

ISSUANCE DATE: March 31, 2011

EXPIRATION DATE: March 30, 2016

FACILITY:

Wekiva Hunt Club WWTF
144 Ledbury Dr
Longwood, FL 32779-4609
Seminole County
Latitude: 28°41' 49.73" N Longitude: 81°26' 1.05" W

This permit is issued under the provisions of Chapter 403, Florida Statutes (F.S.), and applicable rules of the Florida Administrative Code (F.A.C.) and constitutes authorization to discharge to waters of the state under the National Pollutant Discharge Elimination System. This permit does not constitute authorization to discharge wastewater other than as expressly stated in this permit. The above named permittee is hereby authorized to operate the facilities in accordance with the documents attached hereto and specifically described as follows:

WASTEWATER TREATMENT:

An existing 2.90 MGD annual average daily flow (AADF) activated sludge domestic wastewater treatment facility consisting of three (3) contiguous package wastewater treatment plants (0.97 MGD design capacity, each), connected in parallel with manual influent screening, aeration, clarification, chemical feed facilities, disinfection by chlorination, tertiary filtration, dechlorination, two (2) 3.0 MG reclaimed water storage tanks, aerobic digestion of residuals and dewatering by one (1) vacuum assisted drying bed and one (1) Somat screw press.

REUSE OR DISPOSAL:

Surface Water Discharge D-001: An existing 2.9 MGD AADF discharge to Sweetwater Creek, Class III fresh waters, (WBID# 2956) being reduced to 0.87 MGD annual average daily flow (maximum at permitted capacity – limited to no more than 30% of annual plant flow), in compliance with Rule 62-600.550(8)(b), FAC. The outfall is approximately one foot in length and discharges at a depth of approximately zero feet. The point of discharge is located approximately at latitude 28°41' 52" N, longitude 81°25' 53" W and located in WBID#2956.

Land Application R-001: An existing 0.4 MGD annual average daily flow permitted capacity rapid infiltration basin system. R-001 is a reuse system which consists of four rapid infiltration basins with an approximate wetted area of 338,000 square feet located approximately at latitude 28°42' 5" N, longitude 81°24' 27" W.

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Land Application R-002: An existing 2.603 MGD annual average daily flow permitted capacity slow-rate public access reuse system. R-002 is a reuse system which consists of a reclaimed water transmission/distribution system for public access irrigation of the Wekiva Hunt Club Community, two (2) golf courses (Trophy Club Golf Course [f.k.a. Sabal Point Golf Course] and Wekiva Golf Course), parks, playgrounds, landscaped areas, plant nursery (Lake Brantley Plant Corp.), road medians and right of ways and a reclaimed water transmission main interconnected to the City of Altamonte Springs reclaimed water transmission system for irrigation under a reclaimed water reuse agreement (1.4 mgd) as shown in the attached Reuse Service Area Map. Reclaimed water is stored in a storm water management pond, located at the Trophy Club Golf Course, in accordance with Conditions IV.A.16. and IV.A.17. of this permit and at the two (2) on-site 3.0 MG reclaimed water storage tanks. Land application system R-002 is located approximately at latitude 29° 42' 16" N, longitude 81° 26' 23" W.

IN ACCORDANCE WITH: The limitations, monitoring requirements, and other conditions set forth in this cover sheet and Part I through Part IX on pages 1 through 36 of this permit.

PERMITTEE: Sanlando Utilities Corp
FACILITY: Wekiva Hunt Club WWTF

PERMIT NUMBER: FL0036251-017
EXPIRATION DATE: March 30, 2016

I. RECLAIMED WATER AND EFFLUENT LIMITATIONS AND MONITORING REQUIREMENTS

A. Surface Water Discharges

- During the period beginning on the issuance date and lasting through the expiration date of this permit, the permittee is authorized to discharge effluent from Outfall D-001 to Sweetwater Creek. Such discharge shall be limited and monitored by the permittee as specified below and reported in accordance with Permit Condition I.C.8.:

Parameter	Units	Max/Min	Effluent Limitations		Monitoring Requirements			Notes
			Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number	
Flow (Surface Water Discharge)	MGD	Max Max	0.87 Report	Annual Average Monthly Average	Continuous	Recording Flow Meter with Totalizer	FLW-4	See I.A.4
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max	5.0 6.0	Monthly Average Single Sample	Weekly	16-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max Max	5.0 6.0	Monthly Average Single Sample	Weekly	16-hr FPC	EFA-1	
Coliform, Fecal	#/100mL	Max Max Max	200 200 800	Annual Average Monthly Geometric Mean Single Sample	Weekly	Grab	EFA-1	See I.A.5
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	Continuous	Meter	EFD-1	See I.A.3
Chlorine, Total Residual (For Disinfection)	mg/L	Min	0.5	Single Sample	Continuous	Meter	EFA-1	See I.A.3 and I.A.6
Chlorine, Total Residual (For Dechlorination)	mg/L	Max	0.01	Single Sample	Daily; 24 hours	Grab	EFD-1	
Nitrogen, Total	mg/L	Max	Report	Monthly Average	Weekly	16-hr FPC	EFA-1	
Nitrogen, Ammonia, Total (as N)	mg/L	Max Max	2.5 3.0	Monthly Average Single Sample	Weekly	16-hr FPC	EFD-1	
Nitrogen, Nitrate, Total (as N)	mg/L	Max	Report	Single Sample	Weekly	16-hr FPC	EFD-1	
Phosphorus, Total (as P)	mg/L	Max Max	0.4 0.5	Monthly Average Single Sample	Weekly	16-hr FPC	EFD-1	
Nitrogen, Nitrate, Total (as N)	lb/mth	Max	2805	Monthly Total	Weekly	16-hr FPC	EFD-1	
Phosphorus, Total (as P)	lb/mth	Max	40	Monthly Total	Weekly	16-hr FPC	EFD-1	
Oxygen, Dissolved (DO)	mg/L	Min	6.0	Single Sample	Daily; 24 hours	Grab	EFD-1	
Chronic Whole Effluent Toxicity, 7-Day IC25 (Ceriodaphnia dubia)	percent	Min	100	Single Sample	Quarterly	24-hr TPC	EFD-2	See I.A.7
Chronic Whole Effluent Toxicity, 7-Day IC25 (Pimephales promelas)	percent	Min	100	Single Sample	Quarterly	24-hr TPC	EFD-2	See I.A.7

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2. Effluent samples shall be taken at the monitoring site locations listed in Permit Condition I.A.1. and as described below:

Monitoring Site Number	Description of Monitoring Site
FLW-4	Flow meter at dechlorination tank
EFA-1	Sampling point after disinfection
EFD-1	Outfall Box
EFD-2	End of outfall discharge pipe

3. Hourly measurement of pH and total residual chlorine for disinfection during the period of required operator attendance may be substituted for continuous measurement. *[Chapter 62-601, Figure 2]*
4. A recording flow meter with totalizer shall be utilized to measure flow and calibrated at least once every 12 months. *[62-601.200(17) and .500(6)]*
5. The effluent limitation for the monthly geometric mean for fecal coliform is only applicable if 10 or more values are reported. If fewer than 10 values are reported, the monthly geometric mean shall be calculated and reported on the Discharge Monitoring Report. *[62-600.440(4)(c)]*
6. Total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. *[62-600.440(4)(b), (5)(b), and (6)(b)]*
7. The permittee shall comply with the following requirements to evaluate chronic whole effluent toxicity of the discharge from outfall D-001.
- a. Effluent Limitation
- (1) In any routine or additional follow-up test for chronic whole effluent toxicity, the 25 percent inhibition concentration (IC25) shall not be less than 100% effluent. *[Rules 62-302.530(61) and 62-4.241(1)(b), F.A.C.]*
- (2) For acute whole effluent toxicity, the 96-hour LC50 shall not be less than 100% effluent in any test. *[Rule 62-302.500(1)(a)4. and 62-4.241(1)(a), F.A.C.]*
- b. Monitoring Frequency
- (1) Routine toxicity tests shall be conducted once every three months, the first starting within 60 days of the issuance date of this permit and lasting for the duration of this permit.
- (2) Upon completion of four consecutive valid routine tests that demonstrate compliance with the effluent limitation in 7.a.(1) above, the permittee may submit a written request to the Department for a reduction in monitoring frequency to once every six months. The request shall include a summary of the data and the complete bioassay laboratory reports for each test used to demonstrate compliance. The Department shall act on the request within 45 days of receipt. Reductions in monitoring shall only become effective upon the Department's written confirmation that the facility has completed four consecutive valid routine tests that demonstrate compliance with the effluent limitation in 7.a.(1) above.
- (3) If a test within the sequence of the four is deemed invalid based on the acceptance criteria in EPA-821-R-02-013, but is replaced by a repeat valid test initiated within 21 days after the last day of the invalid test, the invalid test will not be counted against the requirement for four consecutive valid tests for the purpose of evaluating the reduction of monitoring frequency.
- c. Sampling Requirements
- (1) For each routine test or additional follow-up test conducted, a total of three 24-hr composite samples of final effluent shall be collected and used in accordance with the sampling protocol discussed in EPA-821-R-02-013, Section 8.
- (2) The first sample shall be used to initiate the test. The remaining two samples shall be collected according to the protocol and used as renewal solutions on Day 3 (48 hours) and Day 5 (96 hours) of the test.
- (3) Samples for routine and additional follow-up tests shall not be collected on the same day.

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d. Test Requirements

- (1) Routine Tests: All routine tests shall be conducted using a control (0% effluent) and a minimum of five test dilutions: **100%, 50%, 25%, 12.5%, and 6.25%** final effluent.
- (2) The permittee shall conduct a daphnid, **Ceriodaphnia dubia**, Survival and Reproduction Test and a fathead minnow, **Pimephales promelas**, Larval Survival and Growth Test, concurrently.
- (3) All test species, procedures and quality assurance criteria used shall be in accordance with **Short-term Methods for Estimating the Chronic Toxicity of Effluents and Receiving Waters to Freshwater Organisms**, 4th Edition, EPA-821-R-02-013. Any deviation of the bioassay procedures outlined herein shall be submitted in writing to the Department for review and approval prior to use. In the event the above method is revised, the permittee shall conduct chronic toxicity testing in accordance with the revised method.
- (4) The control water and dilution water shall be moderately hard water as described in EPA-821-R-02-013, Section 7.2.3.

e. Quality Assurance Requirements

- (1) A standard reference toxicant (SRT) quality assurance (QA) chronic toxicity test shall be conducted with each species used in the required toxicity tests either concurrently or initiated no more than 30 days before the date of each routine or additional follow-up test conducted. Additionally, the SRT test must be conducted concurrently if the test organisms are obtained from outside the test laboratory unless the test organism supplier provides control chart data from at least the last five monthly chronic toxicity tests using the same reference toxicant and test conditions. If the organism supplier provides the required SRT data, the organism supplier's SRT data and the test laboratory's monthly SRT-QA data shall be included in the reports for each companion routine or additional follow-up test required.
- (2) If the mortality in the control (0% effluent) exceeds 20% for either species in any test or does not meet "test acceptability criteria", the test for that species (including the control) shall be invalidated and the test repeated. Test acceptability criteria for each species are defined in EPA-821-R-02-013, Section 13.12 (**Ceriodaphnia dubia**) and Section 11.11 (**Pimephales promelas**). The repeat test shall begin within 21 days after the last day of the invalid test.
- (3) If 100% mortality occurs in all effluent concentrations for either test species prior to the end of any test and the control mortality is less than 20% at that time, the test (including the control) for that species shall be terminated with the conclusion that the test fails and constitutes non-compliance.
- (4) Routine and additional follow-up tests shall be evaluated for acceptability based on the observed dose-response relationship as required by EPA-821-R-02-013, Section 10.2.6., and the evaluation shall be included with the bioassay laboratory reports.

f. Reporting Requirements

- (1) Results from all required tests shall be reported on the Discharge Monitoring Report (DMR) as follows:
 - (a) Routine and Additional Follow-up Test Results: The calculated IC25 for each test species shall be entered on the DMR.
- (2) A bioassay laboratory report for each routine test shall be prepared according to EPA-821-R-02-013, Section 10, Report Preparation and Test Review, and mailed to the Department at the address below within 30 days after the last day of the test.
- (3) For additional follow-up tests, a single bioassay laboratory report shall be prepared according to EPA-821-R-02-013, Section 10, and mailed within 30 days after the last day of the second valid additional follow-up test.
- (4) Data for invalid tests shall be included in the bioassay laboratory report for the repeat test.
- (5) The same bioassay data shall not be reported as the results of more than one test.
- (6) All bioassay laboratory reports shall be sent to:
Florida Department of Environmental Protection
Central District Office
3319 Maguire Blvd, Suite 232
Orlando, Florida 32803-3767

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g. Test Failures

- (1) A test fails when the test results do not meet the limits in 7.a.(1).
- (2) Additional Follow-up Tests:
 - (a) If a routine test does not meet the chronic toxicity limitation in 7.a.(1) above, the permittee shall notify the Department at the address above within 21 days after the last day of the failed routine test and conduct two additional follow-up tests on each species that failed the test in accordance with 7.d.
 - (b) The first test shall be initiated within 28 days after the last day of the failed routine test. The remaining additional follow-up tests shall be conducted weekly thereafter until a total of two valid additional follow-up tests are completed.
 - (c) The first additional follow-up test shall be conducted using a control (0% effluent) and a minimum of five dilutions: 100%, 50%, 25%, 12.5%, and 6.25% effluent. The permittee may modify the dilution series in the second additional follow-up test to more accurately bracket the toxicity such that at least two dilutions above and two dilutions below the target concentration and a control (0% effluent) are run. All test results shall be analyzed according to the procedures in EPA-821-R-02-013.
- (3) In the event of three valid test failures (whether routine or additional follow-up tests) within a 12-month period, the permittee shall notify the Department within 21 days after the last day of the third test failure.
 - (a) The permittee shall submit a plan for correction of the effluent toxicity within 60 days after the last day of the third test failure.
 - (b) The Department shall review and approve the plan before initiation.
 - (c) The plan shall be initiated within 30 days following the Department's written approval of the plan.
 - (d) Progress reports shall be submitted quarterly to the Department at the address above.
 - (e) During the implementation of the plan, the permittee shall conduct quarterly routine whole effluent toxicity tests in accordance with 7.d. Additional follow-up tests are not required while the plan is in progress. Following completion or termination of the plan, the frequency of monitoring for routine and additional follow-up tests shall return to the schedule established in 7.b.(1). If a routine test is invalid according to the acceptance criteria in EPA-821-R-02-013, a repeat test shall be initiated within 21 days after the last day of the invalid routine test.
 - (f) Upon completion of four consecutive quarterly valid routine tests that demonstrate compliance with the effluent limitation in 7.a.(1) above, the permittee may submit a written request to the Department to terminate the plan. The plan shall be terminated upon written verification by the Department that the facility has passed at least four consecutive quarterly valid routine whole effluent toxicity tests. If a test within the sequence of the four is deemed invalid, but is replaced by a repeat valid test initiated within 21 days after the last day of the invalid test, the invalid test will not be counted against the requirement for four consecutive quarterly valid routine tests for the purpose of terminating the plan.
- (4) If chronic toxicity test results indicate greater than 50% mortality within 96 hours in an effluent concentration equal to or less than the effluent concentration specified as the acute toxicity limit in 7.a.(2), the Department may revise this permit to require acute definitive whole effluent toxicity testing.
- (5) The additional follow-up testing and the plan do not preclude the Department taking enforcement action for acute or chronic whole effluent toxicity failures.

[62-4.241, 62-620.620(3)]

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B. Reuse and Land Application Systems

1. **Interim** - During the period beginning on the issuance date and lasting through April 12, 2011, the permittee is authorized to direct reclaimed water to Reuse System R-001. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.C.8.:

Parameter	Units	Max/Min	Reclaimed Water Limitations		Monitoring Requirements			Notes
			Limit	Statistical Basis	Frequency of Monitoring	Sample Type	Monitoring Site Number	
Flow (Rapid Infiltration Basins)	MGD	Max Max	0.4 Report	Annual Average Monthly Average	5 Days/Week	Recording Flow Meter with Totalizer	FLW-2	See I.B.3
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	
Coliform, Fecal	#/100mL	Max Max Max	200 200 800	Annual Average Monthly Geometric Mean Single Sample	Bi-weekly; every 2 weeks	Grab	EFA-1	See I.B.4
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	5 Days/Week	Meter	EFA-1	
Chlorine, Total Residual (For Disinfection)	mg/L	Min	0.5	Single Sample	5 Days/Week	Meter	EFA-1	See I.B.5
Nitrogen, Nitrate, Total (as N)	mg/L	Max	12.0	Single Sample	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	
Nitrogen, Total	mg/L	Max	Report	Annual Average	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	

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Final - During the period beginning April 13, 2011 through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-001. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.C.8.:

		Reclaimed Water Limitations			Monitoring Requirements			
Parameter	Units	Max/Min	Limit	Statistical Basis	Frequency of Monitoring	Sample Type	Monitoring Site Number	Notes
Flow (Rapid Infiltration Basins)	MGD	Max Max	0.4 Report	Annual Average Monthly Average	5 Days/Week	Recording Flow Meter with Totalizer	FLW-2	See I.B.3
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	
Coliform, Fecal	#/100mL	Max Max Max	200 200 800	Annual Average Monthly Geometric Mean Single Sample	Bi-weekly; every 2 weeks	Grab	EFA-1	See I.B.4
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	5 Days/Week	Meter	EFA-1	
Chlorine, Total Residual (For Disinfection)	mg/L	Min	0.5	Single Sample	5 Days/Week	Meter	EFA-1	See I.B.5
Nitrogen, Nitrate, Total (as N)	mg/L	Max	12.0	Single Sample	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	
Nitrogen, Total	mg/L	Max	6.0	Annual Average	Bi-weekly; every 2 weeks	16-hr FPC	EFA-1	

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2. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I.B.1. and as described below:

Monitoring Site Number	Description of Monitoring Site
FLW-2	Flow meter to the rapid infiltration basins
EFA-1	Sampling point after disinfection

3. A recording flow meter with totalizer shall be utilized to measure flow and calibrated at least once every 12 months. *[62-601.200(17) and .500(6)]*
4. The effluent limitation for the monthly geometric mean for fecal coliform is only applicable if 10 or more values are reported. If fewer than 10 values are reported, the monthly geometric mean shall be calculated and reported on the Discharge Monitoring Report. *[62-600.440(4)(c)]*
5. Total residual chlorine must be maintained for a minimum contact time of 15 minutes based on peak hourly flow. *[62-610.510, 62-600.440(4)(b) and (5)(b)]*

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6. **Interim** - During the period beginning on the issuance date and lasting through April 12, 2011, the permittee is authorized to direct reclaimed water to Reuse System R-002. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.C.8.:

Parameter	Units	Max/Min	Reclaimed Water Limitations		Monitoring Requirements			Notes
			Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number	
Flow (Public Access Reuse)	MGD	Max Max	2.603 Report	Annual Average Monthly Average	Continuous	Recording Flow Meter with Totalizer	FLW-3	See I.B.9
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Weekly	16-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max	5.0	Single Sample	4 Days/Week	Grab	EFA-1	
Coliform, Fecal	#/100mL	Max	25	Single Sample	4 Days/Week	Grab	EFA-1	
Coliform, Fecal, % less than detection	percent	Min	75	Monthly Total	4 Days/Week	Calculated	EFA-1	See I.B.10
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	Continuous	Meter	EFA-1	See I.B.8
Chlorine, Total Residual (For Disinfection)	mg/L	Min	1.0	Single Sample	Continuous	Meter	EFA-1	See I.B.11 and I.B.14
Turbidity	NTU	Max	Report	Single Sample	Continuous	Meter	EFA-1	See I.B.12 and I.B.14
Giardia	cysts/100L	Max	Report	Single Sample	Bi-annually; every 2 years	Grab	EFA-1	See I.B.15
Cryptosporidium	oocysts/100L	Max	Report	Single Sample	Bi-annually; every 2 years	Grab	EFA-1	See I.B.15
Phosphorus, Total (as P)	mg/L	Max	Report	Single Sample	Weekly	16-hr FPC	EFA-1	
Nitrogen, Total	mg/L	Max	Report	Annual Average	Weekly	16-hr FPC	EFA-1	

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Final - During the period beginning April 13, 2011 through the expiration date of this permit, the permittee is authorized to direct reclaimed water to Reuse System R-002. Such reclaimed water shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.C.8.:

Parameter	Units	Max/Min	Reclaimed Water Limitations		Monitoring Requirements			Notes
			Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number	
Flow (Public Access Reuse)	MGD	Max Max	2.603 Report	Annual Average Monthly Average	Continuous	Recording Flow Meter with Totalizer	FLW-3	See I.B.9
BOD, Carbonaceous 5 day, 20C	mg/L	Max Max Max Max	20.0 30.0 45.0 60.0	Annual Average Monthly Average Weekly Average Single Sample	Weekly	16-hr FPC	EFA-1	
Solids, Total Suspended	mg/L	Max	5.0	Single Sample	4 Days/Week	Grab	EFA-1	
Coliform, Fecal	#/100mL	Max	25	Single Sample	4 Days/Week	Grab	EFA-1	
Coliform, Fecal, % less than detection	percent	Min	75	Monthly Total	4 Days/Week	Calculated	EFA-1	See I.B.10
pH	s.u.	Min Max	6.0 8.5	Single Sample Single Sample	Continuous	Meter	EFA-1	See I.B.8
Chlorine, Total Residual (For Disinfection)	mg/L	Min	1.0	Single Sample	Continuous	Meter	EFA-1	See I.B.11 and I.B.14
Turbidity	NTU	Max	Report	Single Sample	Continuous	Meter	EFA-1	See I.B.12 and I.B.14
Giardia	cysts/100L	Max	Report	Single Sample	Bi-annually; every 2 years	Grab	EFA-1	See I.B.15
Cryptosporidium	oocysts/100L	Max	Report	Single Sample	Bi-annually; every 2 years	Grab	EFA-1	See I.B.15
Phosphorus, Total (as P)	mg/L	Max	Report	Single Sample	Weekly	16-hr FPC	EFA-1	
Nitrogen, Total	mg/L	Max	10.0	Annual Average	Weekly	16-hr FPC	EFA-1	

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7. Reclaimed water samples shall be taken at the monitoring site locations listed in Permit Condition I.B.6. and as described below:

Monitoring Site Number	Description of Monitoring Site
FLW-3	flow meter at reuse pump station
EFA-1	Sampling point after disinfection
EFB-1	Sampling point after filtration and prior to disinfection

8. Hourly measurement of pH during the period of required operator attendance may be substituted for continuous measurement. *[Chapter 62-601, Figure 2]*
9. A recording flow meter with totalizer shall be utilized to measure flow and calibrated at least once every 12 months. *[62-601.200(17) and .500(6)]*
10. To report the "% less than detection," count the number of fecal coliform observations that were less than detection, divide by the total number of fecal coliform observations in the month, and multiply by 100% (round to the nearest integer). *[62-600.440(5)(f)]*
11. The minimum total chlorine residual shall be limited as described in the approved operating protocol, such that the permit limitation for fecal coliform bacteria will be achieved. In no case shall the total chlorine residual be less than 1.0 mg/L. *[62-600.440(5)(b); 62-610.460(2); and 62-610.463(2)]*
12. The maximum turbidity shall be limited as described in the approved operating protocol, such that the permit limitations for total suspended solids and fecal coliforms will be achieved. *[62-610.463(2)]*
13. The treatment facilities shall be operated in accordance with all approved operating protocols. Only reclaimed water that meets the criteria established in the approved operating protocol(s) may be released to system storage or to the reuse system. Reclaimed water that fails to meet the criteria in the approved operating protocol(s) shall be directed to the following permitted alternate discharge system: R-001. *[62-610.320(6) and 62-610.463(2)]*
14. Instruments for continuous on-line monitoring of total residual chlorine and turbidity shall be equipped with an automated data logging or recording device. *[62-610.463(2)]*
15. Intervals between sampling for Giardia and Cryptosporidium shall not exceed two years. *[62-610.463(4)]*

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C. Other Limitations and Monitoring and Reporting Requirements

1. During the period beginning on the issuance date and lasting through the expiration date of this permit, the treatment facility shall be limited and monitored by the permittee as specified below and reported in accordance with condition I.C.8:

Parameter	Units	Max/Min	Limitations		Monitoring Requirements			Notes
			Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number	
Flow (Total Through Plant)	MGD	Max Max Max	2.9 Report Report	Annual Average Monthly Average Quarterly Average	Continuous	Recording Flow Meter with Totalizer	FLW-1	See I.C.4
Percent Capacity, (TMADF/Permitted Capacity) x 100	percent	Max	Report	Monthly Average	Monthly	Calculated	CAL-1	
BOD, Carbonaceous 5 day, 20C (Influent)	mg/L	Max	Report	Single Sample	Weekly	16-hr FPC	INF-1	See I.C.3
Solids, Total Suspended (Influent)	mg/L	Max	Report	Single Sample	Weekly	16-hr FPC	INF-1	See I.C.3

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2. Samples shall be taken at the monitoring site locations listed in Permit Condition I.C.1. and as described below:

Monitoring Site Number	Description of Monitoring Site
FLW-1	Flow meter at discharge of the chlorine contact chamber
INF-1	Influent splitter box
CAL-1	Calculated using flow data from FLW-1

3. Influent samples shall be collected so that they do not contain digester supernatant or return activated sludge, or any other plant process recycled waters. [62-601.500(4)]
4. A recording flow meter with totalizer shall be utilized to measure flow and calibrated at least once every 12 months. [62-601.200(17) and .500(6)]
5. Sampling results for giardia and cryptosporidium shall be reported on DEP Form 62-610.300(4)(a)4, Pathogen Monitoring, which is attached to this permit. This form shall be submitted to the Department's Central District Office and to DEP's Reuse Coordinator in Tallahassee. [62-610.300(4)(a)]
6. The sample collection, analytical test methods and method detection limits (MDLs) applicable to this permit shall be conducted using a sufficiently sensitive method to ensure compliance with applicable water quality standards and effluent limitations and shall be in accordance with Rule 62-4.246, Chapters 62-160 and 62-601, F.A.C., and 40 CFR 136, as appropriate. The list of Department established analytical methods, and corresponding MDLs (method detection limits) and PQLs (practical quantitation limits), which is titled "FAC 62-4 MDL/PQL Table (April 26, 2006)" is available at <http://www.dep.state.fl.us/labs/library/index.htm>. The MDLs and PQLs as described in this list shall constitute the minimum acceptable MDL/PQL values and the Department shall not accept results for which the laboratory's MDLs or PQLs are greater than those described above unless alternate MDLs and/or PQLs have been specifically approved by the Department for this permit. Any method included in the list may be used for reporting as long as it meets the following requirements:
- The laboratory's reported MDL and PQL values for the particular method must be equal or less than the corresponding method values specified in the Department's approved MDL and PQL list;
 - The laboratory reported MDL for the specific parameter is less than or equal to the permit limit or the applicable water quality criteria, if any, stated in Chapter 62-302, F.A.C. Parameters that are listed as "report only" in the permit shall use methods that provide an MDL, which is equal to or less than the applicable water quality criteria stated in 62-302, F.A.C.; and
 - If the MDLs for all methods available in the approved list are above the stated permit limit or applicable water quality criteria for that parameter, then the method with the lowest stated MDL shall be used.

When the analytical results are below method detection or practical quantitation limits, the permittee shall report the actual laboratory MDL and/or PQL values for the analyses that were performed following the instructions on the applicable discharge monitoring report.

Where necessary, the permittee may request approval of alternate methods or for alternative MDLs or PQLs for any approved analytical method. Approval of alternate laboratory MDLs or PQLs are not necessary if the laboratory reported MDLs and PQLs are less than or equal to the permit limit or the applicable water quality criteria, if any, stated in Chapter 62-302, F.A.C. Approval of an analytical method not included in the above-referenced list is not necessary if the analytical method is approved in accordance with 40 CFR 136 or deemed acceptable by the Department. [62-4.246, 62-160]

7. The permittee shall provide safe access points for obtaining representative influent, reclaimed water, and effluent samples which are required by this permit. [62-601.500(5)]

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8. Monitoring requirements under this permit are effective on the first day of the second month following permit issuance. Until such time, the permittee shall continue to monitor and report in accordance with previously effective permit requirements, if any. During the period of operation authorized by this permit, the permittee shall complete and submit to the Department Discharge Monitoring Reports (DMRs) in accordance with the frequencies specified by the REPORT type (i.e. monthly, toxicity, quarterly, semiannual, annual, etc.) indicated on the DMR forms attached to this permit. Monitoring results for each monitoring period shall be submitted in accordance with the associated DMR due dates below.

REPORT Type on DMR	Monitoring Period	Due Date
Monthly or Toxicity	first day of month - last day of month	28 th day of following month
Quarterly	January 1 - March 31 April 1 - June 30 July 1 - September 30 October 1 - December 31	April 28 July 28 October 28 January 28
Semiannual	January 1 - June 30 July 1 - December 30	July 28 January 28
Annual	January 1 - December 31	January 28

DMRs shall be submitted for each required monitoring period including months of no discharge. The permittee shall make copies of the attached DMR form(s) and shall submit the completed DMR form(s) to the Department by the twenty-eighth (28th) of the month following the month of operation at the address specified below:

Florida Department of Environmental Protection
Wastewater Compliance Evaluation Section, Mail Station 3551
Bob Martinez Center
2600 Blair Stone Road
Tallahassee, Florida 32399-2400

[62-620.610(18)][62-601.300(1),(2), and (3)]

9. During the period of operation authorized by this permit, reclaimed water or effluent shall be monitored annually for the primary and secondary drinking water standards contained in Chapter 62-550, F.A.C., (except for asbestos, color, odor, and corrosivity). These monitoring results shall be reported to the Department annually on the DMR. During years when a permit is not renewed, a certification stating that no new non-domestic wastewater dischargers have been added to the collection system since the last reclaimed water or effluent analysis was conducted may be submitted in lieu of the report. The annual reclaimed water or effluent analysis report or the certification shall be completed and submitted in a timely manner so as to be received by the Department's Central District Office by June 28 of each year. Approved analytical methods identified in Rule 62-620.100(3)(j), F.A.C., shall be used for the analysis. If no method is included for a parameter, methods specified in Chapter 62-550, F.A.C., shall be used. [62-601.300(4)][62-601.500(3)][62-610.300(4)]
10. The permittee shall submit an Annual Reuse Report using DEP Form 62-610.300(4)(a)2. on or before January 1 of each year. [62-610.870(3)]
11. Operating protocol(s) shall be reviewed and updated periodically to ensure continuous compliance with the minimum treatment and disinfection requirements. Updated operating protocols shall be submitted to the Department's Central District Office for review and approval upon revision of the operating protocol(s) and with each permit application. [62-610.320(6) and 62-610.463(2)]
12. The permittee shall maintain an inventory of storage systems. The inventory shall be submitted to the Department's Central District Office at least 30 days before reclaimed water will be introduced into any new storage system. The inventory of storage systems shall be attached to the annual submittal of the Annual Reuse Report. [62-610.464(5)]

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13. Unless specified otherwise in this permit, all reports and other information required by this permit, including 24-hour notifications, shall be submitted to or reported to, as appropriate, the Department's Central District Office at the address specified below:

Florida Department of Environmental Protection Central District Office
3319 Maguire Blvd
Suite 232
Orlando, Florida 32803-3767

Phone Number - (407)894-7555
FAX Number - (850)412-0496
(All FAX copies and e-mails shall be followed by original copies.)

[62-620.305]

14. All reports and other information shall be signed in accordance with the requirements of Rule 62-620.305, F.A.C. *[62-620.305]*

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D. SWEETWATER CREEK/COVE LAKE WATER QUALITY MONITORING REQUIREMENTS

1. During the period beginning on the issuance date and lasting through the expiration date of this permit, water quality monitoring shall be performed by the permittee in Sweetwater Creek/Cove Lake as well as the Wekiva River as specified below:

Parameter	Units	Max/Min	Effluent Limitations				Monitoring Requirements			Notes
			Annual Average	Monthly Average	Weekly Average	Single Sample	Monitoring Frequency	Sample Type	Monitoring Location Site Number	
Carbonaceous Biochemical Oxygen Demand (5 day)	mg/L	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Chloride	mg/L	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Total Organic Carbon (TOC)	mg/L as C	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Nitrate Nitrogen	mg/L as N	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
NH ₃ -Nitrogen, Total as N	mg/L as N	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Total Kjeldahl Nitrogen	mg/L as N	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Phosphorus, Total as P	mg/L as P	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Ortho-Phosphorus, Total as P	mg/L as P	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Total Suspended Solids	mg/L	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Chlorophyll-a	mg/m3	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Alkalinity	mg/L as CaCO ₃	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Oxygen, Dissolved (DO)	mg/L	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
pH	std. units	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.
Temperature	°(C)	—	—	—	—	Report	Annually	Grab	Each sampling station	I.D.2.

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2. Surface water samples shall be taken at the monitoring site locations listed in Permit Condition I.D.1. and as described below:

Monitoring Location Site Number	Description of Monitoring Location
SWB-1	Station #1: 300' upstream of the deactivated outfall D002 (Background Sweetwater Creek).
SWD-2	Station #2: 2400' downstream of outfall D-001, $\pm 200'$ upstream of the southernmost tributary that enters from the creek from the east.
SWD-3	Station #3: 1000' upstream of the Wekiva Springs Road bridge.
SWD-4	Station #4: Downstream side of the Wekiva Springs Road bridge, 200' downstream of the northernmost tributary that enters from the west.
SWD-5	Station #5: North End of Cove Lake at the discharge culvert to Wekiva Marina.
SWD-6	Station #6: Weir structure located at River Bend Road (N. Weir).
SWB-7	Station #7: Miami Springs Road bridge, upstream of confluence with Sweetwater Creek (Background Wekiva River).
SWD-8	Station #8: Wekiva River, downstream of Sweetwater Creek discharge.

II. BIOSOLIDS MANAGEMENT REQUIREMENTS

1. Biosolids generated by this facility may be land applied or disposed of in a Class I solid waste landfill. [62-620.320(6), 62-640.880(1)]
2. The permittee shall keep records of the quantities of biosolids generated, received from source facilities, treated, distributed and marketed, land applied, used as a biofuel or for bioenergy, transferred to another facility, or landfilled. These records shall be kept for a minimum of five years. [62-640.650(4)(a)]
3. The treatment, management, transportation, use, land application, or disposal of biosolids shall not cause a violation of the odor prohibition in subsection 62-296.320(2), F.A.C. [62-640.400(6)]
4. Storage of biosolids or other solids at this facility shall be in accordance with the Facility Biosolids Storage Plan. [62-640.300(4)]
5. Biosolids shall not be spilled from or tracked off the treatment facility site by the hauling vehicle. [62-640.400(9)]
6. Florida water quality criteria and standards shall not be violated as a result of land application of biosolids from this facility. [62-640.400(2)]
7. The permittee may produce Class B biosolids.
8. The permittee shall achieve Class B pathogen reduction by meeting the pathogen reduction requirements in section 503.32(b)(3) (Use of PSRP (Processes to Significantly Reduce Pathogens)-Aerobic Digestion) of Title 40 CFR Part 503. [62-640.600(1)(b)]
9. The permittee shall achieve vector attraction reduction by meeting the vector attraction reduction requirements in section 503.33(b)(4) (Meet a specific oxygen uptake rate for aerobically treated biosolids) of Title 40 CFR Part 503. [62-640.600(2)(a)]

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10. The Specific Oxygen Uptake Rate (SOUR) test shall be conducted within 15 minutes of sample collection and shall be performed by a certified laboratory or under the direction of an operator certified in accordance with Chapter 62-602, F.A.C. [62-640.650(3)(d)]
11. Operational and process parameters, such as time and temperature, number of windrow turnings, pH readings, etc., shall be routinely monitored to demonstrate compliance with pathogen reduction and vector attraction reduction requirements specified in Rule 62-640.600, F.A.C. [62-640.650(3)(a)2]
12. Treatment of liquid biosolids or septage for the purpose of meeting the pathogen reduction or vector attraction reduction requirements set forth in Rule 62-640.600, F.A.C., shall not be conducted in the tank of a hauling vehicle. Treatment of biosolids or septage for the purpose of meeting pathogen reduction or vector attraction reduction requirements shall take place at the permitted facility. [62-640.400(7)]
13. Class B biosolids shall comply with the limits and be monitored by the permittee as specified below. Results shall be reported on the permittee's Discharge Monitoring Report in accordance with Condition I.C.8. Biosolids shall not be land applied if a single sample result for any parameter exceeds the following:

Parameter	Units	Max/ Min	Residuals Limitations		Monitoring Requirements		
			Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number
Nitrogen, Sludge, Tot, Dry Wt (as N)	percent	Max	Report	Single Sample	Quarterly	Grab	RMP-B
Phosphorus, Sludge, Tot, Dry Wt (as P)	percent	Max	Report	Single Sample	Quarterly	Grab	RMP-B
Potassium, Sludge, Tot, Dry Wt (as K)	percent	Max	Report	Single Sample	Quarterly	Grab	RMP-B
Arsenic Total, Dry Weight, Sludge	mg/kg	Max	75.0	Single Sample	Quarterly	Composite	RMP-B
Cadmium, Sludge, Tot, Dry Weight (as Cd)	mg/kg	Max	85.0	Single Sample	Quarterly	Composite	RMP-B
Copper, Sludge, Tot, Dry Wt. (as Cu)	mg/kg	Max	4300.0	Single Sample	Quarterly	Composite	RMP-B
Lead, Dry Weight, Sludge	mg/kg	Max	840.0	Single Sample	Quarterly	Composite	RMP-B
Mercury, Dry Weight, Sludge	mg/kg	Max	57.0	Single Sample	Quarterly	Composite	RMP-B
Molybdenum, Dry Weight, Sludge	mg/kg	Max	75.0	Single Sample	Quarterly	Composite	RMP-B
Nickel, Dry Weight, Sludge	mg/kg	Max	420.0	Single Sample	Quarterly	Composite	RMP-B
Selenium Sludge Solid	mg/kg	Max	100.0	Single Sample	Quarterly	Composite	RMP-B
Zinc, Dry Weight, Sludge	mg/kg	Max	7500.0	Single Sample	Quarterly	Composite	RMP-B
pH	s.u.	Max	Report	Single Sample	Quarterly	Grab	RMP-B
Solids, Total, Sludge, Percent	percent	Max	Report	Single Sample	Quarterly	Grab	RMP-B

[62-640.650(3)(a)(3) and 62-640.700(5)(a)]

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14. Biosolids samples shall be taken at the monitoring site locations listed in Permit Condition II.13, and as described below:

Monitoring Site Number	Description of Monitoring Site
RMP-B	After final treatment

15. The application of biosolids to application zones shall be restricted by the following cumulative application limits:

Parameter	Cumulative Application Limits
Arsenic	36.6 pounds/acre
Cadmium	34.8 pounds /acre
Copper	1340 pounds/acre
Lead	268 pounds/acre
Mercury	15.2 pounds/acre
Nickel	375 pounds/acre
Selenium	89.3 pounds/acre
Zinc	2500 pounds/acre

[62-640.700(3)(b), 3-30-98]

16. Sampling and analysis shall be conducted in accordance with Title 40 CFR Part 503, section 503.8 and the U.S. Environmental Protection Agency publication - POTW Sludge Sampling and Analysis Guidance Document, 1989. In cases where disagreements exist between Title 40 CFR Part 503, section 503.8 and the POTW Sludge Sampling and Analysis Guidance Document, the requirements in Title 40 CFR Part 503, section 503.8 will apply. [62-640.650(3)(a)1]

17. All samples shall be representative and shall be taken after final treatment of the biosolids but before land application or distribution and marketing.. [62-640.650(3)(a)5]

18. Land application of biosolids at unpermitted sites shall be in accordance with the conditions of this permit, the approved Agricultural Use Plan(s), and the requirements of Chapter 62-640, F.A.C., as amended on March 30, 1998. [62-640, 3-30-98]

19. Current Agricultural Use Plan(s) identify the following unpermitted biosolids sites:

Application Site Number	Site Name	Latitude			Longitude			Application Area (acres)	County
		°	'	"	°	'	"		
FLA017374	Charles Cowart	29	20	2	81	19	44	1813	Flagler
FLA446629	Henry I Ranch	29	18	43	81	24	36	277	Flagler
FLA581356	Deseret Ranches	28	11	9	80	52	36	121187	Osceola
FLA288161	Lukas Ranch	28	53	53	81	4	9	1139	Volusia
FLA318809	Durrance Property	29	19	19	81	25	44	237	Volusia
FLA444243	Cowart Ranch	29	18	39	81	26	58	496	Volusia

[62-640.300(1), 3-30-98]

20. Use of the unpermitted sites listed in the table in Condition 19 will cease in accordance with the schedule in Permit Condition VI.5. [62-640.100(5)(g)]

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21. The wastewater treatment facility permittee shall apply for a minor permit revision on DEP Form 62-620.910(9) for modified or expanded biosolids application sites. The facility's permit shall be revised to include the revised Agricultural Use Plan(s) prior to application of biosolids to the modified or expanded sites. *[62-640.300(2), 3-30-98]*
22. Under unusual circumstances, an existing site may be used for biosolids application prior to permit revision if all of the following conditions are met:
 - a. The permittee notifies the Department within 24 hours that the site is being used;
 - b. The site meets the site use restrictions of Rule 62-640.600(3), F.A.C., and the criteria for land application of biosolids in Rule 62-640.700, F.A.C.;
 - c. The permittee submits a new or revised Agricultural Use Plan for the site with a permit application in accordance with Rule 62-640.300(2), F.A.C., within 30 days of beginning use of the site;
 - d. The permittee does not have another approved land application site, another approved disposal method (e.g. landfilling), or approved storage facilities available for use; and,
 - e. The permittee demonstrates during permit application that application of additional biosolids to an existing approved application site would have resulted in violation of Department rules, or was not possible due to circumstances beyond the permittee's control.*[62-640.300(3), 3-30-98]*
23. Class B biosolids shall not be used on unrestricted public access areas. Use of Class B biosolids is limited to restricted public access areas such as agricultural sites, forests, and roadway shoulders and medians. *[62-640.600(3)(b) , 3-30-98]*
24. Plant nursery use of Class B biosolids is limited to plants which will not be sold to the public for 12 months after the last application of biosolids. *[62-640.600(3)(b)1, 3-30-98]*
25. Use of Class B biosolids on roadway shoulders and medians is limited to restricted public access roads. *[62-640.600(3)(b)2, 3-30-98]*
26. Food crops, feed crops, and fiber crops shall not be harvested for 30 days following the last application of Class B biosolids. *[62-640.600(3)(b)6, 3-30-98]*
27. Food crops with harvested parts that touch the biosolids/soil mixture and are totally above the land surface shall not be harvested for 14 months after the last application of Class B biosolids. *[62-640.600(3)(b)3, 3-30-98]*
28. Food crops with harvested parts below the surface of the land shall not be harvested for 20 months after application of Class B biosolids when the biosolids remain on the land surface for four months or longer before incorporation into the soil. *[62-640.600(3)(b)4, 3-30-98]*
29. Food crops with harvested parts below the surface of the land shall not be harvested for 38 months after application of Class B biosolids when the biosolids remain on the land surface for less than four months before incorporation into the soil. *[62-640.600(3)(b)5, 3-30-98]*
30. Animals shall not be grazed on the land for 30 days after the last application of Class B biosolids. *[62-640.600(3)(b)7, 3-30-98]*
31. Sod which will be distributed or sold to the public or used on unrestricted public access areas shall not be harvested for 12 months after the last application of Class B biosolids. *[62-640.600(3)(b)8, 3-30-98]*
32. The public shall be restricted from application zones for 12 months after the last application of Class B biosolids. *[62-640.600(3)(b), 3-30-98]*

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33. Biosolids that do not meet the requirements of Chapter 62-640, F.A.C., for Class AA designation shall not be used for the cultivation of tobacco or leafy vegetables. *[62-640.400(7), 3-30-98]*
34. Biosolids application rates are limited to agronomic rates based on the site vegetation as identified in the Agricultural Use Plan. *[62-640.750(2), 3-30-98]*
35. Biosolids storage facilities at land application sites shall be subject to applicable setback requirements for biosolids application sites. Biosolids stored at land application sites shall be stored in a manner that will not cause runoff or seepage from the biosolids, objectionable odors, or vector attraction. Storage areas must be fenced or otherwise provided with appropriate features to discourage the entry of animals and unauthorized persons. At the time of application, the stored biosolids must meet the parameter concentrations, pathogen and vector attraction reduction requirements, and cumulative application limits of this permit. Biosolids storage facilities at land application sites may be used only for temporary storage of stabilized biosolids for no more than 30 days during periods of inclement weather or to accommodate agricultural operations, or up to the period (not to exceed two years) specified in the Agricultural Use Plan. *[62-640.700(2)(e), 3-30-98]*
36. Biosolids application sites shall be posted with appropriate advisory signs identifying the nature of the project area. *[62-640.700(2)(f), 3-30-98]*
37. The pH of the biosolids soil mixture shall be 5.0 or greater at the time biosolids are applied. At a minimum, soil pH testing shall be done annually. *[62-640.700(5)(d), 3-30-98]*
38. The permittee shall maintain records of application zones and application rates and shall make these records available for inspection within seven days of request by the Department, or delegated Local Program. The permittee shall maintain record items a. through e. below in perpetuity, and maintain record items f. through k. for five years:
 - a. Date of application of the biosolids;
 - b. Location of the biosolids application site as specified in the Agricultural Use Plan;
 - c. Identification of each application zone used by the permittee at the application site and the acreage of each zone;
 - d. Amount of biosolids applied or delivered to each application zone;
 - e. Cumulative loading of each application zone;
 - f. The names of all other wastewater facilities using each of the application zones identified in item c.;
 - g. Method of incorporation (if any);
 - h. Measured pH of the biosolids soil mixture at the time the biosolids are applied (tested at least annually);
 - i. Unsaturated depth of soil above the water table level at the time of application;
 - j. Concentration of parameters in the biosolids as required by this permit, and the date of last analysis; and
 - k. The results of any soil testing that is done under Rule 62-640.500(4)(a), F.A.C.*[62-640.650(2), 3-30-98]*
39. The permittee shall submit an annual summary of biosolids application activity to the Central District Office on Department Form 62-640.210(2)(b) for all biosolids applied during the period of January 1 through December 31. The summary for each year shall be submitted by February 19 of the following year. If more than one facility applies biosolids to the same application zones, the summary must include a subtotal of each facility's contribution of biosolids to the application zones. *[62-640.650(3)(b), 3-30-98]*
40. If biosolids that are subject to the cumulative loading limitations of Rule 62-640.700(3), F.A.C., 3-30-98, have been applied to an application zone, and the cumulative loading amount of one or more of the pollutants is not known, no further applications of biosolids may be made to that application zone. *[62-640.700(3)(f), 3-30-98]*

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41. Biosolids shall be applied with appropriate techniques and equipment to assure uniform application over the application zone. [62-640.700(2)(c), 3-30-98]
42. The spraying of liquid domestic wastewater biosolids shall be conducted so that the formation of aerosols is minimized. [62-640.700(2)(d), 3-30-98]
43. A minimum unsaturated soil depth of two feet above the water table level is required at the time the biosolids are applied to the soil. [62-640.700(6)(a), 3-30-98]
44. Biosolids shall not be applied during rains that cause runoff from the site or when surface soils are saturated. [62-640.700(7)(a), 3-30-98]
45. Land application of "other solids" as defined in Chapter 62-640, F.A.C., at unpermitted sites is only allowed if specifically addressed in the approved Agricultural Use Plan(s). [62-640.860, 3-30-98]
46. Disposal of biosolids, septage, and "other solids" in a solid waste disposal facility, or disposal by placement on land for purposes other than soil conditioning or fertilization, such as at a monofill, surface impoundment, waste pile, or dedicated site, shall be in accordance with Chapter 62-701, F.A.C. [62-640.100(6)(b) & (c)]
47. If the permittee intends to accept biosolids from other facilities, a permit revision is required pursuant to paragraph 62-640.880(2)(d), F.A.C. [62-640.880(2)(d)]

BIOSOLIDS MONITORING REQUIREMENTS

48. Biosolids quantities shall be monitored by the permittee as specified below. Results shall be reported on the permittee's Discharge Monitoring Report in accordance with Condition I.C.8.

Parameter	Units	Max /Min	Biosolids Limitations		Monitoring Requirements		
			Limit	Statistical Basis	Frequency of Analysis	Sample Type	Monitoring Site Number
Biosolids Quantity (Land-Applied)	Dry tons	Max	Report	Total Monthly	Monthly	Calculated	RMP-1
Biosolids Quantity (Landfilled)	Dry tons	Max	Report	Total Monthly	Monthly	Calculated	RMP-1

[62-640.650(5)(a)1]

49. Biosolids quantities shall be calculated as listed in Permit Condition II. 48 and as described below:

Monitoring Site Number	Description of Monitoring Site Calculation
RMP-1	TRUCK SCALE

III. GROUND WATER REQUIREMENTS

A. Construction Requirements

1. All new ground water monitoring wells shall be installed within 90 days of the Department's issuance of this permit.
2. The permittee shall give at least 72-hours notice to the Department's Central District Ground Water Section, prior to the installation of the new monitoring wells detailed below. [62-4.070]

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3. Prior to construction of the new ground water monitoring well, a soil boring shall be made at the monitoring well location in order to establish the well depth and screen interval. [62-520.900(2)]
4. The monitoring wells shall be constructed per the proposed well construction drawings as approved by the Department.
5. Within 30 days after installation of the new monitoring well, the permittee shall submit to the Department's Central District Ground Water Section detailed information on the well's location, soil boring log, and construction details on the attached DEP Form 62-520.900(2), Monitor Well Completion Report. [62-532.410 and 62-520.900(2)]

B. Operational Requirements

1. For the Part III and Part IV Land Application Systems, all ground water quality criteria specified in Chapter 62-520, F.A.C., shall be met at the edge of the zone of discharge. For major users of reclaimed water (i.e., using 0.1 MGD or more), the zone of discharge shall extend horizontally 100 feet from the application site or to user's site property line, whichever is less, and vertically to the base of the surficial aquifer. For other users, the zone of discharge shall extend horizontally to the boundary of the general service area identified in the attached map and vertically to the base of the surficial aquifer. [62-520.200(26)] [62-520.465]
2. The ground water minimum criteria specified in Rule 62-520.400 F.A.C., shall be met within the zone of discharge. [62-520.400 and 62-520.420(4)]
3. During the period of operation authorized by this permit, the permittee shall sample ground water in accordance with this permit and the approved ground water monitoring plan prepared in accordance with Rule 62-520.600, F.A.C. [62-520.600][62-610.463]
4. The following monitoring wells shall be sampled quarterly. Sampling must be reasonably spaced to be representative of potentially changing conditions.

Facility MW Name	Permit Builder MW ID*	WAFR ID/#	GMS #	Well Type	Depth (Feet)	Aquifer Monitored	New or Existing
Ponds*							
W-1	MWB-1 ¹	7090	3059A13046	Background	20	Surficial	Existing
W-2	MWC-2 ²	7088	3059A13048	Compliance	20	Surficial	Existing
MW-4R	MWC-4R ³	111963	--	Compliance	--	Surficial	New
Golf Course							
MW-5	MWC-5 ⁴	111964	--	Compliance	--	Surficial	New
MW-6	MWC-6 ⁵	111965	--	Compliance	--	Surficial	New

MWB = Background well; MWC = Compliance well

* Based on the fact that the compliance wells MWC-3(WAFR#7091) and MWC-4 (WAFR#7089) were installed at greater than 100-foot distance (outside of ZOD), these wells are approved for abandonment.

- 1 Original Intermediate well MWI-1 (WAFR #7090) has been reclassified as a background well MWB-1 (WAFR # 7090).
- 2 Original background well MWB-2 (WAFR#7088) has been reclassified as a compliance well MWC-2 (WAFR # 7088).
- 3 A new compliance well MWC-4R (WAFR#111963) has been approved to be installed at the Pond site.
- 4 A new compliance well MWC-5 (WAFR#111964) has been approved to be installed at the Golf Course site.
- 5 A new compliance well MWC-6 (WAFR#111965) has been approved to be installed at the Golf Course site.

[62-520.600][62-610.463]

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6. The following parameters shall be analyzed for each of the monitoring well(s) identified in Permit Condition(s) III. B. 5;

Parameter	Compliance Well Limit	Units	Sample Type	Monitoring Frequency
Water Level Relative to Feet, NGVD	Report	Feet	In-Situ	Quarterly
Nitrogen, Nitrate, Total (as N)	10	mg/L	Grab	Quarterly
Solids, Total Dissolved (TDS)	500	mg/L	Grab	Quarterly
Chloride (as Cl)	250	mg/L	Grab	Quarterly
Coliform, Fecal	4	#/100mL	Grab	Quarterly
pH	6.5-8.5	SU	Grab	Quarterly
Turbidity, Lab., Ntu	Report	NTU	Grab	Quarterly

[62-520.600(11)(b)] [62-601.300(3), 62-601.700, and Figure 3 of 62-601] [62-601.300(6)] [62-520.300(9)]

7. If the concentration for any constituent listed in Permit Condition III. B. 6. in the natural background quality of the ground water is greater than the stated maximum, or in the case of pH is also less than the minimum, the representative natural background quality shall be the prevailing standard. [62-520.420(2)]
8. In accordance with Part D of Form 62-620.910(10), water levels shall be recorded before evacuating wells for sample collection. Elevation references shall include the top of the well casing and land surface at each well site (Feet, NGVD) at a precision of plus or minus 0.01 foot. [62-520.600(11)(C)] [62-610.463(3)(a)]
9. Ground water monitoring wells shall be purged prior to sampling to obtain representative samples. [62-601.700(5)] [62-160.210]
10. Analyses shall be conducted on unfiltered samples, unless filtered samples have been approved by the Department's Central District, Ground Water Section as being more representative of ground water conditions. [62-520.310(5)]
11. Ground water monitoring parameters shall be analyzed in accordance with Chapter 62-601, F.A.C. [62-620.610(18)]
12. Ground water monitoring test results shall be submitted on Part D of Form 62-620.910(10). A completed Certification Page shall accompany each quarter of monitoring data. For reuse or land application projects, the quarterly ground water monitoring results shall be submitted with the DMR as shown in the following schedule. [62-520.600(10) and (11)(b)] [62-601.300(3), 62-601.700, and Figure 3 of 62-601] [62-620.610(18)]

SAMPLE PERIOD	REPORT DUE DATE
January - March	April 28
April - June	July 28
July - September	October 28
October - December	January 28

13. If any monitoring well becomes damaged or cannot be sampled for some reason, the permittee shall notify the Department's Central District, Ground Water Section immediately and a written report shall follow within seven days detailing the circumstances and remedial measures taken or proposed. Repair or replacement of monitoring wells shall be approved in advance by the Department's Central District, Ground Water Section. [62-520.600] [62-4.070(3)]
14. The Permittee shall provide verbal notice to the Department's Central District, Ground Water Section as soon as practical after discovery of a sinkhole within an area for the management or application of wastewater, wastewater residuals (sludges), or reclaimed water. The Permittee shall immediately implement measures appropriate to control the entry of contaminants, and shall detail these measures to the Department's Central District, Ground Water Section in a written report within 7 days of the sinkhole discovery. [62-4.070(3)]

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IV. ADDITIONAL REUSE AND LAND APPLICATION REQUIREMENTS

A. Part III Public Access System(s)

1. This reuse system includes the following major user(s) of reclaimed water (i.e., using 0.1 MGD or more) and general service area(s):

Site Number	User Name	User Type	Capacity(MGD)
PAA-002C	R-002 site Wekiva Golf Course	Golf Courses	0.35
PAA-002D	R-002 site Lake Brantly Plant Corp	Retail Nurseries, Ferneries, and Sod Farms	0.3
PAA-002A-E	Altamonte Springs Interconnection	Residential Developments	1.4
PAA-002A	R-002 site Wekiva Hunt Club Community Assoc	Golf Courses	0.2
PAA-002B	R-002 site Trophy Club Golf Course	Golf Courses	0.3
Total			2.55

[62-610.800(5)][62-620.630(10)(b)]

2. Cross-connections to the potable water system are prohibited. [62-610.469(7)]
3. A cross-connection control program shall be implemented and/or remain in effect within the areas where reclaimed water will be provided for use. [62-610.469(7)]
4. The permittee shall conduct inspections within the reclaimed water service area to verify proper connections, to minimize illegal cross-connections, and to verify the proper use of reclaimed water. Inspections are required when a customer first connects to the reuse distribution system. Subsequent inspections are required as specified in the cross-connection control and inspection program. [62-610.469(7)(h)]
5. If a cross-connection between the potable and reclaimed water systems is discovered, the permittee shall:
 - a. Immediately discontinue potable water and/or reclaimed water service to the affected area.
 - b. If the potable water system is contaminated, clear the potable water lines.
 - c. Eliminate the cross-connection.
 - d. Test the affected area for other possible cross-connections.
 - e. Within 24 hours, notify the Department's Central District Office's domestic wastewater and drinking water programs.
 - f. Within 5 days of discovery of a cross-connection, submit a written report to the Department's Central District Office detailing: a description of the cross-connection, how the cross-connection was discovered, the exact date and time of discovery, approximate time that the cross-connection existed, the location, the cause, steps taken to eliminate the cross-connection, whether reclaimed water was consumed, and reports of possible illness, whether the drinking water system was contaminated and the steps taken to clear the drinking water system, when the cross-connection was eliminated, plan of action for testing for other possible cross-connections in the area, and an evaluation of the cross-connection control and inspection program to ensure that future cross-connections do not occur.

[62-555.350(3) and 62-555.360][62-620.610(20)]

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6. Maximum obtainable separation of reclaimed water lines and potable water lines shall be provided and the minimum separation distances specified in Rule 62-610.469(7), F.A.C., shall be provided. Reuse facilities shall be color coded or marked. Underground piping which is not manufactured of metal or concrete shall be color coded using Pantone Purple 522C using light stable colorants. Underground metal and concrete pipe shall be color coded or marked using purple as the predominant color. [62-610.469(7)]
7. In constructing reclaimed water distribution piping, the permittee shall maintain a 75-foot setback distance from a reclaimed water transmission facility to public water supply wells. No setback distances are required to other potable water supply wells or to any nonpotable water supply wells. [62-610.471(3)]
8. A setback distance of 75 feet shall be maintained between the edge of the wetted area and potable water supply wells, unless the utility adopts and enforces an ordinance prohibiting potable water supply wells within the reuse service area. No setback distances are required to any nonpotable water supply well, to any surface water, to any developed areas, or to any private swimming pools, hot tubs, spas, saunas, picnic tables, barbecue pits, or barbecue grills. [62-610.471(1), (2), (5), and (7)]
9. Reclaimed water shall not be used to fill swimming pools, hot tubs, or wading pools. [62-610.469(4)]
10. Low trajectory nozzles, or other means to minimize aerosol formation shall be used within 100 feet from outdoor public eating, drinking, or bathing facilities. [62-610.471(6)]
11. A setback distance of 100 feet shall be maintained from indoor aesthetic features using reclaimed water to adjacent indoor public eating and drinking facilities. [62-610.471(8)]
12. The public shall be notified of the use of reclaimed water. This shall be accomplished by posting of advisory signs in areas where reuse is practiced, notes on scorecards, or other methods. [62-610.468(2)]
13. All new advisory signs and labels on vaults, service boxes, or compartments that house hose bibbs along with all labels on hose bibbs, valves, and outlets shall bear the words "do not drink" and "no beber" along with the equivalent standard international symbol. In addition to the words "do not drink" and "no beber," advisory signs posted at storage ponds and decorative water features shall also bear the words "do not swim" and "no nadar" along with the equivalent standard international symbols. Existing advisory signs and labels shall be retrofitted, modified, or replaced in order to comply with the revised wording requirements. For existing advisory signs and labels this retrofit, modification, or replacement shall occur within 365 days after the date of this permit. For labels on existing vaults, service boxes, or compartments housing hose bibbs this retrofit, modification, or replacement shall occur within 730 days after the date of this permit. [62-610.468, 62-610.469]
14. The permittee shall ensure that users of reclaimed water are informed about the origin, nature, and characteristics of reclaimed water; the manner in which reclaimed water can be safely used; and limitations on the use of reclaimed water. Notification is required at the time of initial connection to the reclaimed water distribution system and annually after the reuse system is placed into operation. A description of on-going public notification activities shall be included in the Annual Reuse Report. [62-610.468(6)]
15. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. [62-610.414(8)]
16. Overflows from emergency discharge facilities on storage ponds shall be reported as abnormal events in accordance with Permit Condition IX.20. [62-610.800(9)] The St. Johns River Water Management District (SJRWMD) authorized (by letter dated June 22, 2000) the use of one storm water management pond, located at the Trophy Club Golf Course, as a reclaimed water storage pond subject to the following condition: No reclaimed water shall be discharged to the pond until the water level drops to 50.7 feet N.G.V.D. and the discharge must cease when the water elevation reaches 51.7 feet N.G.V.D.
17. Discharge to off-site surface waters from the reclaimed water storage/storm water management pond, located at the Trophy Club Golf Course, is prohibited. The permittee shall report to the Department any noncompliance with this and/or any applicable requirements in accordance with general condition IX.20 of this permit.

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B. Part IV Rapid Infiltration Basins

1. Advisory signs shall be posted around the site boundaries to designate the nature of the project area. [62-610.518]
2. The maximum annual average loading rate to the four rapid infiltration basins shall be limited to 1.9 inches per day (as applied to the entire bottom area). [62-610.523(3)]
3. The four rapid infiltration basins normally shall be loaded for 7 days and shall be rested for 7 days. Infiltration ponds, basins, or trenches shall be allowed to dry during the resting portion of the cycle. [62-610.523(4)]
4. Rapid infiltration basins shall be routinely maintained to control vegetation growth and to maintain percolation capability by scarification or removal of deposited solids. Basin bottoms shall be maintained to be level. [62-610.523(6) and (7)]
5. Routine aquatic weed control and regular maintenance of storage pond embankments and access areas are required. [62-610.514 and 62-610.414]
6. Overflows from emergency discharge facilities on storage ponds or on infiltration ponds, basins, or trenches shall be reported as abnormal events in accordance with Permit Condition IX.20. [62-610.800(9)]

V. OPERATION AND MAINTENANCE REQUIREMENTS

A. Staffing Requirements

1. During the period of operation authorized by this permit, the wastewater facilities shall be operated under the supervision of a(n) operator(s) certified in accordance with Chapter 62-602, F.A.C. In accordance with Chapter 62-699, F.A.C., this facility is a Category I, Class B facility and, at a minimum, operators with appropriate certification must be on the site as follows:

A Class C or higher operator 16 hours/day for 7 days/week. The lead/chief operator must be a Class B operator, or higher.

[62-620.630(3)][62-699.310] [62-610.462]

2. The lead/chief operator shall be employed at the plant full time. "Full time" shall mean at least 4 days per week, working a minimum of 35 hours per week, including leave time. A licensed operator shall be on-site and in charge of each required shift for periods of required staffing time when the lead/chief operator is not on-site. An operator meeting the lead/chief operator class for the treatment plant shall be available during all periods of plant operation. "Available" means able to be contacted as needed to initiate the appropriate action in a timely manner. [62-699.311(10), (6) and (1)]
3. An operator meeting the lead/chief operator class for the plant shall be available during all periods of plant operation. "Available" means able to be contacted as needed to initiate the appropriate action in a timely manner. [62-699.311(1)]
4. During the life of this permit, the permittee shall periodically monitor the Sweetwater Creek/Lake Cove system for nuisance plants and in consultation with the Department, will consider selective herbicides, which will not harm designated plants. In addition, the Department may require the manual removal of nuisance plants, related to the nutrient loading in the discharge.

B. Capacity Analysis Report and Operation and Maintenance Performance Report Requirements

1. The application to renew this permit shall include an updated capacity analysis report prepared in accordance with Rule 62-600.405, F.A.C. [62-600.405(5)]

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2. The application to renew this permit shall include a detailed operation and maintenance performance report prepared in accordance with Rule 62-600.735, F.A.C. [62-600.735(1)]

C. Recordkeeping Requirements

1. The permittee shall maintain the following records and make them available for inspection on the site of the permitted facility.
 - a. Records of all compliance monitoring information, including all calibration and maintenance records and all original strip chart recordings for continuous monitoring instrumentation, including, if applicable, a copy of the laboratory certification showing the certification number of the laboratory, for at least three years from the date the sample or measurement was taken;
 - b. Copies of all reports required by the permit for at least three years from the date the report was prepared;
 - c. Records of all data, including reports and documents, used to complete the application for the permit for at least three years from the date the application was filed;
 - d. Monitoring information, including a copy of the laboratory certification showing the laboratory certification number, related to the residuals use and disposal activities for the time period set forth in Chapter 62-640, F.A.C., for at least three years from the date of sampling or measurement;
 - e. A copy of the current permit;
 - f. A copy of the current operation and maintenance manual as required by Chapter 62-600, F.A.C.;
 - g. A copy of any required record drawings;
 - h. Copies of the licenses of the current certified operators; and
 - i. Copies of the logs and schedules showing plant operations and equipment maintenance for three years from the date of the logs or schedules. The logs shall, at a minimum, include identification of the plant; the signature and license number of the operator(s) and the signature of the person(s) making any entries; date and time in and out; specific operation and maintenance activities, including any preventive maintenance or repairs made or requested; results of tests performed and samples taken, unless documented on a laboratory sheet; and notation of any notification or reporting completed in accordance with Rule 62-602.650(3), F.A.C. The logs shall be maintained on-site in a location accessible to 24-hour inspection, protected from weather damage, and current to the last operation and maintenance performed.
 - j. Records of biosolids quantities, treatment, monitoring, and hauling for at least five years;
 - k. Copies of the Biosolids Application Site Annual Summaries, received from site permittees in accordance with paragraph 62-640.650(5)(e), F.A.C., indefinitely.

[62-620.350, 62-602.650, 62-640]

VI. SCHEDULES

1. If the permittee wishes to continue operation of this wastewater facility after the expiration date of this permit, the permittee shall submit an application for renewal no later than one-hundred and eighty days (180) prior to the expiration date of this permit. Application shall be made using the appropriate forms listed in Rule 62-620.910, F.A.C., including submittal of the appropriate processing fee set forth in Rule 62-4.050, F.A.C. [62-620.335(1) and (2)]
2. Submit a permit revision by February 1, 2011, to reduce Total Nitrogen at the plant to comply with the April 12, 2011 deadline referenced in Rule 62-600.550, F.A.C.
3. In lieu of #2 above, the utility may submit a written reuse agreement between the City of Apopka and Sanlando Utilities Corporation. The intent of the agreement would be to expand the reclaimed system to more reliably provide greater than 70% reuse of reclaimed water and meet the requirements in Rule 62-600.550(5)(b), F.A.C. If the agreement is approved and indicates that the facility will achieve 70% reuse, the DMRs for R-001 will be revised and reissued.

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4. In accordance with Rule 62-600.550, F.A.C., additional Nitrogen limits were added to the public access irrigation system and the rapid infiltration system. *[62-600.550]*
5. The following improvement actions shall be completed according to the following schedule:

Improvement Action	Completion Date
1. Identify all permitted biosolids application sites that will be used for land application of biosolids.	By November 1, 2012
2. Cease land applying biosolids at unpermitted sites.	By January 1, 2013
3. Submit to the Department Form 62-640.210(2)(a), Treatment Facility Biosolids Plan, listing the permitted biosolids application site(s) for land application of the facility's biosolids.	30 days after land application of biosolids at a Department permitted site

VII. INDUSTRIAL PRETREATMENT PROGRAM REQUIREMENTS

1. This facility is not required to have a pretreatment program at this time. *[62-625.500]*

VIII. OTHER SPECIFIC CONDITIONS

1. The permittee shall comply with all conditions and requirements for reuse contained in their consumptive use permit issued by the Water Management District, if such requirements are consistent with Department rules. *[62-610.800(10)]*
2. In the event that the treatment facilities or equipment no longer function as intended, are no longer safe in terms of public health and safety, or odor, noise, aerosol drift, or lighting adversely affects neighboring developed areas at the levels prohibited by Rule 62-600.400(2)(a), F.A.C., corrective action (which may include additional maintenance or modifications of the permitted facilities) shall be taken by the permittee. Other corrective action may be required to ensure compliance with rules of the Department. Additionally, the treatment, management, use or land application of residuals shall not cause a violation of the odor prohibition in Rule 62-296.320(2), F.A.C. *[62-600.410(8) and 62-640.400(6)]*
3. The deliberate introduction of stormwater in any amount into collection/transmission systems designed solely for the introduction (and conveyance) of domestic/industrial wastewater; or the deliberate introduction of stormwater into collection/transmission systems designed for the introduction or conveyance of combinations of storm and domestic/industrial wastewater in amounts which may reduce the efficiency of pollutant removal by the treatment plant is prohibited, except as provided by Rule 62-610.472, F.A.C. *[62-604.130(3)]*
4. Collection/transmission system overflows shall be reported to the Department in accordance with Permit Condition IX. 20. *[62-604.550] [62-620.610(20)]*
5. The operating authority of a collection/transmission system and the permittee of a treatment plant are prohibited from accepting connections of wastewater discharges which have not received necessary pretreatment or which contain materials or pollutants (other than normal domestic wastewater constituents):
 - a. Which may cause fire or explosion hazards; or
 - b. Which may cause excessive corrosion or other deterioration of wastewater facilities due to chemical action or pH levels; or
 - c. Which are solid or viscous and obstruct flow or otherwise interfere with wastewater facility operations or treatment; or
 - d. Which result in the wastewater temperature at the introduction of the treatment plant exceeding 40°C or otherwise inhibiting treatment; or

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- e. Which result in the presence of toxic gases, vapors, or fumes that may cause worker health and safety problems.

[62-604.130(5)]

6. The treatment facility, storage ponds for Part II systems, rapid infiltration basins, and/or infiltration trenches shall be enclosed with a fence or otherwise provided with features to discourage the entry of animals and unauthorized persons. *[62-610.518(1) and 62-600.400(2)(b)]*
7. Screenings and grit removed from the wastewater facilities shall be collected in suitable containers and hauled to a Department approved Class I landfill or to a landfill approved by the Department for receipt/disposal of screenings and grit. *[62-701.300(1)(a)]*
8. Where required by Chapter 471 or Chapter 492, F.S., applicable portions of reports that must be submitted under this permit shall be signed and sealed by a professional engineer or a professional geologist, as appropriate. *[62-620.310(4)]*
9. The permittee shall provide verbal notice to the Department's Central District Office as soon as practical after discovery of a sinkhole or other karst feature within an area for the management or application of wastewater, wastewater residuals (sludges), or reclaimed water. The permittee shall immediately implement measures appropriate to control the entry of contaminants, and shall detail these measures to the Department's Central District Office in a written report within 7 days of the sinkhole discovery. *[62-620.320(6)]*
10. The permittee shall provide adequate notice to the Department of the following:
- a. Any new introduction of pollutants into the facility from an industrial discharger which would be subject to Chapter 403, F.S., and the requirements of Chapter 62-620, F.A.C., if it were directly discharging those pollutants; and
- b. Any substantial change in the volume or character of pollutants being introduced into that facility by a source which was identified in the permit application and known to be discharging at the time the permit was issued.

Adequate notice shall include information on the quality and quantity of effluent introduced into the facility and any anticipated impact of the change on the quantity or quality of effluent or reclaimed water to be discharged from the facility.

[62-620.625(2)]

IX. GENERAL CONDITIONS

1. The terms, conditions, requirements, limitations, and restrictions set forth in this permit are binding and enforceable pursuant to Chapter 403, Florida Statutes. Any permit noncompliance constitutes a violation of Chapter 403, Florida Statutes, and is grounds for enforcement action, permit termination, permit revocation and reissuance, or permit revision. *[62-620.610(1)]*
2. This permit is valid only for the specific processes and operations applied for and indicated in the approved drawings or exhibits. Any unauthorized deviations from the approved drawings, exhibits, specifications, or conditions of this permit constitutes grounds for revocation and enforcement action by the Department. *[62-620.610(2)]*
3. As provided in subsection 403.087(7), F.S., the issuance of this permit does not convey any vested rights or any exclusive privileges. Neither does it authorize any injury to public or private property or any invasion of personal rights, nor authorize any infringement of federal, state, or local laws or regulations. This permit is not a waiver of or approval of any other Department permit or authorization that may be required for other aspects of the total project which are not addressed in this permit. *[62-620.610(3)]*

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4. This permit conveys no title to land or water, does not constitute state recognition or acknowledgment of title, and does not constitute authority for the use of submerged lands unless herein provided and the necessary title or leasehold interests have been obtained from the State. Only the Trustees of the Internal Improvement Trust Fund may express State opinion as to title. *[62-620.610(4)]*
5. This permit does not relieve the permittee from liability and penalties for harm or injury to human health or welfare, animal or plant life, or property caused by the construction or operation of this permitted source; nor does it allow the permittee to cause pollution in contravention of Florida Statutes and Department rules, unless specifically authorized by an order from the Department. The permittee shall take all reasonable steps to minimize or prevent any discharge, reuse of reclaimed water, or residuals use or disposal in violation of this permit which has a reasonable likelihood of adversely affecting human health or the environment. It shall not be a defense for a permittee in an enforcement action that it would have been necessary to halt or reduce the permitted activity in order to maintain compliance with the conditions of this permit. *[62-620.610(5)]*
6. If the permittee wishes to continue an activity regulated by this permit after its expiration date, the permittee shall apply for and obtain a new permit. *[62-620.610(6)]*
7. The permittee shall at all times properly operate and maintain the facility and systems of treatment and control, and related appurtenances, that are installed and used by the permittee to achieve compliance with the conditions of this permit. This provision includes the operation of backup or auxiliary facilities or similar systems when necessary to maintain or achieve compliance with the conditions of the permit. *[62-620.610(7)]*
8. This permit may be modified, revoked and reissued, or terminated for cause. The filing of a request by the permittee for a permit revision, revocation and reissuance, or termination, or a notification of planned changes or anticipated noncompliance does not stay any permit condition. *[62-620.610(8)]*
9. The permittee, by accepting this permit, specifically agrees to allow authorized Department personnel, including an authorized representative of the Department and authorized EPA personnel, when applicable, upon presentation of credentials or other documents as may be required by law, and at reasonable times, depending upon the nature of the concern being investigated, to:
 - a. Enter upon the permittee's premises where a regulated facility, system, or activity is located or conducted, or where records shall be kept under the conditions of this permit;
 - b. Have access to and copy any records that shall be kept under the conditions of this permit;
 - c. Inspect the facilities, equipment, practices, or operations regulated or required under this permit; and
 - d. Sample or monitor any substances or parameters at any location necessary to assure compliance with this permit or Department rules.*[62-620.610(9)]*
10. In accepting this permit, the permittee understands and agrees that all records, notes, monitoring data, and other information relating to the construction or operation of this permitted source which are submitted to the Department may be used by the Department as evidence in any enforcement case involving the permitted source arising under the Florida Statutes or Department rules, except as such use is proscribed by Section 403.111, F.S., or Rule 62-620.302, F.A.C. Such evidence shall only be used to the extent that it is consistent with the Florida Rules of Civil Procedure and applicable evidentiary rules. *[62-620.610(10)]*
11. When requested by the Department, the permittee shall within a reasonable time provide any information required by law which is needed to determine whether there is cause for revising, revoking and reissuing, or terminating this permit, or to determine compliance with the permit. The permittee shall also provide to the Department upon request copies of records required by this permit to be kept. If the permittee becomes aware of relevant facts that were not submitted or were incorrect in the permit application or in any report to the Department, such facts or information shall be promptly submitted or corrections promptly reported to the Department. *[62-620.610(11)]*

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12. Unless specifically stated otherwise in Department rules, the permittee, in accepting this permit, agrees to comply with changes in Department rules and Florida Statutes after a reasonable time for compliance; provided, however, the permittee does not waive any other rights granted by Florida Statutes or Department rules. A reasonable time for compliance with a new or amended surface water quality standard, other than those standards addressed in Rule 62-302.500, F.A.C., shall include a reasonable time to obtain or be denied a mixing zone for the new or amended standard. [62-620.610(12)]
13. The permittee, in accepting this permit, agrees to pay the applicable regulatory program and surveillance fee in accordance with Rule 62-4.052, F.A.C. [62-620.610(13)]
14. This permit is transferable only upon Department approval in accordance with Rule 62-620.340, F.A.C. The permittee shall be liable for any noncompliance of the permitted activity until the transfer is approved by the Department. [62-620.610(14)]
15. The permittee shall give the Department written notice at least 60 days before inactivation or abandonment of a wastewater facility or activity and shall specify what steps will be taken to safeguard public health and safety during and following inactivation or abandonment. [62-620.610(15)]
16. The permittee shall apply for a revision to the Department permit in accordance with Rules 62-620.300, F.A.C., and the Department of Environmental Protection Guide to Permitting Wastewater Facilities or Activities Under Chapter 62-620, F.A.C., at least 90 days before construction of any planned substantial modifications to the permitted facility is to commence or with Rule 62-620.325(2), F.A.C., for minor modifications to the permitted facility. A revised permit shall be obtained before construction begins except as provided in Rule 62-620.300, F.A.C. [62-620.610(16)]
17. The permittee shall give advance notice to the Department of any planned changes in the permitted facility or activity which may result in noncompliance with permit requirements. The permittee shall be responsible for any and all damages which may result from the changes and may be subject to enforcement action by the Department for penalties or revocation of this permit. The notice shall include the following information:
 - a. A description of the anticipated noncompliance;
 - b. The period of the anticipated noncompliance, including dates and times; and
 - c. Steps being taken to prevent future occurrence of the noncompliance.[62-620.610(17)]
18. Sampling and monitoring data shall be collected and analyzed in accordance with Rule 62-4.246 and Chapters 62-160, 62-601, and 62-610, F.A.C., and 40 CFR 136, as appropriate.
 - a. Monitoring results shall be reported at the intervals specified elsewhere in this permit and shall be reported on a Discharge Monitoring Report (DMR), DEP Form 62-620.910(10), or as specified elsewhere in the permit.
 - b. If the permittee monitors any contaminant more frequently than required by the permit, using Department approved test procedures, the results of this monitoring shall be included in the calculation and reporting of the data submitted in the DMR.
 - c. Calculations for all limitations which require averaging of measurements shall use an arithmetic mean unless otherwise specified in this permit.
 - d. Except as specifically provided in Rule 62-160.300, F.A.C., any laboratory test required by this permit shall be performed by a laboratory that has been certified by the Department of Health Environmental Laboratory Certification Program (DOH ELCP). Such certification shall be for the matrix, test method and analyte(s) being measured to comply with this permit. For domestic wastewater facilities, testing for parameters listed in Rule 62-160.300(4), F.A.C., shall be conducted under the direction of a certified operator.
 - e. Field activities including on-site tests and sample collection shall follow the applicable standard operating procedures described in DEP-SOP-001/01 adopted by reference in Chapter 62-160, F.A.C.

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- f. Alternate field procedures and laboratory methods may be used where they have been approved in accordance with Rules 62-160.220, and 62-160.330, F.A.C.

[62-620.610(18)]

19. Reports of compliance or noncompliance with, or any progress reports on, interim and final requirements contained in any compliance schedule detailed elsewhere in this permit shall be submitted no later than 14 days following each schedule date. [62-620.610(19)]
20. The permittee shall report to the Department's Central District Office any noncompliance which may endanger health or the environment. Any information shall be provided orally within 24 hours from the time the permittee becomes aware of the circumstances. A written submission shall also be provided within five days of the time the permittee becomes aware of the circumstances. The written submission shall contain: a description of the noncompliance and its cause; the period of noncompliance including exact dates and time, and if the noncompliance has not been corrected, the anticipated time it is expected to continue; and steps taken or planned to reduce, eliminate, and prevent recurrence of the noncompliance.
- a. The following shall be included as information which must be reported within 24 hours under this condition:
- (1) Any unanticipated bypass which causes any reclaimed water or effluent to exceed any permit limitation or results in an unpermitted discharge,
 - (2) Any upset which causes any reclaimed water or the effluent to exceed any limitation in the permit,
 - (3) Violation of a maximum daily discharge limitation for any of the pollutants specifically listed in the permit for such notice, and
 - (4) Any unauthorized discharge to surface or ground waters.
- b. Oral reports as required by this subsection shall be provided as follows:
- (1) For unauthorized releases or spills of treated or untreated wastewater reported pursuant to subparagraph (a)4. that are in excess of 1,000 gallons per incident, or where information indicates that public health or the environment will be endangered, oral reports shall be provided to the STATE WARNING POINT TOLL FREE NUMBER (800) 320-0519, as soon as practical, but no later than 24 hours from the time the permittee becomes aware of the discharge. The permittee, to the extent known, shall provide the following information to the State Warning Point:
 - (a) Name, address, and telephone number of person reporting;
 - (b) Name, address, and telephone number of permittee or responsible person for the discharge;
 - (c) Date and time of the discharge and status of discharge (ongoing or ceased);
 - (d) Characteristics of the wastewater spilled or released (untreated or treated, industrial or domestic wastewater);
 - (e) Estimated amount of the discharge;
 - (f) Location or address of the discharge;
 - (g) Source and cause of the discharge;
 - (h) Whether the discharge was contained on-site, and cleanup actions taken to date;
 - (i) Description of area affected by the discharge, including name of water body affected, if any; and
 - (j) Other persons or agencies contacted.
 - (2) Oral reports, not otherwise required to be provided pursuant to subparagraph b.1 above, shall be provided to the Department's Central District Office within 24 hours from the time the permittee becomes aware of the circumstances.
- c. If the oral report has been received within 24 hours, the noncompliance has been corrected, and the noncompliance did not endanger health or the environment, the Department's Central District Office shall waive the written report.

[62-620.610(20)]

21. The permittee shall report all instances of noncompliance not reported under Permit Conditions IX.17., IX.18., or IX.19. of this permit at the time monitoring reports are submitted. This report shall contain the same information required by Permit Condition IX.20. of this permit. [62-620.610(21)]

PERMITTEE: Sanlando Utilities Corp
FACILITY: Wekiva Hunt Club WWTF

PERMIT NUMBER: FL0036251-017
EXPIRATION DATE: March 30, 2016

22. Bypass Provisions.

- a. "Bypass" means the intentional diversion of waste streams from any portion of a treatment works.
- b. Bypass is prohibited, and the Department may take enforcement action against a permittee for bypass, unless the permittee affirmatively demonstrates that:
 - (1) Bypass was unavoidable to prevent loss of life, personal injury, or severe property damage; and
 - (2) There were no feasible alternatives to the bypass, such as the use of auxiliary treatment facilities, retention of untreated wastes, or maintenance during normal periods of equipment downtime. This condition is not satisfied if adequate back-up equipment should have been installed in the exercise of reasonable engineering judgment to prevent a bypass which occurred during normal periods of equipment downtime or preventive maintenance; and
 - (3) The permittee submitted notices as required under Permit Condition IX.22.b. of this permit.
- c. If the permittee knows in advance of the need for a bypass, it shall submit prior notice to the Department, if possible at least 10 days before the date of the bypass. The permittee shall submit notice of an unanticipated bypass within 24 hours of learning about the bypass as required in Permit Condition IX.20. of this permit. A notice shall include a description of the bypass and its cause; the period of the bypass, including exact dates and times; if the bypass has not been corrected, the anticipated time it is expected to continue; and the steps taken or planned to reduce, eliminate, and prevent recurrence of the bypass.
- d. The Department shall approve an anticipated bypass, after considering its adverse effect, if the permittee demonstrates that it will meet the three conditions listed in Permit Condition IX.22.a.1. through 3. of this permit.
- e. A permittee may allow any bypass to occur which does not cause reclaimed water or effluent limitations to be exceeded if it is for essential maintenance to assure efficient operation. These bypasses are not subject to the provisions of Permit Condition IX.22.a. through c. of this permit.

[62-620.610(22)]

23. Upset Provisions.

- a. "Upset" means an exceptional incident in which there is unintentional and temporary noncompliance with technology-based effluent limitations because of factors beyond the reasonable control of the permittee.
 - (1) An upset does not include noncompliance caused by operational error, improperly designed treatment facilities, inadequate treatment facilities, lack of preventive maintenance, careless or improper operation.
 - (2) An upset constitutes an affirmative defense to an action brought for noncompliance with technology based permit effluent limitations if the requirements of upset provisions of Rule 62-620.610, F.A.C., are met.
- b. A permittee who wishes to establish the affirmative defense of upset shall demonstrate, through properly signed contemporaneous operating logs, or other relevant evidence that:
 - (1) An upset occurred and that the permittee can identify the cause(s) of the upset;
 - (2) The permitted facility was at the time being properly operated;
 - (3) The permittee submitted notice of the upset as required in Permit Condition IX.20. of this permit; and
 - (4) The permittee complied with any remedial measures required under Permit Condition IX.5. of this permit.
- c. In any enforcement proceeding, the burden of proof for establishing the occurrence of an upset rests with the permittee.
- d. Before an enforcement proceeding is instituted, no representation made during the Department review of a claim that noncompliance was caused by an upset is final agency action subject to judicial review.


[62-620.610(23)]

PERMITTEE: Sanlando Utilities Corp
FACILITY: Wekiva Hunt Club WWTF

PERMIT NUMBER: FL0036251-017
EXPIRATION DATE: March 30, 2016

Executed in Orlando, Florida.

STATE OF FLORIDA DEPARTMENT
OF ENVIRONMENTAL PROTECTION



Christianne C. Ferraro, P.E.
Program Administrator
Water Facilities

Date: March 31, 2011

Attachment(s):
Discharge Monitoring Report
"Pathogen Monitoring" Form
Monitor Well Completion Report

Sanlando Utilities Corporation

Docket No. 110257-WS

Seminole County

25.30.440 (7)
NOTICES

NONE

Test Year Ended December 31, 2010

Sanlando Utilities Corporation

Docket No. 110257-WS

Seminole County

25.30.440 (8)
FIELD EMPLOYEES

Test Year Ended December 31, 2010

SANLANDO - EMPLOYEE FDEP LICENSE

Last Name	First Name/MI	Title	Classification	Class	Description	Type	Description
Bailey	Alan R.	Operator (Night Shift)	Class C DWTPO Class C WWTPO	C	Class C Drinking Water Treatment Plant Operator FDEP (0007602, 4/30/13)	C	Class C WW Treatment Plant Operator - FDEP (0008003 4/30/13)
Brown	Donna	Field Technician	Level 3 DSO	3	Level 3 Distribution System Operator - FDEP (0019511 4/30/13)	N/A	
Callahan	Robert Lee	Lift Station Technician	Level 3 DSO	3	Level 3 Distribution System Operator - FDEP (0018771 4/30/2013)	N/A	
Carver	Nathanial (Nate) A.	Project Manager	Class C DWTPO Class A WWTPO	C	Class C Drinking Water Treatment Plant Operator - FDEP (0013261 4/30/13)	A	Class A WW Treatment Plant Operator - FDEP (0009462 4/30/13)
Cooper	Robert Kevin	Field Supervisor	Class C WDT Level 2 DSO	2	Level 2 Distribution System Operator - FDEP (0018777 4/30/13)	N/A	
Ebert	Harold Brian	Field Technician	Level 3 DSO	3	Level 3 Distribution System Operator - FDEP (0017778 4/30/13)	N/A	
Ebert	Shawn Michael	Field Technician	Level 3 DSO	3	Level 3 Distribution System Operator - FDEP (0018776 4/30/13)	N/A	
Finch	Allan	Operator	Class B DWTPO Class C WWTPO	B	Class B Drinking Water Treatment Plant Operator - FDEP (0007806 4/30/13)	C	Class C WW Treatment Plant Operator - FDEP (0016630 4/30/13)
Gongre	Bryan	Regional Manager	Class A DWTPO Class C WWTPO	A	Class A Drinking Water Treatment Plant Operator - FDEP (0006568 4/30/13)	C	Class C WW Treatment Plant Operator - FDEP (0012351 4/30/13)
Gosnell	Scott	Area Manager	Class A WWTPO	N/A		A	Class A WW Treatment Plant Operator - FDEP (0009078 4/30/13)
Hasty	Donald	Lead Operator	Class A DWTPO Class A WWTPO	A	Class A Drinking Water Treatment Plant Operator - FDEP (006625 4/30/13)	A	Class A WW Treatment Plant Operator - FDEP (007359 4/30/13)
Keys	Thomas (Tom) E.	Lead Operator	Class A DWTPO Class A WWTPO	C	Class C Drinking Water Treatment Plant Operator - FDEP 0002181 4/30/13	A	Class A WW Treatment Plant Operator - FDEP (0003090 4/30/11)
Lorenzo	Alexander (Alex)	Operator	Class C DWTPO Class C WWTPO	C	Class C Drinking Water Treatment Plant Operator - FDEP (0013756 4/30/13)	C	Class C WW Treatment Plant Operator - FEDP (0008518 4/30/13)
Marinelli	John	Area manager	Level 1 DSO	1	Level 1 Distribution System Operator - FDEP (0018796 4/30/13)	N/A	
Morrell	Matt	Field Technician	Level 3 DSO	3	Level 3 Distribution System Operator - FDEP (0018792 4/30/2013)	N/A	
Overton	Michael	CC Tech	Level 3 DSO	3	Level 3 Distribution System Operator - FDEP (18973 4/30/2013)	N/A	
Shue	Mick	Lift Station Technician	Level 3 DSO	3	Level 3 Distribution System Operator - FDEP (0018791 4/30/13)	N/A	
Sillitoe	Terry Wayne	Operator (Part Time)	Class A DWTPO Class A WWTPO	A	Class A Drinking Water Treatment Plant Operator - FDEP (0012749 4/30/13)	A	Class A WW Treatment Plant Operator - FDEP (0007064 4/30/13)
Sudol	Corey Frederick	Field Technician	Class B DWTPO Class A WWTPO	B	Class B Drinking Water Treatment Plant Operator - FDEP (0014271 4/30/13)	A	Class A WW Treatment Plant Operator - FDEP (0012274 4/30/13)
Swegheimer	James A.	Lead Operator	Class C DWTPO Class B WWTPO	C	Class C Drinking Water Treatment plant Operator - FDEP (0007183 4/30/13)	B	Class B WW Treatment Plant Operator - FDEP (0007873 4/30/13)

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0008003

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

ALAN R. BAILEY

RICK SCOTT

HERSCHEL T. VINYARD, JR.

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/25/2011

LICENSE NO.: 0007602

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

ALAN R. BAILEY

RICK SCOTT

HERSCHEL T. VINYARD, JR.

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY



State of Florida
Department of Environmental Protection
OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, M.S. 3506
TALLAHASSEE, FLORIDA 32399-2400
(850)245-7500

DONNA RUTH BROWN

28250 BILTMORE ST
SORRENTO, FL 32776

State of Florida
Department of Environmental Protection

LICENSE NO.: 0019511 DATE ISSUED: 4/11/2011

CLASS 3 DISTRIBUTION SYSTEM OPERATOR

DONNA RUTH BROWN

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 4/11/2011

LICENSE NO.: 0019511

**THE CLASS 3 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

DONNA RUTH BROWN

RICK SCOTT

HERSCHEL T. VINYARD, JR

State of Florida
Department of Environmental Protection

ISSUED:

10/11/2010

LICENSE NO.: 0018771

**THE LEVEL 3 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES**

VALID UNTIL: 4/30/2013

ROBERT LEE CALLAHAN

CHARLIE CRIST

MIMI A. DREW

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0009462

THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

NATHANIEL Q. CARVER

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0013261

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

NATHANIEL Q. CARVER

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED:

10/12/2010

LICENSE NO.: 0018777

**THE LEVEL 2 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES**

VALID UNTIL: 4/30/2013

ROBERT KEVIN COOPER

CHARLIE CRIST

MIMI A. DREW

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY



State of Florida

Department of Environmental Protection

OPERATOR CERTIFICATION PROGRAM

2000 BLAIR STONE ROAD, M.S. 3506

TALLAHASSEE, FLORIDA 32399-2400

(850)245-7800

HAROLD BRIAN EBERT

149 A SPRINGWOOD CIRCLE 149A
LONGWOOD, FL 32750

State of Florida

Department of Environmental Protection

LICENSE NO.: 0017778 DATE ISSUED: 4/28/2011

CLASS 3 DISTRIBUTION SYSTEM OPERATOR

HAROLD BRIAN EBERT

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida

Department of Environmental Protection

ISSUED: 4/28/2011

LICENSE NO.: 0017778

**THE CLASS 3 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

HAROLD BRIAN EBERT

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY



State of Florida
Department of Environmental Protection
OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, M.S. 3506
TALLAHASSEE, FLORIDA 32399-2400
(850)245-7500

SHAWN MICHAEL EBERT

P O BOX 917642
LONGWOOD, FL 32791

State of Florida
Department of Environmental Protection

LICENSE NO.: 0018776 DATE ISSUED: 10/12/2010
LEVEL 3 DISTRIBUTION SYSTEM OPERATOR
SHAWN MICHAEL EBERT
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 10/12/2010 LICENSE NO.: 0018776
THE LEVEL 3 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

SHAWN MICHAEL EBERT

CHARLIE CRIST

MIMI A. DREW

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY



State of Florida
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OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, M.S. 3506
TALLAHASSEE, FLORIDA 32399-2400
(850)243-7500

ALLAN FINCH

512 POWER RD
SANFORD, FL 32771

State of Florida
Department of Environmental Protection

LICENSE NO.: 0007806 DATE ISSUED: 9/14/2010

CLASS B DRINKING WATER TREATMENT PLANT OPERATOR

ALLAN FINCH

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 9/14/2010

LICENSE NO.: 0007806

**THE CLASS B DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

ALLAN FINCH

CHARLIE CRIST

MIMI A. DREW



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Department of Environmental Protection
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(850)245-7500

ALLAN FINCH

512 POWER RD
SANFORD, FL 32771

State of Florida

Department of Environmental Protection

LICENSE NO.: 0016630 DATE ISSUED: 4/19/2011

CLASS C WASTEWATER TREATMENT PLANT OPERATOR

ALLAN FINCH

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida

Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0016630

**THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

ALLAN FINCH

RICK SCOTT

HERSCHEL T. VINYARD, JR



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Department of Environmental Protection
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(850)245-7500

BRYAN KEITH GONGRE

2797 SHEILA DRIVE
APOPKA, FL 32712

State of Florida

Department of Environmental Protection

LICENSE NO.: 0012351 DATE ISSUED: 4/19/2011
CLASS C WASTEWATER TREATMENT PLANT OPERATOR
BRYAN KEITH GONGRE
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

State of Florida

Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0012351

THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

BRYAN KEITH GONGRE

RICK SCOTT

HERSCHEL T. VINYARD, JR

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(850)245-7500

BRYAN KEITH GONGRE

2797 SHEILA DRIVE
APOPKA, FL 32712

State of Florida
Department of Environmental Protection

LICENSE NO.: 0006568 DATE ISSUED: 4/19/2011
CLASS A DRINKING WATER TREATMENT PLANT OPERATOR
BRYAN KEITH GONGRE
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0006568

THE CLASS A DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

BRYAN KEITH GONGRE

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0009078

**THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

SCOTT R GOSNELL

RICK SCOTT

HERSCHEL T. VINYARD, JR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

LICENSE NO.: 000625 **DATE ISSUED: 4/19/2011**
CLASS A DRINKING WATER TREATMENT PLANT OPERATOR
DONALD L. HASTY
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0006625

**THE CLASS A DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

DONALD L. HASTY

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0007359

**THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

DONALD L. HASTY

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

LICENSE NO.: 0002181 DATE ISSUED: 4/19/2011
CLASS A DRINKING WATER TREATMENT PLANT OPERATOR
THOMAS E. KEYS
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0002181

THE CLASS A DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

THOMAS E. KEYS

RICK SCOTT

HERSCHEL T. VINYARD, JR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0003090

THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

THOMAS E. KEYS

RICK SCOTT

HERSCHEL T. VINYARD, JR

DISPLAY IS REQUIRED BY LAW

GOVERNOR

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0008518

**THE CLASS C WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

ALEXANDER LORENZO

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011

LICENSE NO.: 0013756

**THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.**

VALID UNTIL: 4/30/2013

ALEXANDER LORENZO

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

LICENSE NO.: 0018796 **DATE ISSUED:** 10/12/2010

LEVEL 1 DISTRIBUTION SYSTEM OPERATOR

JOHN ALLEN MARINELLI

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 10/12/2010

LICENSE NO.: 0018796

**THE LEVEL 1 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES**

VALID UNTIL: 4/30/2013

JOHN ALLEN MARINELLI

CHARLIE CRIST

MIMI A. DREW

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY



State of Florida
Department of Environmental Protection
OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, M.S. 3506
TALLAHASSEE, FLORIDA 32399-2400
(850)245-7500

MATTHEW J. MORRELL

**143 SUNSET DRIVE
LONGWOOD, FL 32750**

State of Florida
Department of Environmental Protection

LICENSE NO.: 0018792 DATE ISSUED: 10/12/2010

LEVEL 3 DISTRIBUTION SYSTEM OPERATOR

MATTHEW J. MORRELL

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 10/12/2010

LICENSE NO.: 0018792

**THE LEVEL 3 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES**

VALID UNTIL: 4/30/2013

MATTHEW J. MORRELL

CHARLIE CRIST

MIMI A. DREW

GOVERNOR

DISPI AV IS REQUIRED BY LAW



State of Florida
Department of Environmental Protection
OPERATOR CERTIFICATION PROGRAM
2600 BLAIR STONE ROAD, M.S. 3506
TALLAHASSEE, FLORIDA 32399-2400
(850)245-7500

MICHAEL A. OVERTON

26250 BILTMORE STREET
SORRENTO, FL 32776

State of Florida
Department of Environmental Protection

LICENSE NO.: 0018793 **DATE ISSUED:** 10/12/2010

LEVEL 3 DISTRIBUTION SYSTEM OPERATOR

MICHAEL A. OVERTON

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 10/12/2010

LICENSE NO.: 0018793

**THE LEVEL 3 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES**

VALID UNTIL: 4/30/2013

MICHAEL A. OVERTON

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY



State of Florida

Department of Environmental Protection

OPERATOR CERTIFICATION PROGRAM

2600 BLAIR STONE ROAD, M.S. 3506

TALLAHASSEE, FLORIDA 32399-2400

(850)245-7500

MICKEY ALLEN SHUE

**P O BOX 4011
SANFORD, FL 32772**

State of Florida

Department of Environmental Protection

LICENSE NO.: 0018791 DATE ISSUED: 10/12/2010

LEVEL 3 DISTRIBUTION SYSTEM OPERATOR

MICKEY ALLEN SHUE

IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES

VALID UNTIL: 4/30/2013

State of Florida

Department of Environmental Protection

ISSUED: 10/12/2010

LICENSE NO.: 0018791

**THE LEVEL 3 DISTRIBUTION SYSTEM OPERATOR NAMED BELOW IS LICENSED UNDER
THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES**

VALID UNTIL: 4/30/2013

MICKEY ALLEN SHUE

CHARLIE CRIST

MIMI A. DREW

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 2/2/2011

LICENSE NO.: 0012749

THE CLASS A DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

TERRY WAYNE SILLITOE

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 2/2/2011

LICENSE NO.: 0007064

THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

TERRY WAYNE SILLITOE

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

LICENSE NO.: 0014271 DATE ISSUED: 4/19/2011
CLASS B DRINKING WATER TREATMENT PLANT OPERATOR
COREY FREDERICK SUDOL
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011 LICENSE NO.: 0014271

THE CLASS B DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

COREY FREDERICK SUDOL

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011 LICENSE NO.: 0012274

THE CLASS A WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

COREY FREDERICK SUDOL

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

State of Florida
Department of Environmental Protection

LICENSE NO.: 0007873 DATE ISSUED: 4/19/2011
CLASS B WASTEWATER TREATMENT PLANT OPERATOR
JAMES A SWEGHEIMER
IS LICENSED UNDER PROVISIONS OF CHAPTER 403, FLORIDA STATUTES
VALID UNTIL: 4/30/2013

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011 LICENSE NO.: 0007873

THE CLASS B WASTEWATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

JAMES A SWEGHEIMER

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY

State of Florida
Department of Environmental Protection

ISSUED: 4/19/2011 LICENSE NO.: 0007183

THE CLASS C DRINKING WATER TREATMENT PLANT OPERATOR NAMED BELOW IS
LICENSED UNDER THE PROVISIONS OF CHAPTER 403, FLORIDA STATUTES.

VALID UNTIL: 4/30/2013

JAMES A SWEGHEIMER

RICK SCOTT

HERSCHEL T. VINYARD, JR

GOVERNOR

DISPLAY IS REQUIRED BY LAW

SECRETARY



JOB TITLE	Accounts Payable Clerk
DEPARTMENT	Accounts Payable
STATUS	Non-exempt
SUPERVISOR'S TITLE	Accounts Payable Supervisor
JOB SUMMARY	Maintains accounts payable records, including editing, checking and preparing accounts payable entries and tabulating control statistics.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none">▪ Performs data entry of AP invoices.▪ Processes AP for multiple states.▪ Reviews and processes expense reports.▪ Calls vendors to reconcile statements and verify remittance addresses.▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment.▪ Responds to vendor and regional staff inquiries and answers all AP questions.▪ Maintains AP reports, spreadsheets and files.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none">▪ Prepares analysis of accounts as required.▪ Assists with mailing checks, processing utility invoices and preparing uploads to be entered into the system for utility payments.▪ Assembles and processes overnight shipments, as needed.▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: JD Edwards, Outlook, Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Friendly, customer service focus.▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.▪ Reliable, self-motivated and well organized.▪ Strong written and verbal communication skills.▪ Maintains confidentiality.
EDUCATION	Required: HS Diploma or GED Preferred: Associate's Degree or equivalent.
EXPERIENCE	2 – 3 years related experience and/or training. Requires general knowledge of accounts payable and bookkeeping skills.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Accounts Payable Supervisor
DEPARTMENT	Accounts Payable
STATUS	Exempt
SUPERVISOR'S TITLE	Controller
JOB SUMMARY	Responsible for management of the Accounts Payable Department, including directing, planning, managing, staffing and organizing the AP aspect of all Utilities, Inc. subsidiaries. Directs and leads department staff on a daily basis and ensures development to meet department objectives. Oversees the accurate and timely payment of vendors and ensures the proper daily, weekly and monthly reconciliations occur.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Manages AP team responsibilities. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. ▪ Ensures timely and accurate payments of vendor invoices and expense vouchers; maintains accurate records and control reports. ▪ Enters new vendors and requests vendors for W-9 forms. ▪ Processes 1099 forms to send to vendors at year end. ▪ Provides guidance, training and answer inquiries from the field offices. ▪ Prepares and codes all legal invoices for processing. ▪ Prepares AP register and related reports. ▪ Post invoices/ER batches. ▪ Processes weekly check runs. ▪ Provides departmental reports of budgetary expenditures on a monthly basis. ▪ Prepares and distributes monthly, bi-annual and annual reports to managers and executives according to established guidelines. ▪ Provides progress reports to management on projects and improvements being implemented. ▪ Provides instruction and interpretation of rules and regulations that must be considered for various department inquiries or needs. ▪ Oversees the printing and obtaining signatures on all AP checks.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Delegates and assists with the training of new regulatory staff. ▪ Assists Corporate Accounting Manager as necessary. ▪ Prepares analysis of accounts as required. ▪ Reviews current processes and implements procedures to increase efficiency.



	<ul style="list-style-type: none"> ▪ Maintains communication with employees, managers and departments to implement mandated changes. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: JD Edwards, Outlook, Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to provide vision and leadership. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to make recommendations to effectively resolve problems or issues by using judgment that is in consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to work within a team environment, as well as independently. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Maintains confidentiality. ▪ Friendly, customer service focus.
EDUCATION	Required: Associate's Degree or equivalent Preferred: Bachelor's Degree in a business related field
EXPERIENCE	3 - 4 years related experience in a supervisory role. Requires extensive knowledge of accounts payable and bookkeeping skills.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Administrative Assistant
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Director or Regional Manager
JOB SUMMARY	Under direct supervision of the Regional Director, provides administrative and secretarial support to the Regional Director and Regional Managers.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Coordinates and performs a wide range of staff and/or operational support activities for the region; assists visitors, resolves and/or refers administrative problems and inquiries. ▪ Schedules and organizes meetings, conferences, interviews and/or other events; distributes information or invitations; prepares agendas, notices, minutes and resolutions for meetings. ▪ Performs complex and confidential administrative functions, including written correspondence, reports, spreadsheets and other documents. Responds to routine external correspondence. ▪ Assists with arranging travel plans and itineraries for the RD, RM and others. ▪ Establishes, maintains and updates files, databases, reports, and/or other documents. ▪ Performs routine analyses and calculations in the processing of data for recurring internal reports. ▪ Prepares or assists with the preparation of scheduled and/or ad hoc statistical and narrative reports; performs basic information gathering and analysis and/or forecasting, as specifically directed. ▪ Sorts, reviews and distributes incoming and outgoing mail; composes, prepares and ensures timely responses to a variety of routine written inquiries. ▪ Serves as liaison with regional companies in the resolution of day-to-day administrative and operational problems. ▪ Uses the internet and historical documents to perform research. ▪ Maintains office supplies, maintenance of office equipment and other services.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists RD and RM with calendar management; coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments as requested. ▪ Assists management and staff in problem solving, project planning and development and execution of stated goals and objectives. ▪ Assists with special projects as needed. ▪ May assist other operational staff depending on workload. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: MS Office, Internet Explorer; ability to learn internal software programs Preferred: Visio
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy.▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.▪ Ability to multitask in a fast-paced environment.▪ Ability to communicate and work professionally with senior level management and external contacts.▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.▪ Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.▪ Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems.
EDUCATION	Required: HS Diploma or GED Preferred: Associates Degree in business related field
CERTIFICATIONS/LICENSES	Required: Valid driver's license
EXPERIENCE	A minimum of 1-2 years previous experience in an administrative role or similar position.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Area Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Oversees the operation and maintenance of water and wastewater treatment plants. Provides leadership and guidance in water and wastewater plant management. Works with Regional Manager and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Develops strategic plans for water and wastewater facility needs; manages the design and construction of facilities and infrastructure. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees, including meter readers, operators, field technicians, etc, engaged in the operation of water/wastewater plants and distribution systems. ▪ Manages the operation of multiple water systems and wastewater treatment facilities. ▪ Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Stays abreast of Federal, state and local regulations and environmental guidelines regarding water/wastewater treatment and distribution. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures; trains employees of safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Responds to all emergency situations, including coordination of contractors, public notification and informing UI personnel and governmental agencies as needed. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to objectively coach employees through complex, difficult and emotional issues.



	<ul style="list-style-type: none"> ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Ability to effectively communicate and interact with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Proven ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: HS Diploma or GED Preferred: Bachelor's degree, this may be required in some circumstances; completion of multiple utility industry related courses, seminars, management and supervisory training is preferred.
CERTIFICATIONS/LICENSES	Required: Must hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 6 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Assistant Manager, Billing
DEPARTMENT	Billing
STATUS	Exempt
SUPERVISOR'S TITLE	Billing Manager
JOB SUMMARY	Responsible for overseeing the Billing Specialist and Collections Specialist. Works with Regulatory Department and Billing Manager as needed to assure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Periodically reviews billing reports to assure proper implementation and continuation of Company policies and procedures. ▪ Oversees proper and complete collection and entry of meter readings into the billing system to ensure timely bill generation. ▪ Occasionally reviews number of cancel/re-bills in an effort to guarantee that first-time bill accuracy is high. ▪ Reviews a sampling of final bills weekly to ensure all appropriate changes are invoiced, applicable deposits returned and refunds processed. ▪ Works with field offices to determine when adjustments will be made to customers' accounts in cases where wastewater charges are based on water consumption. ▪ Responds to and resolves escalated customer billing inquiries. ▪ Oversees the training for Billing Specialist and Collection Specialist. ▪ Maintains tariff and state regulation files, in addition to information on credit, collections and deposits. ▪ Periodically reviews state regulations to ensure the proper implementation of state regulations with respect to bill presentation, deposit collection and refund, meter reading and estimation and collection activities. ▪ Ensures all billing procedures meet current state regulations.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists in the coordination of notifying customers of rate changes. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook Preferred: JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality. ▪ Working knowledge of state regulations with respect to billing procedures.



EDUCATION	Preferred: Bachelor's Degree in a business related field, or a combination of education and experience
CERTIFICATIONS/LICENSES	Required: Valid Driver's License
EXPERIENCE	Requires 5 or more years billing or related experience; working knowledge of meter-reading device and its functions.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, scanner, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Benefits Administrator
DEPARTMENT	Human Resources
STATUS	Exempt
SUPERVISOR'S TITLE	Human Resources Manager
JOB SUMMARY	Analyzes and develops policies and benefit plans covering group life, accident, disability and health insurance, retirement and pension plans, as well as other benefit programs. Continues an ongoing effort to determine and maintain equity with current benefit trends and legislated requirements and programs.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Administers various employee benefit programs, including group life, health insurance and accident and disability insurance. ▪ Monitors and tracks eligibility for 401 (k) plan. ▪ Assists in the development and implementation of personnel policies and procedures; contributes to the maintenance of handbook on policies and procedures. ▪ Serves as primary contact for plan vendors and third party administrators. Makes recommendations on the best plan options by working with broker and Benefits Plan Committee. ▪ Interprets plan procedures and policies and responds to benefit inquiries from employees on plan provisions, benefit enrollments, and other general inquiries. ▪ Processes and administers all leave of absence requests and disability paperwork, including medical, personal, disability and FMLA. ▪ Distributes all benefit enrollment materials and determines eligibility. ▪ Enrolls employees with carriers and processes life status changes. ▪ Assists employees regarding benefit claim issues and plan changes. ▪ Oversees wellness benefits and tuition reimbursement program. Reviews related expense reports and approves for reimbursement. ▪ Reconciles monthly premium statements for all group insurance policies and maintains statistical data relative to premiums, claims and costs. Resolves administrative problems with the carrier representatives. ▪ Assists in the benefit plan renewal process. Communicates possible plan design or benefit cost changes to the BPC. ▪ Surveys industry trends. Reviews benefit surveys and information obtained from the results. Analyzes complex benefit information. Forecasts trends and assists with future benefit designs. Develops specific recommendations for review by the Benefit Committee. ▪ Monitors administrative costs of benefit programs and recommends cost containment strategies including alternative methods for administration and funding. Prepares budgetary recommendations and assists in the monitoring, verifying and reconciling of budgeted funds.



ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Evaluates and revises internal process to reduce costs and increase efficiency. ▪ Recommends new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed. ▪ Participates in developing department goals, objectives and systems. ▪ Files papers and documents into appropriate employee files. ▪ May assist with the creation and maintenance of employee files. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook, Internet Explorer Preferred: PowerPoint, ADP HRB, ADP PayExpert
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. ▪ Able to multitask in a fast-paced environment. ▪ Maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. ▪ Working knowledge of FMLA laws for all states, STD/LTD, benefit enrollment, ADA, and all federal and state laws.
EDUCATION	Required: Bachelor's Degree and/or a combination of education and experience.
CERTIFICATIONS/LICENSES	Required: HIPAA certification within 30 days of hire. Preferred: PHR or SPHR
EXPERIENCE	Required: 2-3 years experience in human resources and benefits administration. High level knowledge and understanding of COBRA, FMLA, ERISA and HIPAA. Preferred: Experience in administration, compliance and regulatory aspects of health, dental, life, ADD, disability, tuition reimbursement, voluntary benefits, 401(k) and pension plans.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Billing Manager
DEPARTMENT	Billing
STATUS	Exempt
SUPERVISOR'S TITLE	Vice President
JOB SUMMARY	Responsible for management of the Billing Department, including directing, planning, managing, staffing and organizing the billing and collections aspect of all Utilities, Inc. subsidiaries. Accountable for all billing, collections and meter reading activities. Works with Regional Directors and Managers, and Customer Service Managers to assure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Manages billing team responsibilities. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. ▪ Monitors appropriate usage of overtime by the Billing Specialist and Collections Specialist. ▪ Contributes to team effort by accomplishing related results as needed. ▪ Oversees entire billing and collections process to ensure proper flow and implementation as dictated by policy. ▪ Verifies deposit and AR balances are correct with information received from Accounting Department. ▪ Validates any rate changes required by state tariffs. ▪ Implements the creation of any necessary rate schedules for acquisitions. ▪ Informs management by reviewing and analyzing special reports, summarizing information and identifying trends. ▪ Resolves escalated customer calls and complex billing issues.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Works to maintain high level of cooperation and proper attitude within the department. ▪ Executes special projects assigned by VP, CS. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook Preferred: JD Edwards, CC&B, AccuTerm
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality.



	<ul style="list-style-type: none">▪ Working knowledge of state regulations with respect to billing procedures.▪ Possesses high level of technical knowledge.
EDUCATION	Preferred: Bachelor's Degree in a business related field, or a combination of education and experience
CERTIFICATIONS/LICENSES	Required: Valid Driver's License
EXPERIENCE	Requires 5 or more years billing or related experience in a management role; working knowledge of meter-reading device and its functions.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, scanner, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Billing Specialist
DEPARTMENT	Billing
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Billing Manager
JOB SUMMARY	Responsible for executing billing functions for assigned areas. Works with field offices, as needed, to assure continuity of processes, goals and vision of Utilities, Inc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> Ensures the timely generation of bills for assigned areas. Reviews estimated accounts. Will call customers to obtain readings or will create field activities to obtain readings as needed. Reviews and makes corrections to exception reports to assure proper billing for assigned areas. Generates cancel/re-bills as needed where it is determined that incorrect billing has occurred. Prepares new bills as needed for accounts that must be billed outside of the regular cycle. Reviews and adjusts deposit amounts as allowed by state regulations. Responsible for adjustments needed to assure proper billing. Fields customer calls regarding any billing questions.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> Acts as a back-up for electronic payment processing. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook Preferred: JD Edwards, CC&B, AccuTerm, Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Excellent organizational and interpersonal skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Detail oriented. Ability to work within a team environment, as well as independently. Maintains high level of confidentiality. Working knowledge of state regulations with respect to billing procedures.
EDUCATION	Required: High School diploma or GED Preferred: Associates degree or equivalent related experience.
EXPERIENCE	2 years of billing or related experience.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, scanner, photo copier, fax machine, telephone and other general office equipment.
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JOB TITLE	Capital Projects Analyst
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Director of Tax & Accounting Operations
JOB SUMMARY	Responsible for the maintenance and reconciliation of capital projects.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Sets up capital projects in JD Edwards system. ▪ Updates, monitors, tracks and reports capital projects' detailed activity in JD Edwards system. ▪ Maintains capital project process by working closely with Corporate Accounting Department and Project Managers. ▪ Investigates and reports capital project activity for corporate and operations departments. ▪ Closes capital projects to fixed asset module. ▪ Completes accounting journal entries. ▪ Utilizes annual capital expenditure budget in JD Edwards project setup.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists Fixed Asset Accountants as needed. ▪ Assists Accounting Department with monthly capital project tracking and year-end audit. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook, Internet Explorer Preferred: JD Edwards, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Communicates clearly in both written and verbal communications. ▪ Strong attention to detail with emphasis on sustained accuracy and completeness. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Works well in a team environment.
EDUCATION	Preferred: Bachelors Degree in Accounting or Finance
EXPERIENCE	2 - 3 years of general Accounting experience. Knowledge of commonly-used concepts, practices and procedures within the accounting field. Relies on pre-established guidelines to perform the functions of the job. Works under immediate supervision.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.



EQUIPMENT USED	PC and/or laptop, calculator, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Collections Specialist
DEPARTMENT	Collections
STATUS	Exempt
SUPERVISOR'S TITLE	Corporate Services Manager
JOB SUMMARY	Responsible for executing collection functions for assigned areas. Works with field offices as needed to assure continuity of processes, goals and vision of UI. Works under general supervision.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Assures timely release of refunds for closed accounts. ▪ Reviews associated closed-account reports, generates any needed adjustments for payment errors and forwards collection information to collection agency when necessary. ▪ Tracks collection agency efforts. Enters payments collected by the agency. ▪ Uploads payment files from the online payment providers. This includes researching incorrect account numbers as entered by customers. Informs online payment providers of correct account numbers. ▪ Responds to and resolves all customer calls regarding online payment or collections questions. ▪ Resolves customer issues with Checkfree. ▪ Reviews delinquent account reports to assure the proper collection of debt for assigned areas. ▪ Verifies adequate payment has been made and appropriate severance fees have been applied. ▪ Determines which pay plan type to establish for customer if an exception condition occurs. ▪ Implements proper policy in regards to returned payments. ▪ Ensures that only accounts with balances below the established threshold are written off.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office applications, Outlook Preferred: JD Edwards, CC&B, ShoreTel Call System
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality. ▪ Working knowledge of state regulations with respect to billing procedures.



EDUCATION	Required: Associate's Degree or a combination of education and experience.
EXPERIENCE	2 or more years of billing or related experience. Must possess knowledge of state regulations with respond to collections procedures.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, scanner, photo copier, fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Compliance & Safety Coordinator
DEPARTMENT	Operations Support
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Operating Officer
JOB SUMMARY	Develops, implements, evaluates and directs the Company's programs, policies and practices to ensure all areas of operations function in a safe manner and are proactively in compliance with Federal, State and local regulatory requirements.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Implements and maintains water/wastewater testing procedure and results database. Trains others on database use and develops systems to ensure data integrity. ▪ Provides compliance-related support and acts as a liaison between the Regional Compliance & Safety Advisors and the corporate office. ▪ Monitors ongoing non-compliance issues until resolution is found (consent orders, maximum contaminant level ascendances, etc.). Includes tracking of violations, fines, public notifications, public education and updates of regional advances/capital projects. Delivers quarterly status reports to both Regional and corporate senior management to demonstrate compliance assurance. ▪ Works with Regional Compliance & Safety Advisors to evaluate, modify and develop policies, procedures and operating guidelines to comply with frequent changes to rules and regulations in regulatory and safety compliance. ▪ Researches proposed regulations with a potential impact on operations and provides summaries to management. ▪ Provides support and perspective to Operations with knowledge of rules and regulations in the water/wastewater industry. ▪ Develops reports and spreadsheets to drive operations performance and achieve ultimate company-wide environmental and safety compliance. ▪ Develops tools, forms and procedures to aid in carrying out the policies and procedures of the safety program. ▪ Works with Regional Compliance & Safety Advisors to implement regional development plans to achieve compliance and meet the future needs of the organization. Provides coaching and direction to achieve the regional development plans. ▪ Ensures compliance with all rules of the public service commissions. ▪ Ensures compliance and uniformity with annual CCRs; owns the CCR process and ensures required timelines are met.



ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none">▪ Provides assistance and support to other areas of department as necessary.▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook Preferred: PowerPoint, Internet Explorer, JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to appropriately manage and prioritize multiple tasks with multiple levels of difficulty.▪ Excellent oral and written communication skills.▪ Strong analytical skills with ability to analyze and comprehend complex information.▪ Ability to effectively communicate and present complex information.
EDUCATION	Required: Bachelors Degree or equivalent. Preferred: Degree in engineering or law.
CERTIFICATIONS/LICENSES	Preferred: Valid driver's license, water/wastewater license or ability to obtain licenses within the first year of employment.
EXPERIENCE	5 - 7 years of experience in water/wastewater utility business, or a combination of experience and education.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Construction Inspector
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Project Manager
JOB SUMMARY	Inspects initial construction projects and additional repairs to ensure adherence to contract specifications, building ordinances and zoning laws. Reviews, processes, supervises and inspects installation of water and sewer utility mains and new service connections, evaluates existing services, provides service information, investigates water and sewer service problems, and supports field maintenance activities.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Analyzes and manages a variety of situations relating to construction and installation of new water and sewer infrastructure, storage tanks, wastewater treatment plant construction and expansion. ▪ Evaluates specifications for plan procedures, start and completion dates, and staffing requirements for each phase of the construction project. ▪ Inspects construction of new service connections and water/sewer main breaks. ▪ Oversees construction and maintenance employees at a property location. ▪ Provides timely information regarding construction projects and work relating to construction projects. ▪ Prepares service work orders per plans for water and sewer main installations. ▪ Maintains frequent contact with external agencies and the general public in order to coordinate activities related to water and sewer service. ▪ Responds to customer issues related to construction projects. ▪ Reviews water and sewer main plans. ▪ Enforces Company policies and procedures, work methods and operational procedures.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists Project Manager with property inspections, completing environmental and engineer reports and attaining all necessary permits. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook, Explorer, JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to follow verbal and written instructions. ▪ Excellent organizational and problem solving skills. ▪ Ability to provide safe working conditions for fellow workers.



	<ul style="list-style-type: none">▪ Ability to effectively communicate and interact with other employees.▪ Ability to deal professionally with customers and maintain good public relations.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Grade 2 State Distribution License, or ability to obtain within 18 months of hire; must maintain a valid driver's license
EXPERIENCE	A minimum of 3 years experience in the installation, maintenance, repair or inspection of water supply and/or distribution facilities and sewer force mains, or 2 years as a Lead Operator.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	CONTROLLER
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Financial Officer
JOB SUMMARY	Provides leadership and coordination of Company corporate accounting, treasury, debt financing and capital project functions. Ensures company accounting procedures conform to generally accepted accounting principles.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees the activities of the Corporate Accounting Department for the accurate and timely dissemination of financial management reports including, but not limited to, internal and external monthly financial statements, annual audits and annual budgets. ▪ Recommends benchmarks for measuring the financial and operating performance of divisions and departments. ▪ Monitors and analyzes monthly operating results against budget. ▪ Directs and coordinates debt financing and debt service payments with external agencies. ▪ Manages the preparation of annual report of actual revenues, transfers and expenses. ▪ Establishes and implements short and long-term departmental goals, objectives, policies and operating procedures. ▪ Designs, establishes and maintains an organizational structure and staffing to effectively accomplish the department's goals and objectives. ▪ Serves as primary legislative liaison relative to Company financial issues. ▪ Directs financial audits and provides recommendations for procedural improvements.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Recruits, trains, supervises and evaluates department staff. ▪ Provides accounting policy orientation for new staff. ▪ Participates and facilitates group meetings. ▪ Coordinates activities related to special projects. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Excel, Word, Outlook, and Internet Explorer. Knowledge of automated financial and accounting reporting systems. Preferred: JD Edwards, ADP products, PowerPoint



ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Proven ability to motivate others in pursuit of Company goals and to produce quality work within strict timeframes while simultaneously managing several projects. ▪ Communicates clearly in both written and verbal communications. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Works well in a team environment.
EDUCATION	Required: Bachelor's degree in accounting or finance. Preferred: MBA
CERTIFICATIONS/LICENSES	Required: CPA
EXPERIENCE	Required: 8-10 years experience in a senior level finance or accounting position. Knowledge of finance, accounting, budgeting and cost control principles, including generally accepted accounting principles. Knowledge of Federal and State financial regulations. Working knowledge of short and long term budgeting and forecasting, rolling budges and product-line profitability analysis. Preferred: Experience with JD Edwards and/or ADP products.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, calculator, photo copier, fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Corporate Accounting Manager
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Controller
JOB SUMMARY	Responsible for the daily management of all Corporate accounting operations, as well as reporting monthly and quarterly consolidated results to management.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Responsible for the management of Corporate Accounting team, including directing, planning, managing, staffing and organizing responsibilities. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Oversees the organization and delegation of team tasks. ▪ Reports financial results to CFO on a monthly and quarterly basis. ▪ Supervises the monthly and year-end close process, including completion of journal entries, account reconciliation and variance analysis. ▪ Prepares and/or oversees the timely and accurate preparation of monthly, quarterly, annual and periodic accounting and financial information including, but not limited to, variance reports, budgets, financial statements and forecasts; audits the work of subordinate employees. ▪ Reviews all pertinent accounting literature to ensure Company accounting policies and procedures are completed in accordance with those guidelines. ▪ Primary point of contact for independent auditors. ▪ Evaluates and, as necessary, recommends changes to accounting and accounting-related policies, procedures, practices and methods and implements and/or oversees implementation of same upon executive approval.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with structuring the accounting practices and processes. ▪ Assists with creating and documenting the Company's internal controls and ensuring compliance with these controls. ▪ Participates in the implementation of process improvements for accounting related areas and in the design, implementation and testing of internal controls. ▪ Completes various accounting projects, including implementation of new accounting rules, mergers and acquisitions, significant accounting issues and other projects as they arise. ▪ Delegates and assists with the training of new corporate accounting staff. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: JD Edwards, CC&B, Legacy billing system, Word, Excel, Outlook and Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Ability to motivate others in pursuit of Company goals and to produce quality work within strict timeframes while simultaneously managing several projects. ▪ Communicates clearly in both written and verbal communications. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Duties require broad conceptual judgment, initiative and ability to deal with complex accounting issues. ▪ Ability to coach others on key accounting concepts and mathematical processes and serve as a reference for the Corporate Accounting team. ▪ Ability to supervise consistent processing of Corporate Accounting duties. ▪ Ability to provide guidance in addressing complex issues within Corporate Accounting. ▪ Ability to work well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting. Preferred: MBA
CERTIFICATIONS/LICENSES	Required: CPA
EXPERIENCE	Required: A minimum of 5 years of accounting experience with increasing levels of responsibility. Must possess an in-depth understanding of GAAP. Proven ability to articulate company's policies, accounting and billing systems and accounting adjustments. Preferred: Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Minimal travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Corporate Services Manager
DEPARTMENT	Corporate Services
STATUS	Exempt
SUPERVISOR'S TITLE	Vice President
JOB SUMMARY	Responsible for the management of multiple leadership functions in Corporate Services, including Collections, Meter 2 Cash and Corporate Development functional areas. Accountability for support of budget, KPIs, internal audit, data inquiry and analysis.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> Manages all corporate development processes. Creates confidential offering memorandums, agreements, exhibits/appendices/disclosure schedules and negotiation of terms. Oversees tasks, up to and including 100% ownership for selected corporate development opportunities, such as acquisitions, divestments and new development. Performs data queries, analysis & reporting in JDE & CC&B in support of Executive Team, Meter 2 Cash, KPIs and Corporate Development projects. Performs budget and actual tracking, identifies discrepancies and resolutions. Partners with Regulatory, Accounting & Finance, and Operations departments in support of the Executive Team, Meter 2 Cash and Corporate Development initiatives.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> Performs strategic planning for operations and provides input and assistance to the Executive Team on various issues. Performs other related duties as assigned
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, Visio, Adobe document and design products
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Maintains high level of confidentiality. Strong verbal and written communication skills; communicates clearly and effectively. Excellent problem solving skills, including decision-making, research, analysis, and interpersonal skills. Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles. Exceptional organizational and analytical skills and experience interpreting a strategic vision into an operational model. Ability to define specific problems and offer variable solutions. Ability to specify goals and effectively achieve them. Negotiation skills Strong interpersonal communication skills



EDUCATION	Required: Bachelor's Degree in a business related field. Preferred: MBA
EXPERIENCE	8-10 years experience in a senior level business development role, including managing corporate development deals; previous experience in the utility business and/or in an executive leadership support role is strongly preferred.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	As needed, up to 30%.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Corporate Staff Accountant I
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Corporate Accounting Manager
JOB SUMMARY	Responsible for performing entry-level accounting work, including daily GL maintenance, assisting with month-end close, account reconciliations, account analysis and special projects.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Reconciles and maintains several GL accounts for multiple companies in a timely manner. ▪ Assists with account analysis and reconciliations. ▪ Participates in month-end close; prepares and posts journal entries as needed. ▪ Assists with the preparation of monthly financial statements. ▪ Analyzes variances and makes corrections as needed. ▪ Assists with financial year-end audit. ▪ Confirms and maintains CC&B and JDE interface integrity data.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with cash management. ▪ Acts as a back-up to other staff accountants. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook, Internet Explorer Preferred: JD Edwards, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Communicates clearly in both written and verbal communications. ▪ Strong attention to detail with emphasis on sustained accuracy and completeness. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Works well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting.
CERTIFICATIONS/LICENSES	Required: Valid Driver's License
EXPERIENCE	0-1 year of general Accounting experience. Knowledge of commonly-used concepts, practices and procedures within the accounting field. Relies on pre-established guidelines to perform the functions of the job. Works under immediate supervision.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, calculator, copy/fax/scan machine, telephone and other general office equipment.



TRAVEL REQUIRED	May need transportation to make bank deposits.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

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JOB TITLE	Corporate Staff Accountant II
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Corporate Accounting Manager
JOB SUMMARY	Responsible for performing intermediate-level accounting work, including daily GL maintenance, assisting with month-end close, account reconciliations, account analysis and special projects.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> Reconciles and maintains several GL accounts for multiple companies in a timely manner. Prepares timely and accurate journal entries for accruals and/or adjustments. Performs account analysis and reconciliations. Participates in month-end close; posts monthly, quarterly, and yearly accruals. Assists with monthly allocations. Participates in financial year-end audit. Analyzes variances and makes corrections as needed.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> Assists with cash management. Acts as a back-up to other Corporate Accountants. Assists Regulatory Department with Commission audits. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook and Internet Explorer Preferred: JD Edwards, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Ability to maintain confidential information. Ability to analyze financial data and prepare financial reports, statements and projections. Communicates clearly in both written and verbal communications. Strong attention to detail with emphasis on sustained accuracy and completeness. Excellent problem solving skills. Excellent time management skills, including ability to multitask, prioritize and great attention to detail. Works well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting.
CERTIFICATIONS/LICENSES	Required: Valid Driver's License Preferred: CPA or CPA eligible
EXPERIENCE	2 – 4 years experience in Accounting. Familiar with generally accepted accounting principles, practices and procedures. Works under general supervision.



PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, calculator, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	May need transportation to make bank deposits.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Cross Connection Specialist
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for protecting the public water supply from actual or potential contamination sources by ensuring appropriate backflow prevention devices are properly in use by residential, commercial and industrial customers.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Trains Cross Connection staff, if applicable to specific region. ▪ Maintains records/logs/schedules of backflow assembly inspections, tests, and repairs. Conducts mailing of reminders/questionnaires to maintain program integrity. ▪ Performs field inspections of residential, commercial and industrial accounts to identify actual or potential cross connections; assess degree of cross connection hazard; follows up with customer in writing of required backflow prevention device/assembly. ▪ Follows established procedure to notify customer of non-compliance prior to disconnection; immediately terminates customer's service if high degree of hazard is found without sufficient backflow prevention device/assembly. ▪ Disconnects service upon failure of the property owner to comply with the requirements of the company's Cross Connection Program. ▪ Schedules work based on priority. ▪ Responds to emergency situations as necessary. ▪ Enforces compliance with the company's Cross Connection Programs. ▪ Provides assistance to customers with questions regarding the Cross Connection Program. ▪ Speaks at Homeowner Associations as needed to communicate the Cross Connection Program. ▪ Researches applicable cross connection programs. ▪ Tracks local, state, and federal laws and regulations that might affect the company's policies/programs. ▪ Prepares compliance reports to present to management.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Helps with the development of programs related to cross connection control. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Office products; ability to learn internal software programs</p> <p>Preferred: JD Edwards, CC&B</p>



ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to work independently in the absence of supervision.▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies.▪ Ability to learn the methods, techniques, tools, equipment and materials used in cross connection control.▪ Ability to follow verbal and written instructions.
EDUCATION	Required: HS Diploma or G.E.D. Preferred: Associates or Bachelors Degree in a related field
CERTIFICATIONS/LICENSES	Required: State certified Backflow Prevention & Water licenses as appropriate; valid driver's license.
EXPERIENCE	Required: 2 – 4 years in the water and or wastewater utility business or related field, combined with a minimum 1 year of experience in cross connection control.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	Backflow testing devices; PC and/or laptop, copy/fax/san machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel within assigned area is required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

*Management maintains the right to assign or reassign duties and responsibilities at any time.
This description is a working draft, subject to revision.*



JOB TITLE	Cross Connection Technician
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for protecting the public water supply from actual or potential contamination sources by ensuring appropriate backflow prevention devices are properly in use by residential, commercial and industrial customers.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Communicates to Cross Connection Specialist any follow-up or enforcement letters needed to maintain program integrity. ▪ Performs field inspections of residential, commercial and industrial accounts to identify actual or potential cross connections; assess degree of cross connection hazard; follows up in writing with customer regarding required backflow prevention device/assembly. ▪ Follows established procedure to notify customer of non-compliance prior to disconnection; immediately terminates customer's service if high degree of hazard is found without sufficient backflow prevention device/assembly, with direction from the Cross Connection Specialist. ▪ Disconnects service upon failure of the property owner to comply with the requirements of the company's Cross Connection Program. ▪ Schedules work based on priority. ▪ Responds to emergency situations as necessary. ▪ Enforces compliance with the company's Cross Connection Programs. ▪ Provides assistance to customers with questions regarding the Cross Connection Program.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Office products; ability to learn internal software programs</p> <p>Preferred: JD Edwards, CC&B</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently in the absence of supervision. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to learn the methods, techniques, tools, equipment and materials used in cross connection control. ▪ Ability to follow verbal and written instructions.
EDUCATION	Required: HS Diploma or G.E.D.



CERTIFICATIONS/LICENSES	Required: State certified Backflow Prevention & Water Licenses as appropriate or ability to obtain certification within one year of employment; valid driver's license.
EXPERIENCE	Required: 1 – 3 years in the water and/or wastewater utility business or related field.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	Backflow testing devices; PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel within assigned area is required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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This description is a working draft, subject to revision.*



JOB TITLE	Customer Service Representative I
DEPARTMENT	Customer Service
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY	Responds to inquiries received through phone, email and/or written correspondence with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under direct supervision.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers via telephone, email or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; forwards complex issues on to CSR II, Lead CSR or Customer Care Manager. ▪ Opens and closes customer accounts. ▪ Reviews customer correspondence. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. ▪ Monitors system-generated shut off field activities for non-payment; makes payment arrangements in accordance with state regulations and company policy. ▪ Processes customer payments and maintains the requisite financial tracking systems. ▪ Initiates and terminates service as requested. ▪ Applies tariffs for all states, as required.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with account adjustments as necessary. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.



	<ul style="list-style-type: none">▪ Detail oriented.▪ Ability to work within a team environment, as well as independently.▪ Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED
EXPERIENCE	0 -1 year of related experience is preferred. Knowledge of commonly used concepts, practices and procedures relating to customer service is helpful. Relies on instructions and pre-established guidelines to perform job functions.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Customer Service Representative II
DEPARTMENT	Customer Service
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY	Responds to inquiries received through phone, email and/or written correspondence with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under general supervision.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers via telephone, email or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints; responds to escalated calls from CSR; forwards complex issues on to Lead CSR or Customer Care Manager. ▪ Opens and closes customer accounts. ▪ Reviews customer correspondence. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. ▪ Monitors system-generated shut off field activities for non-payment; makes payment arrangements in accordance with state regulations and company policy. ▪ Processes customer payments and maintains the requisite financial tracking systems. ▪ Initiates and terminates service as required. ▪ Reviews various billing reports to resolve issues prior to billing. ▪ Reviews accounts receivable reports and takes appropriate action to collect on debt owed to the company. ▪ Files liens where appropriate. ▪ Applies tariffs for all states, as required.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with account adjustments as necessary. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently and under limited supervision. ▪ Ability to successfully research and resolve customer issues with some assistance. ▪ Demonstrates initiative to take on new tasks. ▪ Friendly, customer service focus.



	<ul style="list-style-type: none">▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner.▪ Reliable, self-motivated and well organized.▪ Strong written and verbal communication skills.▪ Ability to multitask in a fast-paced environment.▪ Excellent organizational and interpersonal skills.▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.▪ Detail oriented.▪ Ability to work within a team environment, as well as independently.▪ Maintains high level of confidentiality.
EDUCATION	Required: HS Diploma or GED
EXPERIENCE	2 – 5 years experience in customer service or related area. Familiar with standard concepts, practices and procedures related to customer service. Relies on limited experience and judgment to plan and accomplish goals.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Customer Care Manager
DEPARTMENT	Customer Service
STATUS	Exempt
SUPERVISOR'S TITLE	Customer Service Manager
JOB SUMMARY	Responsible for providing quality and efficient customer service to customers through the daily management of a team of employees, including hiring, motivating, recognition and rewarding, coaching, counseling, training and problem solving. This position will serve as the primary contact for problem resolution and information gathering regarding customer inquiries.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees the organization and delegation of team tasks. Assumes, assigns or re-assigns responsibilities temporarily as necessary. ▪ Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner. ▪ Provides training to all customer service employees in the areas of billing, tariff compliance, rate cases and quality customer service. ▪ Responsible for scheduling customer service representative work schedules. ▪ Monitors appropriate usage of overtime by the customer service staff and follows policy regarding overtime. ▪ Ensures employees receive appropriate training and other resources to perform their jobs. ▪ Analyzes monthly Customer Service reports; creates reports as requested. ▪ Identifies and informs management of trends by reviewing, analyzing and summarizing special reports. ▪ Conducts monthly audits of monetary transactions. ▪ Responds to and resolves employee relations issues expressed by team members; creates and maintains a high quality work environment so team members are motivated to perform at their best level. ▪ Addresses disciplinary and/or performance problems according to Company policy. ▪ Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency and service to customers. ▪ Resolves escalated customer calls and complex service issues.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Maintains contact with and serves as liaison to State Public Utilities Commissions regarding customer service issues or complaints for assigned regions. ▪ Assists with evaluating the Customer Service Department's effectiveness by reviewing daily, weekly and monthly reports. ▪ Assists with establishing work procedures and processes that support Company and departmental standards, procedures and strategic directives.



	<ul style="list-style-type: none"> Periodically monitors the interaction between CSR's and customers to ensure quality control. Gives direction and makes recommendations as necessary. Works to maintain high level of cooperation and proper attitude within the department. Executes special projects assigned by CSM. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Ability to perform all duties of a Customer Service Representative. Communicates clearly and effectively, both verbally and in writing. Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. Ability to delegate responsibility and authority to maximize use of employees' skills. Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. Ability to motivate others in pursuit of Company goals. Excellent organizational and interpersonal skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Detail oriented. Maintains high level of confidentiality. Friendly, customer service focus.
EDUCATION	Preferred: Associates Degree in business administration or other business related field.
EXPERIENCE	Requires a minimum of 5 years experience in customer service or related area. Must be familiar with standard concepts, practices and procedures related to customer service. 2 years of previous supervisory experience is preferred. Experience in public utility customer service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Customer Service Manager
DEPARTMENT	Customer Service
STATUS	Exempt
SUPERVISOR'S TITLE	Vice President
JOB SUMMARY	Responsible for the overall direction, coordination and evaluation of the Customer Service Department, in addition to maintaining effective customer service for all customers.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Develops and implements procedures pertinent to the effective and efficient operation of the Customer Service Department. ▪ Monitors programs and procedures to ensure customer satisfaction. Maintains in-depth working knowledge of company systems and processes. ▪ Sets performance standards to meet service goals of company; coaches Customer Service Team in order to achieve high performance. ▪ Evaluates performance of Customer Service offices within defined indicators to improve work flow, efficiency, customer issue resolution and documentation. ▪ Provides feedback to operations and senior management regarding service failures or customer concerns. ▪ Analyzes monthly customer service reports; creates reports as requested. ▪ Identifies and informs management of trends by reviewing, analyzing and summarizing special reports. ▪ Provides information to staff and corporate office in a timely and comprehensive manner. ▪ Monitors financial performance for the Customer Service cost center.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Develops and maintains positive relationships with Public Utility Commissions and the community. ▪ Remains up to date on new and revised regulations that may impact the company. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to think ahead and plan over a 3-12 month time span. ▪ Strong customer orientation. ▪ Maintains high level of confidentiality. ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.



	<ul style="list-style-type: none">■ Ability to provide vision and leadership.• Ability to objectively coach employees and managers through complex, difficult and emotional issues.■ Ability to define specific problems and offer variable solutions.■ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law.■ Ability to specify goals and effectively achieve them.■ Ability to keep accurate records and prepare and submit accurate reports.■ Ability to follow verbal and written instructions.■ Ability to provide for safe working conditions for fellow workers.• Ability to motivate others in the pursuit of Company goals.■ Excellent analytical, communication and organizational skills.
EDUCATION	Preferred: Bachelors Degree in a business related field and/or related experience in a public utility customer service department.
EXPERIENCE	Requires a minimum of 7-10 years of progressively responsible experience in customer service or related area. Must be familiar with standard concepts, practices and procedures related to customer service. 5 years of previous supervisory experience and previous experience with customer service systems development and deployment is preferred. Experience in public utility customer service work is highly desirable.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Desktop Support Analyst I
DEPARTMENT	Information Technology
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Information Technology Manager
JOB SUMMARY	Serves as the initial point of contact for troubleshooting hardware/software, PC and printer problems to effect real time problem analysis and resolutions.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Provides first level customer service problem diagnosis and phone/email support to internal employees throughout the Company. ▪ Performs problem resolution supporting 475+ end users within 15 different states. ▪ Works with team members to develop, approve, validate and maintain problem resolution database (Altiris). ▪ Uses tools such as Altiris and Bomgar for problem resolution, remote support, etc. ▪ Interprets, analyzes, diagnoses, documents and resolves first level customer service problems related to internally supported hardware and software with the objective of closing calls on a first call basis. ▪ Solves basic to intermediate questions and problems related to application software and operating systems software. ▪ Responds to general software questions, connectivity issues, and virus removal. ▪ Appropriately escalates problems as required and monitors resolution progress until the problem is resolved to the caller's satisfaction. ▪ Uses Altiris tracking system to accurately document all incoming calls, email requests and resolutions. ▪ Keeps Support Desk team and management apprised of any new support issues in a clear and timely manner. ▪ Works to consistently improve call handling and resolution processes.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with inventory tracking. ▪ Assists in recommending changes in software and hardware to improve computer capabilities. ▪ Assists in implementing practices that will more effectively utilize IT resources. ▪ Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: Specialized experience, including knowledge of PC operating systems, e.g. Windows XP, as well as networking, e.g. Active Directory, mail standards.</p> <p>Preferred: Familiarity with JD Edwards, CC&B</p>



ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment used by UI.▪ Excellent communication and interpersonal skills; ability to communicate technical information to non-technical users.▪ Demonstrated ability to troubleshoot application and systems issues.▪ Excellent client service skills in a demanding, deadline-driven environment.▪ Strong organizational skills with high attention to detail.▪ Strong analytical and problem resolution abilities with the ability to think clearly under pressure.
EDUCATION	Preferred: Associates degree in IT, IS or in a computer related field. Requires special technical knowledge of techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.
EXPERIENCE	0 – 2 years of technical or help desk support. Relies on pre-established guidelines to perform the functions of the job. Requires experience with personal computer equipment. Must have advanced PC word processing, spreadsheet, database and Windows skills. Works under immediate supervision.
PHYSICAL DEMANDS	Light to moderate physical demands, including lifting (50 lbs.); requires normal hearing and vision.
EQUIPMENT USED	Servers, printers, networking equipment, telephone systems, handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Minimal travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Desktop Support Analyst II
DEPARTMENT	Information Technology
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Information Technology Manager
JOB SUMMARY	Serves as the initial point of contact for troubleshooting hardware/software, PC and printer problems to effect real time problem analysis and resolutions.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Provides first and second level customer service problem diagnosis and phone/email support to internal employees throughout the Company. ▪ Performs problem resolution supporting 475+ end users within 15 different states. ▪ Works with team members to develop, approve, validate and maintain problem resolution database (Altiris). ▪ Uses tools such as Altiris and Bomgar for problem resolution, remote support, etc. ▪ Interprets, analyzes, diagnoses, documents and resolves first level customer service problems related to internally supported hardware and software with the objective of closing calls on a first call basis. ▪ Solves intermediate questions and problems related to application software and operating systems software. ▪ Performs password resets (BlackBerry, JDE, Email, etc.). ▪ Oversees and assists with file and folder access on various servers. ▪ Provides desktop, printer, BlackBerry and meter reading support; performs hardware repair as necessary. ▪ Upgrades and configures computers as needed. ▪ Researches support issues when resolutions are not readily attainable by checking available resources including, but not limited to: the incident/problem tracking system, internal websites, software manuals and other team members. ▪ Appropriately escalates problems as required and monitors resolution progress until the problem is resolved to the caller's satisfaction. ▪ Uses Altiris tracking system to accurately document all incoming calls, email requests and resolutions. ▪ Keeps Support Desk team and management apprised of any new support issues in a clear and timely manner. ▪ Works to consistently improve call handling and resolution processes.



ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> Assists in recommending changes in software and hardware to improve computer capabilities. Assists in implementing practices that will more effectively utilize IT resources. Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: Specialized experience, including knowledge of PC operating systems, e.g. Windows XP, as well as networking, e.g. Active Directory, mail standards.</p> <p>Preferred: Familiarity with JD Edwards, CC&B</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Ability to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment used by UI. Excellent communication and interpersonal skills; ability to communicate technical information to non-technical users. Demonstrated ability to troubleshoot application and systems issues. Excellent client service skills in a demanding, deadline-driven environment. Strong organizational skills with high attention to detail. Strong analytical and problem resolution abilities with the ability to think clearly under pressure.
EDUCATION	<p>Preferred: Associates degree in IT, IS or in a computer related field. Requires special technical knowledge of techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.</p>
CERTIFICATIONS/LICENSES	<p>Preferred: A+ and/or Microsoft Certified Information Technology Professional, or in the process of obtaining.</p>
EXPERIENCE	<p>2 – 3 years of technical or help desk support. Relies on pre-established guidelines to perform the functions of the job. Requires experience with personal computer equipment. Must have advanced PC word processing, spreadsheet, database and Windows skills. Works under general supervision.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical demands, including lifting (50 lbs.); requires normal hearing and vision.</p>
EQUIPMENT USED	<p>Servers, printers, networking equipment, telephone systems, handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
TRAVEL REQUIRED	<p>Minimal travel may be required.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Director of Tax & Accounting Operations
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Controller
JOB SUMMARY	Responsible for the overall general management of the Company's tax and accounting operations. Assist in developing both long and short-term programs and communicates these with senior management and accounting staff.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Responsible for the management of Fixed Asset and Tax Accounting team, as well as Accounts Payable, including directing, planning, managing, staffing and organizing responsibilities. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Oversees the organization and delegation of team tasks. ▪ Supervises the monthly and year-end close process, including completion of journal entries, account reconciliation and variance analysis. ▪ Prepares and/or oversees the timely and accurate preparation of monthly, quarterly, annual and periodic accounting and financial information including, but not limited to, variance reports, budgets, financial statements and forecasts; audits the work of subordinate employees. ▪ Responsible for treasury and tax compliance; directs and coordinates all treasury management activity. ▪ Manages the preparation of all state annual reports. ▪ Monitors and analyzes monthly operating results against budget. ▪ Reviews all pertinent accounting literature to ensure Company accounting policies and procedures are completed in accordance with those guidelines. ▪ Primary point of contact for independent auditors. ▪ Evaluates and, as necessary, recommends changes to accounting and accounting-related policies, procedures, practices and methods and implements and/or oversees implementation of same upon executive approval. ▪ Establishes and implements short and long-term departmental goals, objectives, policies and operating procedures. ▪ Designs, establishes and maintains an organizational structure and staffing to effectively accomplish the department's goals and objectives.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with structuring the accounting practices and processes. ▪ Assists with creating and documenting the Company's internal controls and ensuring compliance with these controls. ▪ Participates in the implementation of process improvements for accounting related areas and in the design, implementation and testing of internal controls. ▪ Completes various accounting projects, including implementation of new accounting rules, mergers and acquisitions, significant accounting issues and other projects as they arise. ▪ Delegates and assists with the training of new fixed asset and tax accounting staff. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: MS Word, Excel, Outlook and Internet Explorer Preferred: JD Edwards, CC&B, Legacy billing system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Ability to motivate others in pursuit of Company goals and to produce quality work within strict timeframes while simultaneously managing several projects. ▪ Communicates clearly in both written and verbal communications. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Duties require broad conceptual judgment, initiative and ability to deal with complex accounting issues. ▪ Ability to coach others on key accounting concepts and mathematical processes and serve as a reference for the Corporate, Fixed Asset and Tax Accounting teams. ▪ Ability to supervise consistent processing of Fixed Asset and Tax Accounting duties. ▪ Ability to provide guidance in addressing complex issues within Corporate, Fixed Asset and Tax Accounting. ▪ Ability to work well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting. Preferred: MBA
CERTIFICATIONS/LICENSES	Required: CPA
EXPERIENCE	Required: A minimum of 8-10 years of tax and accounting operations experience with increasing levels of responsibility. Must possess an in-depth understanding of GAAP. Proven ability to articulate company's policies, accounting and billing systems and accounting adjustments. Preferred: Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Director of Governmental Affairs
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Operating Officer
JOB SUMMARY	Represents Utilities, Inc. in state and county regulatory proceedings, impacting overall company revenues within specific regions. Works with senior management to ensure that the organization is aware of pending and potential regulatory changes that could impact subsidiaries of Utilities, Inc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Meet with Regulators and Staff to discuss complex regulatory issues and explain the Company's position. ▪ Provides leadership and guidance to newer regulatory staff not familiar with the rate case process. ▪ ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office products and Internet Explorer Preferred: JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to draft filings and interventions and distribute regular summaries of meetings and regulatory items of interest. ▪ Ability to persuade Staff or Commission by breaking down complex accounting, financial or regulatory issues. ▪ Ability to manage simultaneous projects. ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Exceptional interpersonal skills with ability to build professional relationships with attorneys, Commissioners, staff, auditors, analysts, etc. Will be working closely with other departments and outside resources on a daily basis. ▪ Exhibits confidence, quality and consistency in work product. ▪ Communicates clearly and effectively. ▪ Ability to read and comprehend regulatory financial statements. ▪ Knowledge of internal accounting processes. ▪ Excellent analytical and organizational skills. ▪ Detail oriented.
EDUCATION	Required: Bachelor's Degree Preferred: MBA



EXPERIENCE	Required: 10 – 12 years of regulatory experience. Must possess an in-depth understanding of NARUC accounting procedures. Proven ability to articulate company's policies, accounting and billing systems, accounting and regulatory adjustments, processes and specific regulatory proceedings to regulatory staff, attorneys, Commissioners, staff, auditors, analysts, etc. Familiarity of utility accounting standards, as well as generally accepted accounting principles. Requires an in-depth understanding of regulatory accounting.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Executive Assistant
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President or President
JOB SUMMARY	Under direct supervision of the RVP or President, provides administrative and secretarial support to the RVP or Executive Team.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Manages the RVP's or Executive Team's calendar; coordinates daily, weekly and monthly schedules; schedules daily meetings and appointments. ▪ Arranges detailed travel plans and itineraries for the RVP or ET and compiles documents for travel-related meetings. ▪ Organizes meetings, conferences and/or events by arranging facilities and caterers and issuing information or invitations; prepares agendas, notices, minutes and resolutions for meetings. ▪ Performs complex and confidential administrative functions, including written correspondence, reports and other documents. Responds to routine external correspondence. Types memos, purchase requisitions, payment requests and other department forms and documents. ▪ Reviews and summarizes miscellaneous reports, presentation materials and other documents; prepares background documents as necessary. ▪ Completes inquiry forms; analyzes resolves and distributes forms for resolution. ▪ Provides follow up on information requests, projects and pending matters with limited direction. ▪ Maintains regional headcount and organizational chart. ▪ Maintains regional filing system for records, reports and other documents. ▪ Acts as liaison between executive staff and others, including PUC, county and other government officials, as well as community and political leaders.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Acts as receptionist to the Executives or RVP's office; screens calls for executive staff; relays messages or directs callers to appropriate personnel; responds to emergency calls. ▪ Prepares the RVP's or ET's expense reports as needed. ▪ Attends internal and external meetings and takes minutes as requested; transcribes and disseminates minutes to executive staff; prepares agenda for staff meetings. ▪ Assists with updating Board of Directors/Shareholders annual consent forms (corporate level only). ▪ Organizes and expedites flow of work through the office; coordinates special projects with regional staff (regional level only). ▪ Assists office staff with JDE and other computer issues (regional level only). ▪ Maintains regional headcount and organizational chart (regional level only).



	<ul style="list-style-type: none"> ▪ Prepares various documents and forms upon request. ▪ Researches and analyzes projects as assigned. ▪ Makes photocopies, faxes documents and performs other clerical functions. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office; ability to learn internal software programs Preferred: Visio, JD Edwards, CC&B
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Must have high level of interpersonal skills to handle sensitive and confidential information and situations. Position continually requires demonstrated poise, tact and diplomacy. ▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. ▪ Highly organized and ability to multitask in a fast-paced environment. ▪ Ability to communicate and work professionally with senior level management and external contacts while under pressure. ▪ Excellent written and verbal communication skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines. ▪ Strong decision-making ability. ▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. ▪ Ability to develop a working knowledge of regulations, policies and procedures involved in the administration of the utility systems.
EDUCATION	Required: HS Diploma or GED Preferred: Associates Degree in business related field
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Executive Assistant certification, or similar certification
EXPERIENCE	A minimum of 3 – 5 years previous experience as an Executive Assistant, or similar position, providing support at the executive level. Requires knowledge of regulatory and corporate policies and practices.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required (regional level only).
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Executive Director of Regulatory Accounting
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Operating Officer
JOB SUMMARY	Represents Utilities, Inc. in state and county regulatory proceedings, impacting overall company revenues within specific regions. Works with senior management to ensure that the organization is aware of pending and potential regulatory changes that could impact subsidiaries of Utilities, Inc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ■ Oversees all matters related to the economic regulation of all UI subsidiaries. ■ Plans, prepares, files and resolves rate applications, transfer proceedings, territory extensions, tariff and rule changes, Commission audits and other regulatory activities. ■ Develops and/or cultivate relationships with Regulators and Staff. ■ Testifies on complex regulatory, accounting, finance, and operational issues. ■ Meets with Regulators and Staff to discuss complex regulatory issues and explain the Company's position. ■ Explains complex regulatory issues to the Executive Team. ■ Forecasts revenues and expenses from regulatory proceedings.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ■ Meet with Regulators and Staff to discuss complex regulatory issues and explain the Company's position. ■ Assist with forecasting revenues and expenses based on rate case activity. ■ Provides leadership and guidance to newer regulatory staff not familiar with the rate case process. ■ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word, Excel, Outlook and Internet Explorer Preferred: JD Edwards, CC&B, Legacy billing system
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ■ Ability to draft filings and interventions and distribute regular summaries of meetings and regulatory items of interest. ■ Ability to manage a rate case from creation to conclusion, including the appeal process. ■ Ability to persuade Staff or Commission by breaking down complex accounting, financial or regulatory issues. ■ Ability to manage simultaneous projects. ■ Proven ability to motivate others in pursuit of Company goals. ■ Exceptional interpersonal skills with ability to build professional relationships with attorneys, Commissioners, staff, auditors, analysts, etc. Will be working closely with other



	<p>departments and outside resources on a daily basis.</p> <ul style="list-style-type: none"> ▪ Exhibits confidence, quality and consistency in work product. ▪ Communicates clearly and effectively. ▪ Ability to read and comprehend regulatory financial statements. ▪ Knowledge of internal accounting processes. ▪ Excellent analytical and organizational skills. ▪ Detail oriented.
EDUCATION	Required: Bachelors Degree in Accounting Preferred: MBA
CERTIFICATIONS/LICENSES	Preferred: CPA
EXPERIENCE	Required: 10 – 12 years of regulatory accounting experience. Must possess an in-depth understanding of NARUC accounting procedures. Proven ability to articulate company's policies, accounting and billing systems, accounting and regulatory adjustments, processes and specific regulatory proceedings to regulatory staff, attorneys, Commissioners, staff, auditors, analysts, etc. Familiarity of utility accounting standards, as well as generally accepted accounting principles. Requires an in-depth understanding of regulatory accounting.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, scanner, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Field Technician I
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for the accurate and timely reading and recording of water meters to facilitate customer billing; to identify water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Walks 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Documents customer interaction and field activities in CC&B. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Maintains accurate and up-to-date records. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs minor meter maintenance and repair duties. ▪ Assists with repairs of water/wastewater treatment plant equipment. ▪ Assists with ordering parts and job costing. ▪ May assist with on-site customer communication. ▪ May assist with customer inquiries, requests and minor issues regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ May prepare a variety of operational reports related to water meter reading activities. ▪ Assists with the installation and disconnect of water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word; ability to learn internal software programs Preferred: MS Excel, Outlook



ADDITIONAL SKILLS	<ul style="list-style-type: none">■ Ability to work independently in the absence of supervision.■ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies.■ Ability to learn to read a variety of water meters.■ Ability to learn and understand tariffs as they apply to assigned duties.■ Ability to learn the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters.■ Ability to read maps, electrical schematics, blueprints, etc.■ Ability to follow verbal and written instructions.■ Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. *May be in the process of obtaining Distribution and/or Collections Systems certification or first-level plant operating license.
EXPERIENCE	Some water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Field Technician II
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater system; identifying water meter equipment problems; and to perform minor water meter and/or system maintenance.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains. ▪ Maintains and tests water meters; performs new meter installation. ▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. ▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. ▪ Inspects area for cross connection violations and other unsafe conditions. ▪ Maintains accurate and up-to-date records. ▪ Documents customer interaction and Field Activities in CC&B. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ Provides on-site customer communication. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist with repairs of water/wastewater treatment plant equipment. ▪ May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Assists with ordering parts and job costing. ▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. ▪ Assists with the installation and/or disconnection of water and/or sewer services. ▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment.



	<ul style="list-style-type: none"> May assist in maintaining plant compliance with Federal, state and local regulatory requirements. Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Ability to work independently in the absence of supervision. Demonstrates initiative and desire to learn new tasks. Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. Ability to read a variety of water meters. Ability to apply the methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters. Ability to understand tariffs as they apply to assigned duties. Ability to read maps, electrical schematics, blueprints, etc. Ability to follow verbal and written instructions. Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Distribution and/or Collections certification as required by statute or regulation. *May be in the process of obtaining first-level operating license.
EXPERIENCE	A minimum of one year water meter reading experience preferred, in addition to previous mechanical or maintenance experience. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions. General knowledge of water meters, care and operation of a variety of tools and equipment, and safe work practices is helpful.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Field Technician III
DEPARTMENT	Operations
STATUS	Non-exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Responsible for maintaining and cleaning water/wastewater systems; identifying water meter equipment problems; and performing water meter and/or system maintenance activities.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs manual labor such as installing, repairing, maintaining water/sewer lines and force mains. ▪ Maintains and tests water meters; performs new meter installation. ▪ Conducts a variety of tasks related to water and sewer infrastructure maintenance and rehabilitation. ▪ Installs, repairs and replaces underground water and wastewater mains and service laterals, using basic plumbing tools, tapping machine, pipe cutters, reamer, pipe wrenches and assorted pneumatic and hydraulic tools. ▪ Inspects area for cross connection violations and other unsafe conditions. ▪ Maintains accurate and up-to-date records. ▪ Documents customer interaction and Field Activities in CC&B. ▪ Acts as liaison between the customers and customer service personnel for problem/complaint resolution. ▪ Responds to customer inquiries regarding meter reading schedule, billing, how meters are read and other customer service related matters. ▪ Provides on-site customer communication. ▪ Assists with maintaining mechanical, electrical and piping systems for area water/wastewater facilities, collections and distribution systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist AM with overseeing the daily tasks of other field technicians. ▪ May assist with repairs of water/wastewater treatment plant equipment. ▪ May walk 5 – 10 miles per day over established route, reading between 200 and 1200 meters per day and records volume used by residential and commercial customers. ▪ Determines consistency of meter readings; reports unusual cases of water usage to supervisor. ▪ Inspects meters and connections for defects, damage and unauthorized connections; ensures meters are registering properly. ▪ Indicates irregularities on forms for necessary action by servicing department. ▪ Turns off service for nonpayment of charges in vacant premises, or on for new occupants. ▪ Assists with ordering parts and job costing. ▪ Prepares a variety of operational reports related to water meter reading activities as well as collection and distribution systems. ▪ Assists with the installation and disconnection of water meters and sewer services. ▪ May perform routine tasks related to the operation of water/wastewater treatment facilities while learning the treatment process and plant equipment. ▪ May assist in maintaining plant compliance with Federal, state and local regulatory requirements. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently in the absence of supervision. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to motivate others in pursuit of Company goals. ▪ Demonstrates initiative to take on new tasks. ▪ Possesses strong electrical and mechanical maintenance skills in the area of water and wastewater maintenance and repair, including working knowledge of collection and distribution systems, pumps, motors, controls and piping. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, vendors and regulatory agencies. ▪ Ability to read a variety of water meters. ▪ Ability to apply the methods, techniques, tools, equipment and materials used in the repair, installation and testing of water and flow meters. ▪ Ability to understand tariffs as they apply to assigned duties. ▪ Ability to read maps, electrical schematics, blueprints, etc. ▪ Ability to follow verbal and written instructions. ▪ Ability to read and transfer digits accurately.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	<p>Required: Must maintain a valid driver's license.</p> <p>Preferred: Distribution and/or Collections certification as required by State regulatory laws, or the ability to attain certification within 12 months of hire.</p> <p>*May be in the process of obtaining dual certifications or first-level operating license.</p>
EXPERIENCE	A minimum of three years water meter reading experience preferred, in addition to previous mechanical or maintenance experience; in-depth, working knowledge of water meters, care and operation of a variety of tools and equipment used in maintaining water/wastewater systems, and safe work practices. Knowledge of cross connection regulations and ability to report violations and other unsafe conditions.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair. You will be expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; you may encounter various potential hazards in the field.
EQUIPMENT USED	Operates a variety of tools and equipment, including hand-held computers and hand tools; laptop, blackberry.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call duty, emergency response and paid overtime on a rotating basis may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Financial Analyst
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Financial Planning & Analysis Manager
JOB SUMMARY	Performs financial and business related analyses and research in such areas as financial and expense performance, rate of return, depreciation, working capital and investments. Prepares forecasts and analyzes trends in revenue, finance, general business conditions and other related issues.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ■ Analyzes actual v. budget/forecast variances and year-over-year variances to provide explanations to management and to assist with financial decision making. ■ Uses internal databases and other tools to support qualitative and quantitative analyses and metrics for business regions. ■ Works with all functional areas to receive and effectively communicate financial results to support operations. ■ Compiles and prepares monthly, quarterly and annual financial reports and analyses for internal use. ■ Assists in preparing supporting documentation during annual external audit. ■ Assists in analyzing trends and developments in competitive environments. ■ Supports Company accounting principles, practices and procedures.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ■ Assists Manager of Finance in creating annual budget and quarterly forecasting process. ■ Participates in special projects as assigned. ■ Assists in the development of business policies. ■ Conducts special financial and business related studies and cooperates with other departments in the preparation of analyses. ■ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Excel, Word, Excel, Outlook and Explorer Preferred: JD Edwards, Legacy billing system, CC&B, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ■ Ability to maintain confidential information. ■ Ability to analyze financial data and prepare financial reports, statements and projections. ■ Communicates clearly in both written and verbal communications. ■ Excellent problem solving skills. ■ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ■ Duties require broad conceptual judgment, initiative and ability to deal with complex accounting issues.



	<ul style="list-style-type: none">▪ Ability to coach others on key accounting concepts and mathematical processes and serve as a reference for the Corporate Accounting team.▪ Ability to work well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting or Finance
CERTIFICATIONS/LICENSES	Preferred: CFA
EXPERIENCE	Required: A minimum of 3 years of accounting experience with increasing levels of responsibility. Must possess an in-depth understanding of GAAP. Preferred: Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Financial Planning & Analysis Manager
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Financial Officer
JOB SUMMARY	Responsible for the daily management of all Finance operations, as well as reporting monthly and quarterly consolidated results to management. Performs financial and business related analyses and research in such areas as financial and expense performance. Prepares forecasts and analyzes trends in revenue, finance, general business conditions and other related issues.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Reports financial results to CFO on a monthly and quarterly basis. ▪ Develops, consolidates and maintains annual budget, forecasts and financial strategic plans for multiple years for all functional areas. ▪ Works with all functional areas to receive and effectively communicate financial results to support operations. ▪ Analyzes actual vs. budget/forecast variances and year-over-year variances to provide explanations to management and to support decision making. ▪ Prepares and reviews monthly, quarterly and annual reports and analyses for internal use including KPI reporting. ▪ Utilizes UI Model to forecast results and evaluate Company operations, additional metrics are used to measure financial results. ▪ Prepares business analysis regarding individual company divestment activity, company evaluation, net gain scenarios and overall company enhancement through divestment scenarios. ▪ Directs the day-to-day responsibilities of the Finance department including the Financial Analysts. ▪ Develops models, databases and other tools to support qualitative and quantitative analysis and metrics, including trend and competitive analysis. ▪ Provides training and developmental opportunities to staff members. ▪ Supports Company accounting principles, practices, and procedures and assist in strengthening internal controls.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Participates in the implementation of process improvements for accounting and finance related areas and in the design, implementation and testing of internal controls. ▪ Assist with month-end close activities as needed. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: MS Excel, Word, Outlook and Explorer Preferred: JD Edwards, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Ability to motivate others in pursuit of Company goals and to produce quality work within strict timeframes while simultaneously managing several projects. ▪ Communicates clearly in both written and verbal communications. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Duties require broad conceptual judgment, initiative and ability to deal with complex finance and accounting issues. ▪ Ability to coach others on key accounting concepts and mathematical processes and serve as a reference for the Corporate Accounting and Finance teams. ▪ Ability to provide guidance in addressing complex issues within Corporate Finance. ▪ Ability to work well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting or Finance Preferred: MBA
CERTIFICATIONS/LICENSES	Preferred: CFA or CPA
EXPERIENCE	Required: A minimum of 7 years of accounting experience with increasing levels of responsibility and supervisory roles. Must possess an in-depth understanding of GAAP. Preferred: Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Fixed Asset Accountant
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Director of Tax & Accounting Operations
JOB SUMMARY	Responsible for the maintenance and reconciliation of fixed assets, such as asset additions, transfers, retirements, monthly asset depreciation, reconciliations, preparing property tax information and assisting with audits.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ■ Maintains fixed asset daily transactions, such as additions, retirements, transfers and adjustments for capital assets. ■ Performs fixed asset related adjustments to the GL. ■ Reconciles fixed asset ledger to the GL. ■ Participates in month-end and year-end system close. ■ Prepares required month-end reconciliation report and depreciation variance analysis report as they relate to capital assets. ■ Maintains accurate fixed asset records on a regular basis. ■ Processes and posts fixed asset splits, disposals and transfers. ■ Sets up fixed asset acquisitions and purchases with appropriate depreciation coding, i.e. method, life, accounts, etc.). ■ Posts assets' cost to the fixed asset record. ■ Creates fixed asset extension records for asset management and maintenance orders. ■ Assists Regulatory Department in fixed asset documentation support for rate cases.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Tracks the physical location of fixed assets. ■ Assists with internal and external audits by preparing and explaining required schedules and selections. • Assists with acquisitions and divestitures as they relate to fixed asset accounting. ■ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Excel, Word Preferred: JD Edwards, Outlook, Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ■ Ability to manage and perform a variety of routine, complex assignments with considerable independent judgment. ■ Ability to maintain confidential information. ■ Ability to analyze financial data and prepare financial reports. ■ Communicates clearly in both written and verbal communications. ■ Strong attention to detail with emphasis on sustained accuracy and completeness. ■ Excellent problem solving skills. ■ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ■ Ability to work well in a team environment.



EDUCATION	Required: Bachelor's Degree in Accounting
CERTIFICATIONS/LICENSES	Preferred: CPA
EXPERIENCE	Required: 2 - 4 years general accounting Preferred: 1 - 2 years fixed asset accounting
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Fixed Asset Accounting Manager
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Director of Tax & Accounting Operations
JOB SUMMARY	Responsible for the management of fixed asset employees and for the general duties of the Fixed Asset department, such as maintenance and reconciliation of fixed assets and depreciation.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Responsible for the management of Fixed Asset Accounting team, including directing, planning, managing, staffing and organizing responsibilities. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Oversees the organization and delegation of team tasks ▪ Maintains fixed asset daily transactions, such as additions, retirements, transfers and adjustments for capital assets. ▪ Performs fixed asset related adjustments to the GL. ▪ Reconciles fixed asset ledger to the GL. ▪ Participates in month-end and year-end system close. ▪ Prepares required month-end reconciliation report and depreciation variance analysis report as they relate to capital assets. ▪ Maintains accurate fixed asset records on a regular basis. ▪ Processes and posts fixed asset splits, disposals and transfers. ▪ Sets up fixed asset acquisitions and purchases with appropriate depreciation coding, i.e. method, life, accounts, etc.). ▪ Posts costs of assets to the fixed asset record. ▪ Creates fixed asset extension records for asset management and maintenance orders. ▪ Assists Regulatory Department in fixed asset documentation support for rate cases.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Delegates and assists with the training of new fixed asset accounting staff. ▪ Tracks the physical location of fixed assets. ▪ Assists with internal and external audits by preparing and explaining required schedules and selections. ▪ Assists with acquisitions and divestitures as they relate to fixed asset accounting. ▪ Assists with structuring the accounting practices and processes. ▪ Assists with creating and documenting the Company's internal controls and ensuring compliance with these controls. ▪ Participates in the implementation of process improvements for accounting related areas and in the design, implementation and testing of internal controls. ▪ Completes various accounting projects, including implementation of new accounting rules, mergers and acquisitions, significant accounting issues and other projects as they arise. ▪ Performs other related duties as assigned.



COMPUTER SKILLS	Required: MS Word, Excel, Outlook and Internet Explorer Preferred: JD Edwards, CC&B, Legacy billing system
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to maintain confidential information.▪ Ability to analyze financial data and prepare financial reports, statements and projections.▪ Ability to motivate others in pursuit of Company goals and to produce quality work within strict timeframes while simultaneously managing several projects.▪ Communicates clearly in both written and verbal communications.▪ Excellent problem solving skills.▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail.▪ Duties require broad conceptual judgment, initiative and ability to deal with complex accounting issues.▪ Ability to coach others on key accounting concepts and mathematical processes and serve as a reference for the Fixed Asset Accounting team.▪ Ability to supervise consistent processing of Fixed Asset Accounting duties.▪ Ability to provide guidance in addressing complex issues within Corporate Accounting.▪ Ability to work well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting. Preferred: MBA
CERTIFICATIONS/LICENSES	Preferred: CPA
EXPERIENCE	Required: A minimum of 5 years of accounting experience with increasing levels of responsibility. Must possess an in-depth understanding of GAAP. Proven ability to articulate Company's policies, accounting and billing systems and accounting adjustments. Preferred: Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Human Resources Generalist
DEPARTMENT	Human Resources
STATUS	Exempt
SUPERVISOR'S TITLE	Human Resources Manager
JOB SUMMARY	Serves as an HR strategic business partner to the organization by providing consultation, direction and support on HR matters. Performs HR related duties at the professional level.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Administers various human resources procedures for all company personnel. ▪ Oversees the maintenance of employee records. ▪ Assists in the development and implementation of personnel policies and procedures; contributes to the maintenance of handbook on policies and procedures. ▪ Identifies/implements best practices and lessons learned into program plans. ▪ Partners with employees and management to communicate various HR policies, procedures, laws, standards and government regulations. ▪ Coaches, counsels and guides managers before the execution of employee disciplinary action. ▪ Trains employees and management on HR issues and practices. ▪ Annually updates compensation program; rewrites job descriptions as necessary; conducts annual salary survey research; analyzes compensation and makes recommendations based on findings. ▪ Recruits, screens and interviews job applicants to fill all corporate job openings; reviews applications and interviews applicants to match expertise with specific job related requirements. ▪ Oversees full cycle recruitment process by guiding hiring managers and candidates. ▪ Reviews exit surveys, analyzes data and makes recommendations for corrective action and continuous improvement. ▪ Recommends new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed. ▪ Participates in developing department goals, objectives and systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Maintains HRIS records and compiles reports from database. ▪ Maintains company-wide organizational chart. ▪ Maintains compliance with federal and state regulations concerning employment. ▪ Monitors, tracks, communicates and creates vacation reports for UI management and employees. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook, Internet Explorer Preferred: PowerPoint, ADP HRB, ADP PayExpert



ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to objectively coach employees and management through complex, difficult and emotional issues.▪ Ability to make recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law.▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.▪ Able to multitask and prioritize in a fast-paced environment.▪ Maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
EDUCATION	Required: Bachelor's Degree and/or a combination of education and experience.
CERTIFICATIONS/LICENSES	Required: HIPAA certification within 30 days of hire. Preferred: PHR
EXPERIENCE	Required: 3-4 years experience in human resources, recruiting and benefits administration. Background in employment law and other government compliance regulations is preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Human Resources Manager
DEPARTMENT	Human Resources
STATUS	Exempt
SUPERVISOR'S TITLE	President
JOB SUMMARY	Responsible for managing all of the people functions of the organization in accordance with company policies and practices, the ethical and social consciences of business and society laws, regulations and administrative rulings of governmental organizations and other regulatory and advisory authorities and organizations. Also responsible for the strategic human resources planning to provide the company with the best people talent available and to position the company as the employer of choice by being aware of policies, practices and trends within the water utility industry and all industries in general.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Provides direction and directives to the department's staff in the performance of their duties, establishing work priorities and in achieving management initiatives. Participates in developing department goals, objectives and systems. ▪ Develops, recommends and implements personnel policies and procedures; oversees the maintenance of employee handbook on policies and procedures. ▪ Identifies/implements best practices and lessons learned into program plans. ▪ Measures performance of Human Resources and links them to company key performance indicators. ▪ Communicates changes in company policies and procedures and assures proper compliance is followed. ▪ Responsible for company compliance with Federal and State legislation pertaining to all personnel matters. ▪ Consults with legal counsel as appropriate on personnel matters. ▪ Works directly with managers to assist them in carrying out their responsibilities on personnel matters. ▪ Coordinates management training in interviewing, hiring, terminations, promotions, performance review, safety and sexual harassment. ▪ Administers performance review process to ensure effectiveness, compliance and equity within organization. ▪ Conducts employee satisfaction surveys and wage surveys. ▪ Represents management in investigating, answering and settling grievances, by arranging and scheduling grievance hearings between employee, supervisor and management team. ▪ Annually updates compensation program; conducts annual salary survey research; analyzes compensation and makes recommendations based on findings. ▪ Recommends new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed. ▪ Oversees the recruiting and selection process to fill open positions.



	<ul style="list-style-type: none"> ▪ Prepares and maintains budget for the Human Resources Department. ▪ Participates on committees and special projects as requested.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Oversees employee recognition and anniversary award program. ▪ Maintains knowledge of industry trends and employment legislation and insures company-wide compliance. ▪ Maintains compliance with federal and state regulations concerning employment. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook, Internet Explorer Preferred: PowerPoint, ADP HRB, ADP PayExpert
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to provide vision and leadership. ▪ Ability to delegate responsibility and authority to maximize use of employees' skills. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to objectively coach employees and management through complex, difficult and emotional issues. ▪ Ability to make recommendations to effectively resolve problems or issues by using judgment that is in consistent with standards, practices, policies, procedures, regulation or government law. ▪ Superior verbal and written communication skills. ▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. ▪ Maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things. ▪ Ability to multitask and prioritize in a fast-paced environment. ▪ Ability to motivate others in the pursuit of Company goals. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency.
EDUCATION	Required: Bachelor's Degree and/or a combination of education and experience. Preferred: Master's Degree in HR Management or related field.
CERTIFICATIONS/LICENSES	Required: HIPAA certification within 30 days of hire. Preferred: SPHR.
EXPERIENCE	Required: 7+ years experience in human resources, recruiting and benefits administration. Background in employment law and other government compliance regulations is required.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL	Occasional travel will be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Information Technology Manager
DEPARTMENT	Information Technology
STATUS	Exempt
SUPERVISOR'S TITLE	Vice President
JOB SUMMARY	Responsible for analyzing and directing all IT related activities of the organization. Accountable for ensuring continuity of computer services for users throughout the organization through planning, technical leadership and project coordination.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Leads the IT department's operational and strategic planning, including fostering innovation, planning projects and organizing and negotiating the allocation of resources. ▪ Manages the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including telecommunications, servers, PC's, operating systems, hardware, software, peripheral devices and ▪ Manages financial aspects of the IT department, including purchasing, budgeting and budget review. ▪ Prepares long and short-range plans for application selection, systems development and acquisition of the resources needed to support them. Assures responsiveness of long-range plans to corporate objectives. ▪ Evaluates hardware, software and staffing needs; recommends system upgrades based on prudent ROI and support needs. ▪ Analyzes potential system problems and takes corrective action as needed. Maintains records of all problems and resolutions. ▪ Develops and implements all IT policies and procedures, including those for security, disaster recover, standards, purchasing and service provision. • Negotiates and administers vendor and consultant contracts and service agreements. ▪ Establishes and maintains regular communication with the executives, senior management and end users regarding pertinent IT activities. • Develops governance plan that aligns IT initiatives with the larger business priorities. ▪ Ensures that all initiatives have clear business goals and success metrics.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Manages IT staffing, including recruitment, supervision, development, evaluation and disciplinary actions. ▪ Determines the goals of IT within broad outlines provided by the Executive Team and contributes to the continuity of computer services by providing necessary technical leadership and project coordination.



	<ul style="list-style-type: none"> Actively participate in industry best practice forums, conferences and organizations. Remains current with the latest technologies and application software updates.
COMPUTER SKILLS	<p>Required: Specialized experience, including knowledge of PC operating systems, e.g. Windows XP, as well as networking, e.g. Active Directory, mail standards.</p> <p>Preferred: Familiarity with JD Edwards, CC&B</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Excellent communication and interpersonal skills; ability to communicate technical information to non-technical users. Excellent client service skills in a demanding, deadline-driven environment. Strong organizational skills with high attention to detail. Strong analytical and problem resolution abilities with the ability to think clearly under pressure. Ability to understand and apply UI's goals and objectives.
EDUCATION	<p>Required: Bachelor's degree in Computer Science, IT, IS or equivalent field of study. Requires special technical knowledge of techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.</p>
CERTIFICATIONS/LICENSES	<p>Preferred: Microsoft Certified Information Technology Professional</p>
EXPERIENCE	<p>Requires a minimum of 7 years experience with increasing levels of responsibility. Position requires broad-based functional experience as well as hands-on technical skills and a proven track record in acquisition and maintenance of systems software and hardware; proven experience in IT infrastructure planning and development; in-depth knowledge of applicable data privacy practices and laws.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical demands, including lifting (50 lbs.); requires normal hearing and vision.</p>
EQUIPMENT USED	<p>Servers, printers, networking equipment, telephone systems, handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
TRAVEL REQUIRED	<p>Occasional travel may be required.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Lead Customer Service Representative
DEPARTMENT	Customer Service
STATUS	Non-exempt
SUPERVISOR'S TITLE	Customer Care Manager
JOB SUMMARY	Responsible for assisting the Customer Care Manager with daily responsibilities, including leading a team of CSR's, OTJ training, new-hire training and performance feedback. Responds to inquiries received through phone, electronic and/or written correspondence with customers by following standard scripts and procedures. Uses a computer system to track questions and answers as well as enter orders. Responds to inquiries requiring written response with the use of standard form letters. Works under limited supervision.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Answers all incoming calls from customers and resolves billing and service issues. ▪ Responds to customers via telephone or written correspondence in a quick and accurate manner, in regards to routine customer requests, inquiries and complaints. ▪ Acts as primary point of contact for department in the absence of Customer Care Manager. ▪ Approves CSR adjustments on a daily basis, prior to posting. ▪ Oversees the maintenance of files for customer correspondence, legal notices, reports and other records. ▪ Tracks all reporting and filing for the department. ▪ Acts as liaison between customers and service operators to resolve service issues to ensure customer satisfaction. ▪ Coordinates with the Billing Department, Customer Care Manager and field operations to ensure all customers are issued a timely, accurate bill. ▪ Communicates with employees and management so that customer service calls are answered in a timely, efficient and knowledgeable manner. ▪ Evaluates the Customer Service Department's effectiveness by identifying and informing management of call trends, billing issues and field issues that affect and drive the department's daily operations. ▪ Creates and maintains a high quality work environment so team members are motivated to perform at their best level. ▪ Responsible for suggesting methods to improve area operations, efficiency and service to customers.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists CCM in resolving escalated customer calls and complex issues. ▪ Opens and closes customer accounts. ▪ Generates field activities to document and take ownership of customer complaints in order to obtain a resolution to issues. ▪ Monitors system-generated shut off field activities for non-payment; makes payment arrangements in accordance with state regulations and company policy. ▪ Processes customer payments and maintains the requisite financial



	<p>tracking systems.</p> <ul style="list-style-type: none"> ▪ Initiates and terminates service as required. ▪ Reviews various billing reports to resolve issues prior to billing. ▪ Reviews accounts receivable reports and takes appropriate action to collect debt owed to the company. ▪ Files liens where appropriate. ▪ Applies tariffs for all states, as required. ▪ Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: MS Office products and Internet Explorer Preferred: JD Edwards, CC&B, ShoreTel Call system</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently and under limited supervision. ▪ Ability to successfully research and resolve customer issues with minimal assistance. ▪ Demonstrates initiative to take on new tasks. ▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency. ▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to multitask in a fast-paced environment. ▪ Excellent organizational and interpersonal skills. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Detail oriented. ▪ Ability to work within a team environment, as well as independently. ▪ Maintains high level of confidentiality.
EDUCATION	<p>Required: HS Diploma or GED Preferred: Associates Degree in accounting, business administration or other business related field</p>
EXPERIENCE	<p>Requires a minimum of 3 – 5 years experience in customer service or related area. Must be familiar with standard concepts, practices and procedures related to customer service. Relies on experience and judgment to plan and accomplish goals.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical activity, requires normal hearing and vision.</p>
EQUIPMENT USED	<p>PC and/or laptop, copy/scan/fax machine, telephone and other general office equipment.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Lead Water/Wastewater Treatment Operator
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under limited supervision, performs routine tasks related to the operation of a water/wastewater treatment facility. Responsible for maintaining plant compliance with EPA standards and state water Commission. Assists with training of other personnel and leading work crews. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and works cooperatively to provide quality seamless utility service. Works with AM and RM to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Oversees the operation and maintenance of water/wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. • Oversees the organization and delegation of team tasks. ▪ Develops and maintains operational records and prepares reports in compliance with regulatory standards. • Oversees sampling and testing systems, and the functionality of pumps, conveyors, blowers and other equipment. ▪ Installs and repairs pumps, motors, valves and piping; diagnoses, repairs and clarifies aeration equipment, ion exchange bins, filtration equipment and other major apparatuses. • Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when non-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: identifying damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Cleans and maintains treatment plant, pumping stations and wells. Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. • Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Implements emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol and notifies local emergency responders. ▪ Adds chemicals to water by predetermined formula. Maintains minimum inventory levels of these materials. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. • Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state.



	<ul style="list-style-type: none"> ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Coordinates construction and excavation involved in system repairs; estimates required labor and materials; identifies equipment needed for all projects; orders necessary parts. ▪ Maintains a safe working environment and reports safety concerns to Area Manager. ▪ Trains personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures. ▪ Ensures all operators are equipped with necessary tools, parts and safety equipment to work effectively. ▪ Stays abreast of Federal, State and local regulations and environmental guidelines regarding water/wastewater treatment and distribution.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ May assist with training personnel on safety procedures. ▪ Assists with overseeing and inspections of local construction projects. ▪ Assists with the development of short and long term plans for operation of facilities, including contingency plans as well as plant and equipment removal/replacement. ▪ Assists with the design and construction of extension and improvement projects. ▪ Provides on-site customer communication. ▪ Acts as liaison between the customers and customer service. ▪ Responds to requests and inquiries from the general public. ▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Word, Excel; ability to learn internal software programs</p> <p>Preferred: Outlook, Internet Explorer</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to work independently and under limited supervision. ▪ Demonstrates initiative to take on new tasks. ▪ Ability to mentor and guide co-workers to increase skill level, morale and efficiency. ▪ Ability to motivate others in pursuit of Company goals. ▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies.



	<ul style="list-style-type: none"> ▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Currently holds the minimum licensing in order to be responsible operator in charge per state regulation, or holds the minimum licensing to be classified as an Operator II with the ability to attain minimum licensing to be responsible operator in charge within 1 year of employment; must maintain a valid driver's license.
EXPERIENCE	Requires a minimum of 5 years progressive experience working in utility management or the utility industry. Requires knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water/wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; operates and oversees the use of heavy equipment, including agricultural sludge spreaders.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required. Requires 24 hour responsiveness to various situations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Mail Clerk
DEPARTMENT	Billing
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Billing Manager
JOB SUMMARY	Responsible for all mailing and shipping logistics for the corporate office. Sorts incoming mail for distribution and dispatches outgoing mail by performing the following duties.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> Processes outgoing mail by applying appropriate postage and/or preparing for pre-sort service. Operates letter folding and envelope stuffing machines. Sorts, opens and distributes mail according to department or individual recipient. Prepares express delivery shipments, including ground shipments, using FedEx, UPS or other expedited service. Distributes incoming UPS, FedEx and other expedited packages. Delivers various office supplies throughout the corporate office, such as copier paper, envelopes and computer supplies.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> Drives Company or personal vehicle to the post office for daily mail pickup and for performing business-related errands. Performs other related duties as assigned.
COMPUTER SKILLS	Required: Internet Explorer Preferred: MS Word, Excel and Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Ability to handle last minute shipping requests, including high volume mailings on short notice. Punctual and reliable. Ability to work independently on assigned tasks as well as to accept direction on given assignments. Ability to work collectively with the Operations Support team.
EDUCATION	Required: HS Diploma or G.E.D.
CERTIFICATIONS/LICENSES	Required: Valid Driver's License, safe driving record and proof of valid insurance.
EXPERIENCE	1 or more years of related mailroom experience.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision. Requires frequent lifting between 30 and 50 pounds.
EQUIPMENT USED	Postage machine, letter folder, envelope stuffer and other general mailroom equipment; personal computer, copy/fax machine, and other general office equipment.
TRAVEL	Local travel to run Company errands is required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Maintenance Worker
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under general supervision, performs a variety of work in the general maintenance and repair of grounds, buildings, facilities and equipment.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Maintains grounds in clean and orderly manner, including mowing, trimming, weeding, aerating and fertilizing lawns; replaces plants as needed. ▪ Maintains grounds maintenance equipment; adjusts, cleans and performs minor mechanical work on grounds equipment. ▪ Trims tree branches that create hazardous situations.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Follows established safety policies and procedures to ensure safe work environment. ▪ Removes trash and debris from grounds. ▪ Assists with annual water system flushing and valve maintenance activities. ▪ Assists with required annual testing of fire hydrants. ▪ Assists with annual, periodic maintenance of fire hydrants. ▪ Performs other related duties as assigned.
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to use a variety of hand and power tools. ▪ Ability to work in different weather conditions with exposure to the elements. ▪ Ability to work independently in the absence of supervision. ▪ Ability to follow verbal and written instructions.
EDUCATION	Required: HS diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license.
EXPERIENCE	Any combination of training and experience which demonstrates the ability to perform the duties and responsibilities as described, including related work experience.
PHYSICAL DEMANDS	Extreme physical demands, including lifting (75 lbs.), bending or stooping repeatedly, climbing and mechanical repair. Expected to work in all weather conditions: rain, snow, extreme heat and cold, etc; may encounter various potential hazards.
EQUIPMENT USED	Operates lawn and grounds equipment, including power mowers, string trimmers, edgers and hedge shears.
SHIFT	This is a part-time position; Monday – Friday with variations in hours.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Network Administrator
DEPARTMENT	Information Technology
STATUS	Exempt
SUPERVISOR'S TITLE	Information Technology Manager
JOB SUMMARY	Performs general network maintenance on LAN and WAN relating to users, contexts and network devices. Responsible for solving server issues and infrastructure upgrades and expansions. Recommends design, implementation procedures, development and enhancement of LAN/WAN and application configuration.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Coordinates the efforts of third party infrastructure and database support and monitoring teams. ▪ Implements, monitors, maintains and tests the LAN and WAN, applications and associated software. ▪ Installs and configures LAN/WAN software, operating systems and hardware approved by the IT Manager. ▪ Manages quotes and price comparisons on replacement network equipment. ▪ Responds to network problems in a timely manner; provides help desk support to network-related issues. ▪ Monitors and maintains principal client server applications, batch processing and database resources. ▪ Monitors and evaluates efficiency of software/hardware usage. ▪ Installs new software applications or hardware on the LAN/WAN, coordinating assistance from third parties when necessary. ▪ Downloads and applies patches to the system. ▪ Monitors the utilization of all networks to detect potential errors or problems and provides necessary prevention guidelines. Monitors networks to determine upgrade requirements and general utilization issues. ▪ Participates in the development of policies, procedures and resources in relation to the network.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with installation of workstations and printers on the LAN/WAN. ▪ Assists with gathering bid prices on equipment and supplies as needed. ▪ Maintains current knowledge of LAN/WAN software, associated management software and operating systems. ▪ Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: Specialized experience, including knowledge of PC operating systems, e.g. Windows XP, as well as networking, e.g. Active Directory, mail standards.</p> <p>Preferred: Familiarity with JD Edwards, CC&B</p>



ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment used by UI. ▪ Ability to troubleshoot remote connectivity issues such as VPN and wireless problems. ▪ Demonstrated proficiency in building, testing and maintaining images for use in deploying desktop and laptop computers. ▪ Excellent communication and interpersonal skills; ability to communicate technical information to non-technical users. ▪ Demonstrated ability to troubleshoot application and systems issues. ▪ Excellent customer service skills in a demanding, deadline-driven environment. ▪ Strong organizational skills with high attention to detail. ▪ Strong analytical and problem resolution abilities with the ability to think clearly under pressure. ▪ Ability to understand and apply UI's goals and objectives.
EDUCATION	Required: Bachelor's degree in Computer Science, IT, IS or equivalent field of study. Requires special technical knowledge of techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.
CERTIFICATIONS/LICENSES	Preferred: A+, Certified Network Engineer and/or Microsoft Certified Information Technology Professional
EXPERIENCE	Requires a minimum of 1 – 3 years progressively responsible computer operations and networking management experience; a minimum of 1 year experience with Windows 2003/2008 server, Microsoft Exchange, Microsoft Office Professional and internet applications. Previous experience installing and configuring servers and related products and general knowledge of mainframe systems is required.
PHYSICAL DEMANDS	Light to moderate physical demands, including lifting (50 lbs.); requires normal hearing and vision.
EQUIPMENT USED	Servers, printers, networking equipment, telephone systems, handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Minimal travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Operations Administration Manager
DEPARTMENT	Operations Support
STATUS	Exempt
SUPERVISOR'S TITLE	General Counsel
JOB SUMMARY	Responsible for the management of the administrative functions of the Corporate Office.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Manages all aspects of the insurance renewal process including: updates and reviews of operating data, evaluation of competing vendors, claim reviews and underwriter audits. ▪ Evaluates and processes requests for operating permits, bond renewals, bond evaluations and certifications of insurance as requested by various agencies/vendors and internal departments. ▪ Appraises and determines course of action regarding Auto, GL and Property claims. ▪ Processes insurance invoices related to all lines of coverage. ▪ Coordinates central files and document management. ▪ Processes legal claims, including logging and disbursement. ▪ Maintains and updates lease records and vendor contracts. ▪ Oversees reception, administrative activities and personnel for the corporate office, including fleet vehicle purchases, registration, retirement and divestments. ▪ Acts as liaison between company General Counsel and outside legal counsel regarding all insurance claims. ▪ Directs and oversees direct report(s) regarding the maintenance and repair of the corporate facility.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with maintaining the content of the UI website ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office. Outlook and Internet Explorer Preferred: PowerPoint, FileMaker Pro, CSS and PHP
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Working knowledge of CSS and PHP preferred. ▪ Ability to develop successful relationships with a wide variety of individuals. ▪ Strong communication skills. ▪ Excellent planning and organizational skills and ability to work efficiently and effectively without direct supervision. ▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. ▪ Relies on experience and judgment to plan and accomplish goals
EDUCATION	Required: Bachelors Degree
EXPERIENCE	5+ years experience in a multifunctional role, with a history of team leadership.



PHYSICAL DEMANDS	Light to moderate physical activity, with ability to lift and carry objects between 30 and 50 pounds. Requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine and other general office equipment; mailroom equipment (postage machine, letter folder, envelope stuffer).
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Operations Administrator
DEPARTMENT	Operations Support
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Operations Administration Manager
JOB SUMMARY	Responsible for performing a variety of administrative functions in the corporate office.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Provides administrative support to the Operations Administration Manager. ▪ Assists with requests related to fleet administration, including fuel and maintenance card replacement. ▪ Coordinates building maintenance and repair of the corporate facility, under direct supervision of the OAM. ▪ Prepares monthly fleet allocation report for the Finance Department. ▪ Prepares correspondence, reports, documents, presentations and memos working from notes and direction. ▪ Plans, organizes and maintains a variety of files, records and databases. ▪ Assists in budget process and review for the department. ▪ Works with other administrative staff to coordinate and establish work schedules for planned projects.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs duties of mailroom clerk as needed, including preparing outgoing general mail, bulk customer bills and express delivery packages. ▪ Fill-in for Receptionist, Mail Clerk, Corporate Executive Assistant and other administrative staff as needed. ▪ Works on special projects as assigned. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Maintains confidentiality.
EDUCATION	Required: HS Diploma or G.E.D. Preferred: Associate's Degree
EXPERIENCE	1-2 years of related administrative experience is preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision. May require lifting between 30 and 50 pounds.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, multi-line phone, mailroom equipment (postage machine, letter folder, envelope stuffer), and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Operations Support
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	To perform a variety of administrative functions in the office.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Tracks developer refunds; enters monthly water charges for refunds on Line Extension Agreement. ▪ Obtains permits for all emergency line repairs; notifies city/county of repairs, provides required documentation to obtain permit, and notifies Asphalt Company of repair. ▪ Tracks new meter installs and verifies service agreement for meter refund completion. Completes geographical tab at service point. ▪ Serves as point of contact for Commission complaints and directs issues to appropriate team member. ▪ Coordinates meter testing. ▪ Calls contractors to ensure monthly meter reads. ▪ Maintains and updates map for new valves, upsize pipes, etc. ▪ Performs uploads and downloads for meter reading handhelds. ▪ Maintains parts inventory. ▪ Tracks vehicle maintenance. ▪ Plans, organizes and maintains a variety of files, records and databases. ▪ Provides support for development and commercial agreements.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Coordinates building maintenance, landscaping and repair of the office, under direct supervision of the AM. ▪ Maintains office supplies, maintenance of office equipment and other services. ▪ Works on special projects as assigned. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook, PowerPoint and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Maintains confidentiality.
EDUCATION	Required: HS Diploma or G.E.D. Preferred: Associate's Degree
CERTIFICATIONS/LICENSES	Required: Valid driver's license
EXPERIENCE	1-2 years of related administrative experience is preferred.



PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision. May require lifting between 30 and 50 pounds.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, multi-line phone, and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Payroll / HR Administrator
DEPARTMENT	Accounting & Finance
STATUS	Non-exempt
SUPERVISOR'S TITLE	Payroll Supervisor
JOB SUMMARY	Maintains payroll records, timesheets, payroll and HR systems. Responsible for computing, withholding and deductions associated with net earnings.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Processes new hire paperwork to ensure all necessary documents are completed and are in compliance with Company and Federal guidelines. ▪ Responsible for inputting new hire data, status changes and separation information in HRIS system. ▪ Creates new hire personnel file. ▪ Analyzes, prepares and inputs payroll data. Uses automated system to produce accurate and timely payroll. Ensures compliance with all applicable state and federal wage and hour laws. ▪ Compiles payroll data such as overtime, vacation and sick time, garnishments, taxes, insurance and 401 (k) deductions. ▪ Reviews time sheets for completeness and accuracy. Contacts supervisors for missing information. • Processes biweekly and semi-monthly payroll data transfers to ADP/JDE. ▪ Processes all manual checks, voids and adjustments and processes JE into JDE. ▪ Assists with posting all necessary payroll data into GL accounts. ▪ Assists with submitting 401(k) and Pension data to retirement vendor. ▪ Assists with the balancing of payroll entries to GL accounts.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Responds to employment verification requests. ▪ Performs filing and copying. ▪ Assists running integral management reports from payroll system. ▪ Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: ADP PayExpert, ADP Reports, JDE Time and Labor, Word, Excel</p> <p>Preferred: ADP HRB</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Able to maintain confidential information. ▪ Understanding of payroll and payroll tax laws. ▪ Excellent math and problem solving skills. ▪ Exceptional customer service skills, with ability to effectively respond to questions from employees, supervisors and managers.



	<ul style="list-style-type: none">▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail.▪ Works well in a team environment.
EDUCATION	Required: Associates Degree or equivalent or equivalent combination of education and experience. Preferred: Bachelor's Degree and/or 1-2 years of ADP experience.
CERTIFICATIONS/LICENSES	Required: Completion of HIPAA Certification within 14 days of hire.
EXPERIENCE	1-3 years payroll processing experience, preferably with ADP.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, calculator, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Payroll Supervisor
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Controller
JOB SUMMARY	Manages payroll administration and performs accounting-related tasks. Requires accountability to regulatory, finance and human resource departments.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees daily payroll operations and ensures all tasks are completed in order to execute the full cycle payroll process, while meeting business and audit requirements. ▪ Supervises one or more employees, including evaluation of staff to ensure internal proficiency centering on training, workforce qualification and certification, retention strategies, job structure, and succession planning. ▪ Monitors the administration of employee garnishments, tax levies, child support payments and other court-mandated adjustments to gross payroll calculations. ▪ Ensures that all tax deposits are processed timely and accurately for each region. ▪ Ensures timely and accurate filing of all relevant governmental reports, such as 941's, W-2's, etc. ▪ Balances all payroll related banking accounts on a monthly basis. ▪ Prepares weekly, monthly, quarterly and year-end reports. ▪ Prepares and processes locality taxes for various states. ▪ Performs monthly close, ensuring accuracy and balancing with ADP and JDE. ▪ Processes cap time reports for Regulatory Department using JDE and ADP Reporting. ▪ Runs integral management reports from Payroll system. ▪ Posts all necessary payroll data to GL accounts. ▪ Submits 401(k) and Pension data to retirement vendor. ▪ Develops and implements department policies, procedures and process improvements to maintain the quality, efficiency and overall effectiveness of the payroll function.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Maintains current knowledge of applicable state and federal wage and hour laws. ▪ Remains current on Payroll systems to achieve alignment with HR and ensure effective accounting support. ▪ Facilitates management and employee understanding of payroll procedures. ▪ Develops reports using ADP Reporting as needed. ▪ Monitors, tracks, communicates and creates vacation reports for UI management and employees. • Coordinates activities related to special projects. • Performs other related duties as assigned.



COMPUTER SKILLS	Required: ADP PayExpert, ADP Reporting, ReportSmith, HRB, Word, Excel. Preferred: JD Edwards Time & Labor
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Able to maintain confidential information. ▪ Ability to objectively coach employees and management through complex and difficult issues regarding payroll. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to provide vision and leadership. ▪ Excellent analysis and problem solving skills. ▪ Exceptional customer service skills, with ability to effectively respond to questions from employees, supervisors and managers. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Works well in a team environment. ▪ Ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: Bachelor's degree in a business related field or equivalent years of payroll/benefits processing.
CERTIFICATIONS/LICENSES	Required: Completion of HIPAA Certification within 14 days of hire. Preferred: CPP, ADP Payroll Professional Certification.
EXPERIENCE	Required: 4-5 years payroll experience and understanding payroll-related issues; 1-2 years of supervisory experience.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, calculator, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Process & Performance Manager
DEPARTMENT	Executive
STATUS	Exempt Administration
SUPERVISOR'S TITLE	President
JOB SUMMARY	Responsible for providing analytical, key performance indicator and process support to the President of the Company.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Develops, monitors and reports key performance indicators at the corporate, functional and employee levels. ▪ Identifies and implements process improvement initiatives to improve operation efficiency. ▪ Recommends and develops new processes. ▪ Ensures adherence with current processes. ▪ Guides change management for processes with responsible parties across the Company. ▪ Ensures accepted businesses processes are followed and handles the development of, and revisions or additions to, company process maps. ▪ Formulates and recommends policies and programs which guide the organization in maintaining and improving its competitive position and the profitability of the operation.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Completes ad hoc audits and other miscellaneous requests. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: Advanced proficiency in MS Excel, PowerPoint and Word; Internet Explorer and Visio.</p> <p>Preferred: JD Edwards and Adobe document and design products</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Strong verbal and written communication skills; communicates clearly and effectively. ▪ Excellent organizational and problem solving skills, including decision-making, research, analysis, and interpersonal skills. ▪ Ability to pull and analyze performance metrics and report with recommendations for improvement. ▪ Ability to define specific problems and offer variable solutions. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to develop successful relationships with a wide variety of individuals throughout the organization. ▪ Ability to provide vision, leadership and motivate others in pursuit of Company goals.
EDUCATION	<p>Required: Bachelors Degree in a business related field.</p> <p>Preferred: MBA</p>



EXPERIENCE	5 – 7 years experience with business operations and/or process analysis. Previous experience managing process improvement, along with a general understanding of basic finance and accounting principles is preferred. Experience in the utility industry is a plus.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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This description is a working draft, subject to revision.*



JOB TITLE	Project Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for all water and wastewater utility construction projects from initial contract negotiations through warranty termination.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none">▪ Oversees complex technical projects, adhering to strict goals and deadlines.▪ Creates and maintains activity and progress reports for internal and external customers.▪ Responsible for all project development.▪ Hires, directs, evaluates and disciplines Construction Inspectors.▪ Obtains engineering proposals, monitors project budgets, construction activity and coordinates timing with operations.▪ Tracks all budget related information, such as hours worked and expenses, etc.▪ Coordinates all daily activities and personnel for each project.▪ Processes paperwork, including invoices, for each project in a timely manner and submits to Regional Director.▪ Ensures the success of projects, while remaining in line with time and budget parameters.▪ Notifies management staff of any current or pending escalations relating to projects, or items that could impact the success of projects.▪ Coordinates and completes the work necessary to obtain approval on emergency projects.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none">▪ Assists AM & RM with forecasting and planning capital projects up to 5 years in advance.▪ Attends project team status meetings as required.▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook; ability to learn internal software programs Preferred: PowerPoint and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to calculate basic mathematical equations.▪ Ability to read and interpret soil and hydro-geological reports and maps.▪ Ability to complete work that will ensure the approval of all capital projects in a timely manner.▪ Ability to keep accurate records and prepare and submit accurate reports.▪ Ability to follow verbal and written instructions.▪ Excellent organizational and problem solving skills, including negotiating, decision-making research and analysis, and interpersonal skills.



	<ul style="list-style-type: none">▪ Ability to provide safe working conditions for fellow workers.▪ Ability to effectively communicate and interact with other employees and the public.▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.▪ Ability to motivate others in the pursuit of Company goals.
EDUCATION	Required: Bachelor's Degree in Civil/Environmental Engineering or similar field. Preferred: MS or MBA
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license
EXPERIENCE	Requires a minimum of 3 years engineering experience, preferably related to water and/or wastewater projects and design.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (50 lbs.), walking (2+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Within the region; up to 25% for training, meetings, project management, etc.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Receptionist
DEPARTMENT	Operations Support
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Operations Administration Manager
JOB SUMMARY	Provides general office support with a variety of clerical activities and related tasks. The receptionist will be responsible for answering incoming calls, directing calls to appropriate associates, flow of correspondence, requisition of office supplies, as well as additional clerical duties as necessary.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Professionally answers all incoming calls and redirects accordingly. ▪ Greets visitors of the corporate office in a professional, friendly and hospitable manner. ▪ Opens the front door to the corporate office promptly at 8am and closes at 5pm Monday through Friday. ▪ Coordinates the pick-up of express mail services (FedEx, UPS, etc.), as well as the delivery of incoming shipments to internal office employees. ▪ Orders, receives, stocks and distributes corporate office supplies.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Takes and retrieves messages for various personnel. ▪ Provides callers with information such as company address, company fax numbers, company website, directions to the corporate office, and other related information. ▪ Maintains the corporate office employee contact information. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office, Internet Explorer and Outlook Preferred: JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Excellent verbal communication skills, including phone etiquette. ▪ Punctual and reliable. ▪ Customer service driven. ▪ Ability to work independently on assigned tasks as well as to accept direction on given assignments. ▪ Ability to work collectively with the Operations Support team.
EDUCATION	Required: HS Diploma or G.E.D. Preferred: Associate's Degree
EXPERIENCE	1 – 2 years of related administrative experience.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision. May require lifting between 30 and 50 pounds.



EQUIPMENT USED	Personal computer, multi-line phone, copy/fax machine, mailroom equipment (postage machine, letter folder, envelope stuffer), and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regional Compliance & Safety Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Responsible for developing and administering safety programs, as outlined in the UI Safety Manual, and to ensure compliance with all Company, local, state and federal regulations for all employees and facilities located within assigned region(s).
ESSENTIAL FUNCTIONS	<p>SAFETY:</p> <ul style="list-style-type: none"> ▪ Coordinates all safety and compliance initiatives with RVP, RD, Corporate Compliance & Safety Coordinator and managers. ▪ Ensures every location conducts monthly safety meetings involving all employees; collects and files attendance forms. ▪ Works with all regional facilities to ensure safe working conditions and interact with team members and management to continually reinforce safe work practices, pointing out both the issues and encouraging positive behavior. Promotes good safety culture. ▪ Ensures all safety plans and programs are implemented, reviewed and updated according to changes in regulations or process/policy/equipment. ▪ Performs local safety inspections and training. ▪ Investigates accidents and injuries and recommends ways to avoid reoccurrence. ▪ Assists with all regional accident and injury claims. ▪ Oversees and assists managers with annual facility inspections and follow-ups. ▪ Performs facility safety inspections on newly acquired facilities and/or properties, within assigned region. ▪ Provides inspection reports to RD and CCSC. ▪ Ensures that correct PPE for all job tasks are provided with associated training. ▪ Ensures that drivers comply with all safety regulations and that monthly vehicle inspection forms are completed by all employees that drive a Company vehicle. ▪ Actively participates in safety committee meetings. <p>COMPLIANCE:</p> <ul style="list-style-type: none"> ▪ Ensures compliance with applicable OSHA, EPA, NIOSH, state departments of health and public service commissions' standards. ▪ Communicates regularly with employees and management to ensure assigned region operates in compliance with all local, state and federal regulations. ▪ Monitors monthly DMR's and all water results for issues.



	<ul style="list-style-type: none"> Tracks implementation of capital projects to ensure compliance (e.g. radium, arsenic, etc.). Performs follow-up on all non-compliance advisories to address the specific issue and any underlying issues. Negotiates and tracks consent orders/compliance schedules to assure timely completion and closure. Provides reports to senior management to demonstrate compliance assurance. Maintains files on Notice of Violations, inspection reports, etc. for all facilities and Company response. Compiles annual Consumer Confidence Report and any customer notifications regarding water quality. Acts as liaison to Corporate Compliance & Safety Coordinator to implement standardized practices, policies and procedures. Stays abreast of upcoming regulations and works with Operations Support team to evaluate their impact on UI operations and capital planning.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> Performs employee job safety observations as needed. Conducts or assists managers with New Employee Safety Orientation for all new hires prior to entering the workplace. Assists managers with general and specific security concerns. Ensures that all documents regarding the safety program are completed and filed appropriately. Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Word, Excel</p> <p>Preferred: PowerPoint, Outlook and Explorer</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Strong written and verbal communication skills; previous public speaking experience required. Excellent analytical, communication and organizational skills. Proven ability to motivate others in pursuit of Company goals. Ability to understand and implement a variety of the field's concepts, practices and procedures. Relies on previous experience and judgment to plan and accomplish goals.
EDUCATION	<p>Required: Bachelors degree in Environmental Health Sciences, Safety or related field, or the equivalent in related work experience demonstrating the ability to manage compliance and safety programs, as well as incident investigations.</p>
CERTIFICATIONS/LICENSES	<p>Required: Valid driver's license</p> <p>Preferred: Certified Safety Professional, OSHA 30-hour course, Operator certification(s) in water and/or wastewater</p>



EXPERIENCE	Requires a minimum of 5 year regulatory compliance and/or safety experience and an in-depth and up-to-date knowledge of relevant codes and standards associated with regulatory agencies such as OSHA, EPA, etc. One or more years of experience in environmental health and safety, or the equivalent in related work experience, demonstrating experience in aggressive worker's compensation claims management is preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regional Director
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Responsible for directing the safe and efficient operation of all Utilities, Inc. subsidiaries in assigned region. Oversees all areas of operations: water, wastewater, development, etc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Monitors financial performance on a regional and business unit basis. ▪ Leads operations team to be in compliance with all applicable local, state and federal regulations. ▪ Manages the preparation and execution of all rate case, pass-through and indexing activity, changes to service territory, and any other PSC related activities in coordination with the company's regulatory department. ▪ Oversees the development and execution of developer agreements, including payment of fees. ▪ Oversees the maintenance of facilities, company vehicles, tools and equipment to guarantee they are in good operating condition. ▪ Develops, monitors and executes approved capital plan and operating budget. ▪ Provides stewardship of legal issues. ▪ Coordinates with the VP of Corporate Development regarding potential acquisitions and divestitures. ▪ Works cooperatively with Customer Service to analyze and ensure follow-up to all customer service issues. ▪ Provides information to corporate headquarters and to staff in a timely and comprehensive manner. ▪ Recruits, retains, manages and provides leadership for regional operations staff. ▪ Provides direction and directives to the operations staff in the performance of their duties, establishing work priorities and in achieving management initiatives. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Develops and maintains positive relationships with community. ▪ Remains up to date on new and revised regulations that may impact the company. ▪ Maintains assets in good operating condition. ▪ Develops familiarity with other regulated industries.
COMPUTER SKILLS	Required: MS Word, Excel, PowerPoint, Outlook and Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to provide vision and leadership. ▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues.



	<ul style="list-style-type: none"> ▪ Ability to plan and budget effectively; ability to interpret financial results and adjust plans to stay on target. ▪ Ability to define specific problems and offer variable solutions. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Must have ability to effectively communicate with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to motivate others in the pursuit of Company goals. ▪ Excellent analytical, communication and organizational skills. ▪ Ability to read and comprehend maps, plans and surveys.
EDUCATION	Required: Bachelors Degree or a combination or related experience and education. Preferred: MBA
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
EXPERIENCE	Minimum 9 years experience with water and/or wastewater utility management with increasing levels of responsibility. Knowledge of all local, state and federal tariffs, regulations and laws pertaining to the assigned region. Experience in strategic planning and execution is strongly preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regional Finance Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President; indirectly reports to Financial Planning & Analysis Manager
JOB SUMMARY	Provides analytical and business support to the Regional Vice President and Regional Directors. Works closely with Regional Director and regional staff to assure continuity of processes, goals and vision of Utilities, Inc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Directs the annual regional financial budgeting process, including an array of excel based statistical and financial reports, which are used internally and for distribution to the Corporate office. ▪ Reviews progress of monthly spending to ensure regional conformity to projected budgetary goals. ▪ Coordinates the annual regional capital project planning effort. ▪ Manages and reports monthly on regional capital spending and financial re-forecasting efforts. ▪ Evaluates and reports on monthly and YTD regional financial performance results vs. budget and prior year's results. ▪ Responsible for the accuracy of regional financial reporting. ▪ Drives cost savings by effectively challenging and motivating employees. ▪ Coordinates miscellaneous initiatives assigned to region. ▪ Communicates regional results and performance across many levels of management.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists in the determination of monthly regional Operations & Maintenance posting validity and suggests corrective measures where necessary. ▪ Assists with the completion of special projects for the Corporate Operations Support Team. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office with strong Excel focus, Outlook, PowerPoint Preferred: JD Edwards (or similar integrated financial system)
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to perform comprehensive quantitative and qualitative variance analysis. ▪ Able to maintain confidential information. ▪ Experience in strategic planning and execution. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Exceptional analytical skills and experience interpreting a strategic vision into an operational model.



	<ul style="list-style-type: none">▪ Excellent communication and organizational skills.▪ Ability to motivate others in pursuit of Company goals.▪ Ability to understand and implement a variety of the field's concepts, practices and procedures.▪ Ability to keep accurate records and prepare and submit accurate reports.▪ Detail oriented.▪ Ability to develop and maintain effective working relationships with a wide variety of individuals.
EDUCATION	Required: Bachelor's degree in Business, Finance, Management, Accounting or similar field. Preferred: MBA
EXPERIENCE	Minimum 5 years business and finance or accounting experience, preferably in water /wastewater utility management, with increasing levels of responsibility. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles, in addition to knowledge of automated financial and accounting reporting systems, as well as Federal and State financial regulations.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel will be required as necessary.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regional Manager
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Director
JOB SUMMARY	Responsible for the management of water and wastewater treatment operations for the region, including directing, planning, managing, staffing, and organizing the safe and efficient operation of all UI subsidiaries in assigned region. Provides leadership and guidance in water and wastewater plant management. Works with Area Managers and Regional Director to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees plant operations and maintenance, customer contact and capital planning. ▪ Provides support and follow up to Area Managers. ▪ Maintains accurate and timely reports, records and permits associated with facility operations and customer relations, ensuring they meet compliance regulations. ▪ Assists Regional Director in the development and implementation of operational and regional strategies. ▪ Ensures water and wastewater quality consistently meet Federal, state and local laws. ▪ Ensures water and wastewater treatment is carried out in accordance with specified environmental protection regulations. ▪ Provides expertise as required to maintain compliance with local, state, regional and Federal regulatory requirements regarding water/wastewater treatment and distribution. ▪ Offers opportunities to increase efficiency by identifying and implementing operational cost saving ideas. ▪ Serves as the contact for inquiries regarding operational issues; answers routine and ad hoc information requests that are regional or unit-specific in nature. ▪ Responsible for safety and maintaining a safe work environment. ▪ Oversees the training of personnel in the areas of laboratory analysis, operations and maintenance procedures, as well as compliance to Company policies and procedures, in addition to safety policies and procedures. ▪ Drives revenue by effectively challenging and motivating employees.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Provides leadership and guidance in energy management. ▪ Acts as point of contact with developers, engineers, consultants, regulators and customers. ▪ Assists Regional Director in executing any additional assigned duties. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: PowerPoint, Outlook and Explorer



ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to provide vision and leadership. ▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues. ▪ Ability to define specific problems and offer variable solutions. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Ability to follow verbal and written instructions. ▪ Ability to provide for safe working conditions for fellow workers. ▪ Must have ability to effectively communicate with other employees and the public. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to motivate others in the pursuit of Company goals.
EDUCATION	<p>Required: Bachelor's degree in Business, Engineering, Environmental Science or similar field, or a combination of education and experience.</p> <p>Preferred: Completion of multiple utility industry related courses, seminars, management and/or supervisory training.</p>
CERTIFICATIONS/LICENSES	<p>Required: Must maintain a valid driver's license.</p> <p>Preferred: Ability to hold the minimum licensing in order to be responsible operator in charge, or ability to attain within 1 year of employment.</p>
EXPERIENCE	<p>Requires a minimum of 7 years progressive experience working in utility management or the utility industry. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of the controls, instrumentation and mechanical equipment in the utility industry; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of local, state and Federal water/wastewater regulations; knowledge and experience with the materials and chemicals used in these treatment processes. Experience in strategic planning and execution is strongly preferred.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical activity; requires normal hearing and vision.</p>
EQUIPMENT USED	<p>PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
TRAVEL REQUIRED	<p>Within region.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regional Vice President
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Chief Operating Officer
JOB SUMMARY	Responsible for directing the safe, efficient and profitable operation of assigned region's assets. Directs Regional Managers, Regional Director, Regional Finance Manager, Regional Compliance & Safety Advisor and Regulatory Accounting Manager to ensure continuity of processes, goals and vision of UI.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Oversees all operations of the regional offices. ▪ Drives profitability by effectively challenging and motivating employees. ▪ Develops capital plan to meet customer growth and maintenance requirements and adherence to that plan. ▪ Monitors and executes approved capital plan and operating budget. ▪ Leads operations team to be in compliance with all applicable local, state and federal regulations. ▪ Ensures and promotes a safe work environment for all employees. ▪ Analyzes margins to ensure efficient operations. ▪ Manages and provides leadership to regional staff. ▪ Serves as the regional ambassador and local company contact for customers, community organizations, state commissions and representatives; manages UI's relationship with communities by attending local and regional community events. ▪ Maintains profit and loss responsibility for assigned region(s). ▪ Oversees new business development. ▪ Supports the CEO, COO, CFO and EDRA (Executive Team) to achieve the Company's goals and objectives.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Performs strategic planning for operations and provides input and assists the Executive Team on policy issues. ▪ Serves as main contact for local media and manages relationship. ▪ Stays abreast of local environment and upcoming regulation changes. ▪ Meets Company goals and objectives in conformance with budgetary guidelines. ▪ Ensures assets are maintained in good operating condition. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Office, Outlook, Explorer Preferred: PowerPoint, JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Able to maintain confidential information. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers, regulatory agencies and their personnel. ▪ Experience in strategic planning and execution. Knowledge of contracting, negotiating and change management. Knowledge of finance, accounting, budgeting and cost control principles including Generally Accepted Accounting Principles.



	<ul style="list-style-type: none"> ▪ Exceptional organizational and analytical skills and experience interpreting a strategic vision into an operational model. ▪ Ability to provide vision and leadership. ▪ Ability to effectively supervise skilled and unskilled employees, including ability to mentor, evaluate and guide staff to increase skill level, morale and efficiency. ▪ Ability to objectively coach employees and managers through complex, difficult and emotional issues. ▪ Ability to define specific problems and offer variable solutions. ▪ Ability to implement recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to specify goals and effectively achieve them. ▪ Exceptional verbal and written communication skills. ▪ Ability to motivate others in pursuit of Company goals; strong leadership skills. ▪ Ability to understand and implement a variety of the field's concepts, practices and procedures. ▪ Ability to keep accurate records and prepare and submit accurate reports. ▪ Detail oriented with ability to see the big picture.
EDUCATION	Required: Bachelor's degree Preferred: MBA or equivalent
CERTIFICATIONS/LICENSES	Required: Valid driver's license Preferred: Evidence of having obtained certification in plant or system operations in one or more states.
EXPERIENCE	Minimum 10 years experience with water and/or wastewater utility management, or equivalent, with increasing levels of responsibility. Requires extensive knowledge and experience in the operations, maintenance and processes of water/wastewater treatment; knowledge of standard practices, terminology and safety standards in the utility industry; thorough knowledge of all local, state and Federal water/wastewater tariffs, regulations and laws pertaining to the assigned region.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	Handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Frequent travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

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JOB TITLE	Regulatory Accounting Manager
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Vice President
JOB SUMMARY	Responsible for management of a regulatory team, including directing, planning, managing, staffing and organizing the revenue aspect of all Utilities, Inc. subsidiaries. Represents Utilities, Inc. in state and county regulatory proceedings, impacting overall company revenues within specific regions. Works with senior management to ensure that the organization is aware of pending and potential regulatory changes that could impact subsidiaries of Utilities, Inc.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Manages regulatory team responsibilities such as, rate cases, limited proceedings, indices/pass-throughs, etc. ▪ Hires, directs, evaluates, promotes and disciplines subordinate employees. ▪ Oversees the organization and delegation of team tasks. ▪ Determines and implements optimum revenue recovery strategy for subsidiaries within specific regions. ▪ Represents the company in government proceedings through written and oral testimony. ▪ Supervises the regulatory process for proceedings requiring governmental approval, including filing necessary applications and handling all government interactions. ▪ Files large-dollar rate cases or upon request, supplies required regulatory information to consultants. ▪ Supplies audit trail and documentation to easily support work product. ▪ Ensures implementation of negotiated settlements and mandated rate reductions. ▪ Performs all follow-up compliance issues in accordance with Commission order.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Leads and directs the work of regulatory staff. ▪ Delegates and assists with the training of new regulatory staff. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: JD Edwards, CC&B, Legacy billing system, Word, Excel, Outlook and Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to draft filings and interventions and distribute regular summaries of meetings and regulatory items of interest. ▪ Proven ability to motivate others in pursuit of Company goals. ▪ Exceptional interpersonal skills with ability to build professional relationships with attorneys, Commissioners, staff, auditors, analysts, etc. Will be working closely with other departments and outside resources on a daily basis. • Exhibits confidence, quality and consistency in work product. • Communicates clearly and effectively.



	<ul style="list-style-type: none">▪ Ability to read and comprehend regulatory financial statements.▪ Knowledge of internal accounting processes.▪ Excellent analytical and organizational skills.▪ Detail oriented.▪ Technology savvy.
EDUCATION	Required: Bachelors Degree in Accounting
CERTIFICATIONS	Required: High level professional certification in accounting. Preferred: CPA preferred, however other comparable certifications will be considered.
EXPERIENCE	Required: 5 - 7 years of regulatory accounting experience. Must possess an in-depth understanding of NARUC accounting procedures. Proven ability to articulate company's policies, accounting and billing systems, accounting and regulatory adjustments, processes and specific regulatory proceedings to regulatory staff, attorneys, Commissioners, staff, auditors, analysts, etc. Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regulatory Assistant
DEPARTMENT	Regulatory Accounting
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Senior Regulatory Accountant
JOB SUMMARY	Provides administrative and technical support within Regulatory department with increasing responsibilities over time.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none">▪ Performs general administrative duties.▪ Maintains various regulatory spreadsheets and reports.▪ Assists in organizing documentation requirements.▪ Compiles and creates library of resource materials for regulatory staff.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none">▪ Assists Regulatory staff with the timely completion of assignments and projects in accordance with established deadlines.▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word and Excel Preferred: Outlook, Internet Explorer and JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Excellent organizational and interpersonal skills.▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality.▪ Detail oriented.
EDUCATION	Required: High School diploma or GED
EXPERIENCE	0 – 1 year of administrative support/secretarial experience.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, scanner, photo copier, fax machine, telephone and other general office equipment.
TRAVEL	Frequent travel to offsite facility will be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Regulatory Staff Accountant I
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Regulatory Accounting Manager
JOB SUMMARY	Assists and supports regulatory manager and fellow accountants during rate increase filings and other regulatory matters. Prepares analyses and responses for Commission staff during regulatory revenue increase requests.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ■ Performs miscellaneous regulatory functions required by various state commissions. ■ Runs various reports in legacy accounting system, JDE and CC&B. • Assists and supports Regulatory Accountant II, Senior Regulatory Accountant and Manager on rate case filings and other proceedings. ■ Provides audit trail and documentation to easily support work product.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ■ Acts as a back-up to other staff accountants, including administrative support. ■ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word, Excel, Outlook and Internet Explorer Preferred: Power Point and JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ■ Excellent analytical, organizational, and interpersonal skills. ■ General knowledge of double-entry accounting. ■ Ability to read and comprehend financial statements. ■ Detail oriented. ■ Technology savvy.
EDUCATION	Required: Bachelors Degree in Accounting
EXPERIENCE	0 – 1 year of accounting experience.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

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JOB TITLE	Regulatory Staff Accountant II
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Regulatory Accounting Manager
JOB SUMMARY	Prepares analyses and responses for Commission staff during regulatory revenue increase requests. Assists and supports regulatory manager and fellow accountants during rate increase filings and other regulatory matters.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Reconciles several regulatory GL components for multiple companies. ▪ Performs analytical accounting analyses and reconciliations. ▪ Prepares commission-ordered adjustments. ▪ Files rate cases or, upon request, supplies required regulatory information to consultants. ▪ Follows all required steps to close rate cases. ▪ Researches and resolves accounting system issues. ▪ Provides financial support documentation. ▪ Assists with commission staff performed audits and discovery. ▪ Reviews exceptions and explains exceptions to outside parties. ▪ Runs various reports in legacy accounting system, JDE and CC&B. ▪ Provides audit trail and documentation to easily support work product.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with the training of new regulatory staff. ▪ Acts as a back-up to other staff accountants. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word, Excel, Outlook and Internet Explorer Preferred: Power Point and JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read and comprehend regulatory financial statements. ▪ Exceptional interpersonal skills. Will be working closely with other departments and outside resources on a daily basis. ▪ Excellent analytical and organizational skills. ▪ Detail oriented. ▪ Technology savvy.
EDUCATION	Required: Bachelors Degree in Accounting
EXPERIENCE	Required: 1 – 2 years of regulatory accounting experience. Must possess a general understanding of NARUC.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, photo copier, fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

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JOB TITLE	Senior Accounts Payable Clerk
DEPARTMENT	Accounts Payable
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Accounts Payable Supervisor
JOB SUMMARY	Maintains accounts payable records, including editing, checking and preparing accounts payable entries and tabulating control statistics. Responsible for compiling AP reports, audits, analysis and coordinating AP functions within the department.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs data entry of AP invoices. ▪ Processes AP for multiple states. ▪ Reviews and processes expense reports. ▪ Reviews all invoices for appropriate documentation and approval prior to payment; ensures that that PO or BU number and payment amount is accurate; verifies any past due amounts. ▪ Enters new vendors and requests W-9 forms. ▪ Calls vendors to reconcile statements and verify remittance addresses. ▪ Researches payment inquiries, provides copies of cancelled checks as proof of payment. ▪ Responds to vendor and regional staff inquiries and answers all AP questions. ▪ Performs general ledger analysis of accounts; reviews PO GL accounts issued by the field and makes adjustments as necessary; advises AP Manager of all changes. ▪ Maintains AP reports, spreadsheets and files.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Acts as back-up to AP Supervisor. ▪ Assists with the training of new AP staff. ▪ May assist with daily bank account processing. ▪ May print and obtain signatures on all AP checks. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Preferred: JD Edwards, Outlook and Internet Explorer
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Friendly, customer service focus. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Ability to make recommendations to effectively resolve problems or issues by using judgment that is in consistent with standards, practices, policies, procedures, regulation or government law. ▪ Reliable, self-motivated and well organized. ▪ Strong written and verbal communication skills. ▪ Maintains confidentiality.



	<ul style="list-style-type: none">▪ Ability to communicate with employees of all levels across the Company.▪ Ability to motivate others in the pursuit of Company goals.▪ Ability to define specific problems and offer variable solutions.
EDUCATION	Required: HS Diploma or GED Preferred: Associate's Degree or equivalent.
EXPERIENCE	3 - 5 years related experience and/or training. Requires general knowledge of accounts payable and bookkeeping skills.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Senior Corporate Accountant
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Corporate Accounting Manager
JOB SUMMARY	Responsible for performing high level accounting work and assisting in the development of appropriate policies and procedures. Provides leadership to others in the Corporate Accounting Department. Prepares monthly financial statements, reconciles and maintains all monthly General Ledger accounts.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Reconciles and maintains several GL accounts, including balance sheets and income statements, for multiple companies in a timely manner. ▪ Performs account analysis, reconciliations and captime analysis. ▪ Participates in month-end close; posts monthly, quarterly and yearly accruals. ▪ Reviews monthly financials for variances and makes corrections as needed. ▪ Processes monthly reports to reconcile cash book and billing to general ledger. ▪ Prepares monthly financial statements. ▪ Audits, inputs, and accrues wire transfers received from the bank. ▪ Participates in year-end financial audit. ▪ Maintains CIAC records and reimburses based on developers' agreements.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists Regulatory Department with Commission audits. ▪ Assists with cash management. ▪ Assists with the training of new accounting staff. ▪ May assist with the supervision of accounting staff. ▪ Acts as a back-up to Corporate Accounting Manager. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook and Internet Explorer Preferred: JD Edwards, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Communicates clearly in both written and verbal communications. ▪ Strong attention to detail with emphasis on sustained accuracy and completeness. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail. ▪ Works well in a team environment.



EDUCATION	Required: Bachelor's Degree in Accounting Preferred: Master's Degree in Accounting or MBA
CERTIFICATIONS/LICENSES	Required: CPA
EXPERIENCE	4 – 8 years of accounting experience in progressively responsible roles. Extensive knowledge of generally accepted accounting principles, practices and procedures. Relies on extensive experience and judgment to plan and accomplish goals.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, calculator, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Senior Desktop Support Analyst
DEPARTMENT	Information Technology
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Information Technology Manager
JOB SUMMARY	Serves as the initial point of contact for troubleshooting hardware/software, PC and printer problems to effect real time problem analysis and resolutions.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Provides senior level customer service problem diagnosis and phone/email support to internal employees throughout the Company. ▪ Performs problem resolution supporting 475+ end users within 15 different states. ▪ Oversees the help desk and provides support and assistance to other team members as needed. Coordinates help desk requests to maintain an orderly and efficient support department. ▪ Works with team members to develop, approve, validate and maintain problem resolution database (Altiris). ▪ Uses tools such as Altiris and Bomgar for problem resolution, remote support, etc. ▪ Interprets, analyzes, diagnoses, documents and resolves first and second level customer service problems related to internally supported hardware and software with the objective of closing calls on a first call basis. ▪ Solves intermediate and complex questions and problems related to application software and operating systems software. ▪ Researches support issues when resolutions are not readily attainable by checking available resources including, but not limited to: the incident/problem tracking system, internal websites, software manuals and other team members. ▪ Appropriately escalates problems as required and monitors resolution progress until the problem is resolved to the caller's satisfaction. ▪ Uses Altiris tracking system to accurately document all incoming calls, email requests and resolutions. ▪ Keeps Support Desk team and management apprised of any new support issues in a clear and timely manner. ▪ Works to consistently improve call handling and resolution processes. ▪ Provides backup server support. ▪ Performs account management using Active Directory, including user and email account creation, distribution list and security group membership, ongoing account maintenance and removal.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists IT Manager with purchasing IT related products and equipment, as well as vendor management. ▪ Assists with password resets (BlackBerry, JDE, Email, etc.). ▪ Assists with file and folder access on various servers. ▪ Assists with desktop, printer, BlackBerry and meter reading support; performs hardware repair as necessary. ▪ Assists with upgrading and configuring computers as needed. ▪ Assists in recommending changes in software and hardware to improve computer capabilities.



	<ul style="list-style-type: none"> Assists in implementing practices that will more effectively utilize IT resources. Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: Specialized experience, including knowledge of PC operating systems, e.g. Windows XP, as well as networking, e.g. Active Directory, mail standards.</p> <p>Preferred: Familiarity with JD Edwards, CC&B</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Ability to install, configure, troubleshoot and maintain all of the software applications and peripheral equipment used by UI. Ability to troubleshoot remote connectivity issues such as VPN, wireless and BlackBerry problems. Demonstrated proficiency in building, testing and maintain images for use in deploying desktop and laptop computers. Excellent communication and interpersonal skills; ability to communicate technical information to non-technical users. Demonstrated ability to troubleshoot application and systems issues. Excellent client service skills in a demanding, deadline-driven environment. Strong organizational skills with high attention to detail. Strong analytical and problem resolution abilities with the ability to think clearly under pressure.
EDUCATION	<p>Preferred: Bachelors degree in IT, IS or in a computer related field.</p> <p>Requires special technical knowledge of techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.</p>
CERTIFICATIONS/LICENSES	<p>Preferred: A+, Certified Network Engineer and/or Microsoft Certified Information Technology Professional</p>
EXPERIENCE	<p>Requires a minimum of 5 years technical or help desk support. Relies on pre-established guidelines and experience to perform the functions of the job. Requires experience with personal computer equipment. Must have advanced PC word processing, spreadsheet, database and Windows skills. Works under limited supervision.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical demands, including lifting (50 lbs.); requires normal hearing and vision.</p>
EQUIPMENT USED	<p>Servers, printers, networking equipment, telephone systems, handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
TRAVEL REQUIRED	<p>Occasional travel may be required.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Senior Financial Analyst
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Financial Planning & Analysis Manager
JOB SUMMARY	Performs financial and business related analyses and research in such areas as financial and expense performance, rate of return, depreciation, working capital and investments. Prepares forecasts and analyzes trends in revenue, finance, general business conditions and other related issues.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Analyzes financial, budgetary and related processes, identifying financial problems and issues. ▪ Analyzes actual v. budget/forecast variances and year-over-year variances to provide explanations to management and to assist with financial decision making. ▪ Works with Finance Manager to create annual budget and quarterly forecasts. ▪ Uses internal databases and other tools to support qualitative and quantitative analyses and metrics for business regions. ▪ Works with all functional areas to receive and effectively communicate financial results to support operations. ▪ Compiles and prepares monthly, quarterly and annual financial reports and analyses for internal use. ▪ Prepares supporting documentation during annual external audit. ▪ Analyzes trends and developments in competitive environments. ▪ Supports Company accounting principles, practices and procedures.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Participates in special projects as assigned. ▪ Assists in the development of business policies. ▪ Conducts special financial and business related studies and cooperates with other departments in the preparation of analyses. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Excel, Word, Excel, Outlook and Explorer Preferred: JD Edwards, Legacy billing system, CC&B, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports, statements and projections. ▪ Communicates clearly in both written and verbal communications. ▪ Excellent problem solving skills. ▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail.



	<ul style="list-style-type: none">■ Duties require broad conceptual judgment, initiative and ability to deal with complex accounting issues.■ Ability to coach others on key accounting concepts and mathematical processes and serve as a reference for the Corporate Accounting team.■ Ability to work well in a team environment.
EDUCATION	Required: Bachelors Degree in Accounting or Finance Preferred: MBA
CERTIFICATIONS/LICENSES	Preferred: CFA
EXPERIENCE	Required: A minimum of 5 years of accounting experience with increasing levels of responsibility. Must possess an in-depth understanding of GAAP. Preferred: Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Senior Fixed Asset Accountant
DEPARTMENT	Accounting & Finance
STATUS	Exempt
SUPERVISOR'S TITLE	Director of Tax & Accounting Operations
JOB SUMMARY	Responsible for performing high level accounting work and assisting in the development of appropriate policies and procedures. Provides leadership to others in the Fixed Asset and Corporate Accounting groups.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Maintains fixed asset daily transactions, such as additions, retirements, transfers and adjustments for capital assets. ▪ Performs fixed asset related adjustments to the GL. ▪ Reconciles fixed asset ledger to the GL. ▪ Participates in month-end and year-end system close. ▪ Prepares required month-end reconciliation report and depreciation variance analysis report as they relate to capital assets. ▪ Maintains accurate fixed asset records on a regular basis. ▪ Processes and posts fixed asset splits, disposals and transfers. ▪ Sets up fixed asset acquisitions and purchases with appropriate depreciation coding, i.e. method, life, accounts, etc.). ▪ Posts costs of assets to the fixed asset record. ▪ Creates fixed asset extension records for asset management and maintenance orders. ▪ Assists Regulatory Department in fixed asset documentation support for rate cases.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with the training of new fixed asset accounting staff. ▪ May assist with the supervision of fixed asset accounting staff. ▪ Tracks the physical location of fixed assets. ▪ Assists with internal and external audits by preparing and explaining required schedules and selections. ▪ Assists with acquisitions and divestitures as they relate to fixed asset accounting. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Excel, Word, Outlook, Internet Explorer Preferred: JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to manage and perform a variety of routine, complex assignments with considerable independent judgment. ▪ Ability to maintain confidential information. ▪ Ability to analyze financial data and prepare financial reports. ▪ Communicates clearly in both written and verbal communications. ▪ Strong attention to detail with emphasis on sustained accuracy and completeness. ▪ Excellent problem solving skills.



	<ul style="list-style-type: none">▪ Excellent time management skills, including ability to multitask, prioritize and great attention to detail.▪ Ability to work well in a team environment.
EDUCATION	Required: Bachelor's Degree in Accounting Preferred: Master's Degree in Accounting or MBA
CERTIFICATIONS/LICENSES	Preferred: CPA
EXPERIENCE	4 – 8 years of accounting experience in progressively responsible roles. Extensive knowledge of generally accepted accounting principles, practices and procedures. Relies on extensive experience and judgment to plan and accomplish goals. 3 - 4 years fixed asset accounting experience is preferred.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Senior Human Resources Generalist
DEPARTMENT	Human Resources
STATUS	Exempt
SUPERVISOR'S TITLE	Human Resources Manager
JOB SUMMARY	Serve as an HR strategic business partner to the organization by providing consultation, direction and support on HR matters. Perform HR related duties at the professional level.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Designs, develops and facilitates HR training and instructional programs for employees and management. ▪ Oversees the maintenance of employee records. ▪ Develops, recommends and implements personnel policies and procedures; prepares and maintains handbook on policies and procedures. ▪ Identifies/implements best practices and lessons learned into program plans. ▪ Partners with employees and management to communicate various HR policies, procedures, laws, standards and government regulations. ▪ Coaches, counsels and guides managers before the execution of employee disciplinary action. ▪ Represents management in investigating, answering and settling grievances, by arranging and scheduling grievance hearings between employee, supervisor and management team. ▪ Annually updates compensation program; rewrites job descriptions as necessary; conducts annual salary survey research; analyzes compensation and makes recommendations based on findings. ▪ Recruits, screens and interviews job applicants to fill all corporate job openings; reviews applications and interviews applicants to match expertise with specific job related requirements. ▪ Oversee full cycle recruitment process by guiding hiring managers and candidates. ▪ Reviews exit surveys, analyzes data and makes recommendations for corrective action and continuous improvement. ▪ Recommends new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed. ▪ Participates in developing department goals, objectives and systems.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Maintains HRIS records and compiles reports from database. ▪ Maintains compliance with federal and state regulations concerning employment. ▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook, Internet Explorer Preferred: PowerPoint, ADP HRB, ADP PayExpert



ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to objectively coach employees and management through complex, difficult and emotional issues. ▪ Ability to make recommendations to effectively resolve problems or issues by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law. ▪ Ability to define specific problems and offer variable solutions. ▪ Ability to specify goals and effectively achieve them. ▪ Ability to provide vision and leadership. ▪ Adapts to changes in work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. ▪ Able to multitask and prioritize in a fast-paced environment. ▪ Maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things. ▪ Demonstrates accuracy and thoroughness and monitors own work to ensure quality. ▪ Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
EDUCATION	Required: Bachelor's Degree and/or a combination of education and experience.
CERTIFICATIONS/LICENSES	Required: HIPAA certification within 30 days of hire. Preferred: SPHR
EXPERIENCE	Required: 4-5 years experience in human resources, recruiting and benefits administration. Background in employment law and other government compliance regulations is preferred.
PHYSICAL DEMANDS	Light to moderate physical activity, requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax/san machine, telephone and other general office equipment.
TRAVEL	Occasional travel will be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

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JOB TITLE	Senior Regulatory Accountant
DEPARTMENT	Regulatory Accounting
STATUS	Exempt
SUPERVISOR'S TITLE	Regulatory Accounting Manager
JOB SUMMARY	Provides state regulatory and accounting expertise to Commissions and other regulatory bodies. Testifies on behalf of operating entities before state regulatory Commissions. Actively participates at formal and informal meetings as a company representative. Speaks knowledgeably regarding appropriate accounting treatment of rate and regulatory issues, current and emerging accounting issues, and accounting related to compliance issues.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Directly assists manager with regulatory responsibilities such as, rate cases, limited proceedings, indices/pass-throughs, etc. ▪ Organizes, delegates and monitors progress of team tasks in order to meet deadlines. ▪ Performs complex analytical accounting analyses and reconciliations. ▪ Prepares Commission-ordered adjustments. ▪ Files large-dollar rate cases or upon request, supplies required regulatory information to consultants. ▪ Performs all follow-up compliance issues in accordance with Commission order. ▪ Provides financial support documentation. ▪ Oversees and assists with Commission staff performed audits and discovery. ▪ Reviews exceptions and explains exceptions to outside parties. ▪ Provides audit trail and documentation to easily support work product.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Assists with the supervision of regulatory staff. ▪ Oversees and assists with the training of new regulatory staff. ▪ Acts as a back-up to regulatory managers. ▪ Runs various reports in Legacy Accounting Systems, JDE and CC&B as requested. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: Word, Excel, Outlook and Internet Explorer Preferred: Power Point and JD Edwards
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Exceptional interpersonal skills with ability to build professional relationships with attorneys, Commissioners, staff, auditors, analysts, etc. Will be working closely with other departments and outside resources on a daily basis. ▪ Exhibits confidence, quality and consistency in work product. ▪ Communicates clearly and effectively. ▪ Ability to read and comprehend regulatory financial statements. ▪ Knowledge of internal accounting processes. ▪ Excellent analytical and organizational skills.



	<ul style="list-style-type: none">▪ Detail oriented.▪ Technology savvy.
EDUCATION	Required: Bachelors Degree in Accounting
CERTIFICATIONS	Preferred: CPA
EXPERIENCE	Required: 2 - 4 years of regulatory accounting experience. Must possess an in-depth understanding of NARUC accounting procedures. Proven ability to articulate company's policies, accounting and billing systems, accounting and regulatory adjustments, processes and specific regulatory proceedings to regulatory staff, attorneys, Commissioners, staff, auditors, analysts, etc. Familiarity of utility accounting standards.
PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, copy/fax machine, telephone and other general office equipment.
TRAVEL REQUIRED	Occasional travel may occur.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Systems Administrator
DEPARTMENT	Information Technology
STATUS	Exempt
SUPERVISOR'S TITLE	Information Technology Manager
JOB SUMMARY	Responsible for monitoring, adjusting, troubleshooting and overall efficient operation of the computing environment.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Ensures efficient end-user computer system operation, including total throughput, CPU use, peripheral operation and application performance statistics. ▪ Adds and maintains users on the network; assigns application access, ensures security and maintains user configurations to standard. ▪ Analyzes potential system problems and makes necessary adjustments and/or changes as needed. ▪ Establishes system management criteria; develops, maintains and monitors procedures and policies. ▪ Monitors emerging technology developments and indentifies innovations with potential high payoffs for the System; recommends new/altered technologies that would contribute to System cost savings and/or productivity improvements. ▪ Monitors the software/application needs for the company by gathering business requirements and working with the IT Manager to plan upgrades and enhancements. ▪ Configures new and existing computers, hardware and software. ▪ Uses Altiris tracking system to accurately document all incoming calls, email requests and resolutions. ▪ Performs network backup according to designated schedule; ensures that backup, recovery and security procedures are set up and performed as planned and necessary. ▪ Interprets, analyzes, diagnoses, documents and resolves final level customer service problems related to internally supported hardware and software with the objective of closing calls on a first call basis. ▪ Solves complex questions and problems related to application software and operating systems software, in addition to PC and printer problems. ▪ Researches support issues when resolutions are not readily attainable by checking available resources including, but not limited to: the incident/problem tracking system, internal websites, software manuals and other team members. ▪ Provides detailed reports to the IT Manager regarding vendor relationships while proactively evaluating the vendors relative to the market, seeking ways to improve cost and potential cost reduction opportunities.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Maintains current knowledge of PC and server operating systems and application software released or supplied by various manufacturers. ▪ Maintains inventory of all IT assets via policy and procedures.



	<ul style="list-style-type: none"> Assists with gathering bid prices on equipment and supplies as needed. Performs other duties as assigned.
COMPUTER SKILLS	<p>Required: Specialized experience, including knowledge of PC operating systems, e.g. Windows XP, as well as networking, e.g. Active Directory, mail standards.</p> <p>Preferred: Familiarity with JD Edwards, CC&B</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Ability to identify problems and work creatively and efficiently to resolve them, considering the impact on other departments and team members. Strong analytical and problem resolution abilities with the ability to think clearly under pressure. Excellent communication and interpersonal skills; ability to communicate technical information to non-technical users. Ability to respond in a flexible manner and to reprioritize work as situations change. Ability to complete work within established time frames. Strong organizational skills with high attention to detail. Initiative to learn new skills or expand job roles. Ability to understand and apply UT's goals and objectives.
EDUCATION	<p>Required: Associates degree in Computer Science, Information Systems or Information Technology.</p> <p>Preferred: Bachelors degree in IT, IS or in a computer related field.</p> <p>Requires special technical knowledge of techniques and procedures of software and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking and accessory equipment.</p>
CERTIFICATIONS/LICENSES	<p>Preferred: A+, Certified Network Engineer and/or Microsoft Certified Information Technology Professional</p>
EXPERIENCE	<p>Requires a minimum of 5 years technical or help desk support, including technical analysis, systems programming, and computer repair. Relies on pre-established guidelines and experience to perform the functions of the job. Requires experience with personal computer equipment. Must have advanced PC word processing, spreadsheet, database and Windows skills. Works under limited supervision.</p>
PHYSICAL DEMANDS	<p>Light to moderate physical demands, including lifting (50 lbs.); requires normal hearing and vision.</p>
EQUIPMENT USED	<p>Servers, printers, networking equipment, telephone systems, handheld/BlackBerry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
TRAVEL REQUIRED	<p>Occasional travel may be required.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Tax Specialist
DEPARTMENT	Accounting & Finance
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Director of Tax & Accounting Operations
JOB SUMMARY	Responsible for filing and paying miscellaneous Company taxes in 15 states.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> Files monthly, quarterly, semi-annual and annual state taxes and process payments as required. Calculates, files and processes gross tax receipts, franchise tax, utility fees, invested capital tax, regulatory fees and all other miscellaneous taxes, other than income tax. Ensures compliance forms are current and filed in a timely manner. Reviews all pass through accrued taxes; remits them to various cities, municipalities, counties and states. Maintains record and timely payment of property and vehicle taxes. Files annual reports to various Secretaries of State and updates officer lists as required by states. Processes timely renewal and payment of different business licenses as required by various cities, counties and states. Reviews and files property tax returns to various counties. Reviews and files abandoned property tax returns. Ensures Company is in compliance after an acquisition.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> Responds to various document requests and inquiries on all miscellaneous tax related items. Reviews and responds to preliminary audit requests. Performs other related duties as required.
COMPUTER SKILLS	Required: MS Word, Excel, Outlook and Explorer Preferred: JD Edwards, PowerPoint
ADDITIONAL SKILLS	<ul style="list-style-type: none"> Excellent organizational and interpersonal skills. Demonstrates accuracy and thoroughness and monitors own work to ensure quality. Detail oriented. Ability to work within a team environment, as well as independently. Maintains high level of confidentiality.
EDUCATION	Preferred: Bachelors Degree in Accounting or Finance
EXPERIENCE	5 – 7 years experience in general Accounting and/or Finance. 2 – 4 years tax-specific experience. Working knowledge of state and federal regulations in respect to tax procedures. Must also be familiar with generally accepted accounting principles, practices and procedures. Works under general supervision.



PHYSICAL DEMANDS	Light to moderate physical activity; requires normal hearing and vision.
EQUIPMENT USED	PC and/or laptop, calculator, copy/fax/scan machine, telephone and other general office equipment.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Warehouse Clerk
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Responsible for maintaining the inventory and allocation of commonly used supplies and equipment from the warehouse to local operations staff and other special projects as needed.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none">▪ Manages warehouse facility, including minor grounds upkeep.▪ Orders all supplies and chemicals through assigned vendors.▪ Receives, processes and unpacks supplies; verifies correctness of shipments against purchase orders; maintains records regarding discrepancies and/or damaged merchandise and works with vendor to correct issues.▪ Ensures safe loading and unloading of supplies.▪ Manages distribution record of items received by operations staff for Company facilities.▪ Coordinates inspection of fire extinguishers returned by field staff.▪ Follows established safety policies and procedures to ensure safe work environment.▪ Maintains warehouse facility and equipment in a clean and orderly condition.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none">▪ Assists RM with performing price comparisons with competing vendors to select most cost efficient option for the region.▪ Performs other duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel Preferred: Outlook, Explorer, Filemaker Pro; familiarity with Mac computers would be helpful.
ADDITIONAL SKILLS	<ul style="list-style-type: none">▪ Ability to work independently in the absence of supervision.▪ Ability to effectively communicate and interact with other employees.▪ Ability to receive, track and distribute materials, supplies and equipment.▪ Ability to read, write, sort, check, count and verify numbers.▪ Ability to prepare routine administrative paperwork.▪ Ability to understand and follow safety procedures.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Required: Must maintain a valid driver's license. Preferred: Forklift certification
EXPERIENCE	Previous warehouse work is preferred, including shipping and receiving.



PHYSICAL DEMANDS	Requires the ability to lift and move heavy and/or bulky items and to push, pull, lift and/or carry up to 50 lbs; ability to climb ladders in order to stock supplies; ability to remain standing in an upright position for an extended period of time.
EQUIPMENT USED	Riding forklift, walk-behind electric and manual pallet jack, pivot davit (crane) with hoist; PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.
SHIFT	This is a part-time position; Monday – Friday, 8am – 12pm with minor variations.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Water Conservation Coordinator
DEPARTMENT	Operations
STATUS	Exempt
SUPERVISOR'S TITLE	Regional Manager
JOB SUMMARY	Responsible for performing a variety of administrative and practical duties to support and enforce the conservation of potable water supplies within Lake Utility Services' defined service area.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Performs periodic audits of the utility's residential and commercial customer base; reviews consumption data generated through the billing system as compared to water production; applies this information to an evaluation of water distribution system integrity, water meter accuracy and top tier water users. ▪ Provides feedback to the Area Manager regarding distribution system integrity. ▪ Schedules annual testing of large water meters and water treatment plant flow meters to ensure accuracy is maintained within industry standards. ▪ Communicates with high tier water users to inform these customers of the water conservation policy, the importance and benefits of conservation practices, suggested conservation methods, the district's current landscape irrigation regulations and restrictions, and on-site irrigation system evaluations. ▪ Works with customers to verify the functionality and use of automatic shut off equipment and timer settings; evaluates water softening equipment operation. ▪ Offers Florida-friendly landscaping options to customers and provides water conservation kits that include flow restrictors for faucets and dye tablets to check for the presence of toilet leaks. ▪ Provides enforcement of water conservation policy including notification of possible service interruption or severance for users who have previously been counseled about egregious water use practices. ▪ Monitors Consumptive Use Permit conditions to ensure compliance with district requirements, including the generation of internal and external reports associated with CUP conditions. ▪ Establishes and maintains contact with area homeowner associations to promote the educational aspects of conservation through handouts, demonstrations and practical information that can be put to use without incurring a large expense. ▪ Assists utility management in monitoring Lake County's development plan review process regarding new subdivisions, to provide comments and input regarding conservation measures.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Attends meetings and conferences that center on new and innovative conservation practices that are applicable to the Utility's customer base. ▪ Attends regional alternative water supply workshops and meetings as a representative of the utility in an effort to network and build partnerships with both investor-owned utilities and area municipalities



	<p>by participating in the development of future water supply projects.</p> <ul style="list-style-type: none"> ▪ Performs other related duties as assigned.
COMPUTER SKILLS	<p>Required: MS Office products and Internet Explorer Preferred: JD Edwards</p>
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to research, analyze and interpret data and make recommendations based on findings. ▪ Ability to prepare and present oral and written reports, educational and information documents, and maintain testing records, logs and compliance documents. • Ability to communicate effectively with the public; ability to respond to common inquiries or complaints from customer, regulatory agencies and members of the community. • Ability to establish and maintain working relationships with system users and customers and other employees. ▪ Ability to effectively prioritize and manage day-to-day tasks in an efficient manner. ▪ Must be reliable, self-motivated and well organized.
EDUCATION	<p>Required: HS Diploma or GED Preferred: Supplemental college coursework associated with environmental field; degree in environmental science, natural resources management or environmental education is strongly preferred.</p>
CERTIFICATIONS/LICENSES	<p>Required: Valid driver's license; Florida Level 3 Distribution System Certification or the ability to attain certification within one year of hire.</p>
EXPERIENCE	<p>Requires a minimum of one year experience in the water and wastewater industry; familiarity with regulatory aspects of water conservation practices and consumptive use permits is strongly preferred. Knowledge of the principles and practices of water conservation, planning and management, in addition to general knowledge of federal, state and local codes and regulations pertaining to water management, indoor and outdoor water conservation and landscape practices strongly preferred.</p>
PHYSICAL DEMANDS	<p>Moderate to heavy physical activity, including lifting (50 lbs.), moderate walking and climbing; requires normal hearing and vision.</p>
EQUIPMENT USED	<p>Handheld/Blackberry, PC and/or laptop, copy/fax/scan machine, telephone and other general office equipment.</p>
TRAVEL REQUIRED	<p>Frequent travel within service area is required.</p>
ADDITIONAL COMMENTS	<p>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.</p>
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Water/Wastewater Treatment Operator I
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under direct supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Assists with maintaining plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> ▪ Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. ▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. ▪ Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Maintains a safe working environment and reports safety concerns to Area Manager.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Completes facility and vehicle inspections, along with related follow-up. ▪ Assists w repairs of water/wastewater treatment plant equipment. ▪ Forwards customer inquiries on to Operator II or Lead Operator.



	<ul style="list-style-type: none"> ▪ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ▪ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. ▪ May install and read water meters. ▪ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ▪ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ▪ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ▪ Ability to review, classify, categorize, prioritize and/or analyze data. ▪ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ▪ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. ▪ Ability to follow verbal and written instructions. ▪ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Currently holds first-level operator license per state regulation, or ability to attain within 1 year of employment; may be in the process of obtaining second-level license; must maintain a valid driver's license.
EXPERIENCE	Requires 2 – 4 years mechanical experience, including at least 1 year specializing in chemical treatment of water and/or wastewater and/or a minimum of 1 year in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.



JOB TITLE	Water/Wastewater Treatment Operator II
DEPARTMENT	Operations
STATUS	Non-Exempt
SUPERVISOR'S TITLE	Area Manager
JOB SUMMARY	Under general supervision, performs routine tasks related to the operation of water and/or wastewater treatment facilities. Maintains plant compliance with EPA standards and state water Commission. Performs general cleaning of grounds and buildings. Ensures plant safety and sanitary requirements.
ESSENTIAL FUNCTIONS	<ul style="list-style-type: none"> • Operates and maintains water and/or wastewater treatment equipment, ensuring compliance with state and federal environmental protection limits. ▪ Monitors and samples well and groundwater upon entry to the system. Adjusts treatment levels when below-standard variances are detected. Samples water prior to exiting system. ▪ Detects and reports atypical conditions, such as: damaged, malfunctioning and tampered meters, detecting and reporting leaks, high/low consumption, exposed wiring and other safety hazards. ▪ Conducts ongoing repairs to equipment, or shuts down equipment for more extensive maintenance and repair, activating alternate equipment as needed. Requests services of outside maintenance vendor for major repairs and overhauls. ▪ Activates pumps, valves and other processing equipment to move water through various treatment processes. Disposes of waste materials removed from water in line with Company procedures and government controls. ▪ Assists Lead Operator with emergency procedures in the event of overflow or spill of chemicals or unpurified water. Follows safety protocol. ▪ Adds chemicals to water by predetermined formula. Advises Lead Operator when minimum inventory levels of these materials have been reached. ▪ Reads and interprets meters and gauges on central control panel, or at individual machines or stages in the treatment process. Adjusts controls as needed. Retrieves computer reports on treatment process. ▪ Prepares reports and maintains logs on meter readings, tests, chemical and equipment usage, and all other recordkeeping requirements; maintains various Company records and other reports as required by the state. • Back-washes filters and basins; handles chlorine in a safe, effective manner; assures proper working order of chlorine-related equipment. ▪ Cleans and maintains treatment plant, pumping stations and wells; prepares and paints equipment, walls and floors. ▪ Ensures regulatory compliance and adherence to Company policies and standards. ▪ Maintains a safe working environment and reports safety concerns to Area Manager.
ADDITIONAL RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Completes facility and vehicle inspections, along with related follow-up. ▪ Installs and reads water meters. ▪ Acts as liaison between customers and customer service; provides on-site customer communication.



	<ul style="list-style-type: none"> ■ Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless utility service. ■ Ensures that facilities and grounds are kept clean and orderly and comply with Company standards. ■ Performs other related duties as assigned.
COMPUTER SKILLS	Required: MS Word, Excel; ability to learn internal software programs Preferred: Outlook
ADDITIONAL SKILLS	<ul style="list-style-type: none"> ■ Ability to read meters, charts and gauges and accurately maintain records of plant operations. ■ Ability to read and comprehend written technical information and to communicate clearly and effectively, both verbally and in writing. ■ Ability to review, classify, categorize, prioritize and/or analyze data. ■ Ability to perform mathematical equations to determine chemical doses required for flow rates and proper treatment. ■ Ability to establish and maintain effective working relationships with the general public, co-workers and regulatory agencies. ■ Ability to follow verbal and written instructions. ■ Ability to operate, maneuver and/or control the actions of equipment, machinery, tools and/or materials used in performing essential functions.
EDUCATION	Required: HS Diploma or GED
CERTIFICATIONS/LICENSES	Currently holds second-level operator license per state regulation, may be in the process of obtaining third-level license; must maintain a valid driver's license.
EXPERIENCE	Requires 3 – 5 years mechanical experience, including at least 3 years specializing in chemical treatment of water and/or wastewater and/or a minimum of 3 years in water and/or wastewater utility field with experience in the operation and maintenance of ground-water supplied water systems and associated distribution system.
PHYSICAL DEMANDS	Moderate to heavy physical demands, including lifting (75 lbs.), walking (10+ miles daily), climbing and mechanical repair.
EQUIPMENT USED	Handheld and/or Blackberry, laptop; water and/or wastewater facility equipment and machinery including pumps, aerators, chemical feed equipment, booster pumps, etc.; jack hammer and other construction equipment; may operate heavy equipment.
TRAVEL REQUIRED	Within service area.
SHIFT	May include weekend scheduling; on-call, emergency call duty and paid overtime may be required.
ADDITIONAL COMMENTS	This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.
CONTACT INFORMATION	

Management maintains the right to assign or reassign duties and responsibilities at any time.

Sanlando Utilities Corporation

Docket No. 110257-WS

Seminole County

25.30.440 (9)
VEHICLES

Test Year Ended December 31, 2010

Vehicle Schedule

Company: Sanlando Utility Corp.

Docket No.: 110257-WS

Test Year Ended: December 31, 2010

<u>Vehicle #</u>	<u>Year</u>	<u>Model</u>	<u>Serial Number</u>	<u>Driver</u>	<u>Position</u>	<u>Original Cost</u>	<u>Allocation Method</u>
8926	1989	FORD F350	1FDKF37G5KNA56982	Pool	N/A	17,038.00	ERCS
9834	1998	CHVRL S10 4X2 REG	1GCCS14X6WK246309	KEYES, THOMAS	Lead Operator	15,739.06	ERCS
0014	2000	CHVRL S10 4X2 REG	1GCCS14W1YK195845	LORENZO, ALEXANDER	Operator	15,363.17	ERCS
0015	2000	CS10803	1GCCS14W1YK196168	POOL	N/A	15,363.17	ERCS
0016	2000	CS10803	1GCCS14W2YK195806	POOL	N/A	15,363.17	ERCS
0019	2000	CHVRL S10 4X2 REG	1GCCS14W9YK196208	POOL	N/A	15,363.17	ERCS
0035	2000	C25 FULL SIZE	1GBGK24R5YF484662	POOL	N/A	22,174.65	ERCS
0102	2001	CHVRL S10 4X2 REG	1GCCS14W71K129239	FINCH, ALLAN	Operator	14,157.57	ERCS
0109	2001	CHVRL CC15903	1GCEC14V31E24971	EBERT, HAROLD	Field Technician II	17,662.00	ERCS
0130	2001	C15 FULL SIZE	1GCEC14W31Z308696	POOL	N/A	16,265.00	ERCS
0217	2002	C15 FULL SIZE	1GCEC14V32Z313941	POOL	N/A	17,073.78	ERCS
0220	2002	CHVRL S10 4X2 REG	1GCCS14W1282092	BAILEY, ALAN	Operator	14,342.01	ERCS
0312	2003	CHVRL SILVERADO 15	1GCEC14X03Z114378	SHUE, MICKEY	Field Tech, Lift Stns	18,519.00	ERCS
0382	2003	C613405 VAN	1GCFG15T631112427	POOL	N/A	19,454.50	ERCS
0429	2004	C15 FULL SIZE	1GCEC14X24Z273131	FINIGAN, MICHAEL A.	Field Tech I	17,763.05	ERCS
0431	2004	CHVRL SILVERADO 25	1GCHK24U04E296751	COOPER, KEVIN	Field Supervisor	25,036.88	ERCS
0433	2004	FORD F-750	3FRXF75424V600407	POOL	N/A	63,896.30	ERCS
0455	2004	CHVRL SILVERADO 15	1GCEC14X94Z320851	EBERT, SHAWN	Field Tech	18,204.00	ERCS
0508	2005	CHEV SILVERADO LS 2500	1GBHK24UX5E233792	POOL	N/A	24,607.70	ERCS
0509	2005	CHVRL SILVERADO 15	1GCEK19T35E230984	MARINELLI, JOHN	Area Manager	29,472.75	ERCS
0512	2005	CHVRL TAHOE 4X2 SP	1GNEC13T85R199267	FLYNN, PATRICK	Regional Director	37,478.51	ERCS
0610	2006	C15 FULL SIZE	1GCEC14V86Z103857	GRAINGER Jr, LEROY	Field Technician I	18,864.44	ERCS
0636	2006	CHVRL COLORADO 4X2	1GCCS146568234592	SUDOL, COREY	Operator	17,700.04	ERCS
0639	2006	C15 FULL SIZE	1GCEK19Z26Z225726	GOSNELL, SCOTTY G.	Area Manager	24,891.62	ERCS
0649	2006	CHEV TRAILBLAZER LS	1GNDT13SX62176280	SUDDUTH, DONALD	Vice President	29,748.89	ERCS
0650	2006	CHVRL TAHOE 4X4 SP	1GNEK13TX6R148941	POOL	N/A	38,005.83	ERCS
0655	2006	CHEV WT 1500	3GCEC14V96G214224	POOL	N/A	19,934.32	ERCS
0659	2006	CHVRL TRAILBLAZER	1GNDT13S462302634	CARVER, NATHANIEL	Project Manager	27,706.16	ERCS
0675	2006	MITSUBISHI FE180	JL6CCD1SX6K002080	POOL	N/A	40,824.84	ERCS
0688	2006	TOYOTA HIGHLANDER	JTEEW21A060032524	POOL	N/A	35,567.16	ERCS
0691	2006	VACTOR TRUCK	2FZACFC26AW66099	POOL	N/A	164,809.00	ERCS
0710	2007	CHEV KODIAK REG CAB	1GBE4C3257F400589	POOL	N/A	37,719.82	ERCS
0726	2007	CHVRL SILVERADO 15	1GCEC14V37E150478	CALLAHAN, ROBERT	Field Tech, Lift Stns	17,224.42	ERCS
0729	2007	CHVRL TRAILBLAZER	1GNDS13S572108957	HAWS, SCOTTY	Reg Comp & Safety Mgr	29,355.64	ERCS
0739	2007	CHEV COLORADO REG CAB	1GCCS14E978208439	HASTY, DONALD L.	Lead Operator	16,424.68	ERCS
0740	2007	CHVRL COLORADO 4X2	1GCCS199978141451	SWEGHEIMER, JAMES	Lead Operator	16,424.27	ERCS
0772	2007	VACTOR TRUCK	1HTWGAZTX7J399497	POOL	N/A	263,000.00	ERCS
0802	2008	CHEV COLORADO EXT CAB	1GCCS19E788112111	HERMANO, RODEL R.	Field Tech I	17,962.31	ERCS
0808	2008	CHVRL SILVERADO 15	1GCEC140X8Z100840	MORRELL, MATTHEW	Field Tech	20,347.01	ERCS
0809	2008	CHVRL SILVERADO 15	1GCEC14048Z102261	POOL	N/A	20,347.01	ERCS
0812	2008	CHVRL SILVERADO 15	1GCEC14028Z104431	BROWN, DONNA	Field Tech	20,347.01	ERCS
0818	2008	TOYOT HIGHLANDER	JTEDS41A482011962	GONGRE, BRYAN	Regional Manager	29,220.44	ERCS
0824	2008	CHVRL COLORADO 4X2	1GCCS14E888162104	REMIGIO, ROBERTO	Meter reader	17,577.16	ERCS
0826	2008	CHEV SILVERADO	1GCHC24X8E100395	POOL	N/A	21,276.08	ERCS
0833	2008	CHVRL EXPRESS RWD	1GCFG15X581152329	OVERTON, MICHAEL	Field Tech	20,253.31	ERCS
0853	2008	TOYOTA HIGHLANDER	JTEEW44AX82004664	DURHAM, RICK	N/A	49,149.32	ERCS
0855	2008	TOYOTA HIGHLANDER	JTEEW44A282003363	POOL	N/A	49,199.50	ERCS

OTHER VEHICLE DOCUMENTATION, INCLUDING
COPIES OF TITLES, WILL BE PROVIDED
TO STAFF UNDER SEPARATE COVER

Sanlando Utilities Corporation

Docket No. 110257-WS

Seminole County

25.30.440 (10)
CUSTOMER COMPLAINTS

Test Year Ended December 31, 2010

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 0030910437

Account #: 0030910000 Customer Name: 368 Sanlando Phone #:

Address: 368 Sanlando CSR: Leanne Loeffel Operator: Shawn Ebert

Entry Date: 1/26/2010 1:09:33PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer at 219 Spanish Oak Tr called about water bubbling up out of the ground. She had water at the time. Paged to John M.

Due Date: 1/26/2010 6:00:00PM Resolution Date: 1/27/2010 12:00:00AM FA Status: Completed

Resolution: REPAIRED 4" WATER MAIN AT PIPE JOINT BY CUTTING OUT JOINT AND REPLACING SECTION OF PIPE WITH 2 MAXI FIT COUPLINGS.. KEV

Sub Division: 368 FA ID: 0030910132

Account #: 0030910000 Customer Name: 368 Sanlando Phone #:

Address: 368 Sanlando CSR: Leanne Loeffel Operator: Matthew Morrell

Entry Date: 3/8/2010 11:31:15AM SO Type: M-SIO Request Type: General Investigation

Instructions: meter is for home on Myrtle Lake Hills Rd but located between 1680&1684 Grank Oak Ct Longwood, it is leaking. Please repair as necessary. Paged to Kevin C. Thanks, Leanne

Due Date: 3/8/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed

Resolution: LEAK ON OUR SIDE OF METER AT CURBSTOP. REPLACED NUT ON CURBSTOP AND PUT METER BACK IN AND TURNED IT BACK ON.. MM

Sub Division: 368 FA ID: 0030910774

Account #: 0030910000 Customer Name: 368 Sanlando Phone #:

Address: 368 Sanlando CSR: Ferrellyn Trovinger Operator: Jonathan Pennington

Entry Date: 1/25/2010 10:11:56AM SO Type: M-SIO Request Type: Water Main Break

Instructions: MaryAnn Knauss called the answering service at 3:59pm to report a large leak gushing on Sabal Palm Dr near Whisperwood. Her number is 407-865-5902. Called to Jonathan. FLT

Due Date: 1/23/2010 12:00:00AM Resolution Date: 1/23/2010 6:30:00PM FA Status: Completed

Resolution: CHECKED AREA AND FOUND THAT THERE WAS AN IRRIGATION LEAK ON HOA IRRIGATION AT SABAL PALM DRIVE AND WHISPERWOOD SUBDV. TRIED TO CALL BACK BUT GOT NO ANSWER, NOT OURS. JP

Sub Division: 368 FA ID: 0014510868

Account #: 0014510000 Customer Name: HAHNERT,LINDA Phone #:

Address: 118 HOLDERNESS DR CSR: Isabel Ceballos Operator: Kevin Cooper

Entry Date: 2/16/2010 7:26:58AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer states shut off valve is frozen. Please repair/replace. Tag door so customer will know. /ic

Due Date: 2/17/2010 6:00:00PM Resolution Date: 2/18/2010 12:00:00AM FA Status: Completed

Resolution: EXERCISED CURBSTOP AND IT IS WORKING FINE. TAGGED DOOR AND INFORMED CUSTOMER THAT THEY HAVE A HOUSE VALVE UNDER FAUCET ON RIGHT SIDE OF HOUSE BEHIND FENCE.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 F4S FA ID: 0523400792
Account #: 0523400000 Customer Name: PEARSON,BRIAN Phone #: (407) 337-1550
Address: 130 SLADE DR CSR: Kimberly Bennett Operator: Matthew Morrell
Entry Date: 1/11/2010 2:38:10PM SO Type: M-SIO Request Type: General Investigation
Instructions: 1/10/10 - CUST CALLED AFTER HRS TO THE A/S DUE TO BROKEN BACKFLOW. PAGED TO ONCALL. KIM
Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/10/2010 12:00:00AM FA Status: Completed
Resolution: BACKFLOW IN ISLAND FOR HOA BROKEN TURNED OFF METER AND INFORMED CUST. TO CONTACT HOA...MM

Sub Division: 368 FA ID: 0478510579
Account #: 0478510000 Customer Name: GOLDSTEIN,NEIL Phone #: (407) 862-7546
Address: 320 CAMBRIDGE DR CSR: Elise Christian Operator: Leroy Grainger
Entry Date: 1/5/2010 11:20:43AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST CALLED TO SAY THAT THE TELEPHONE CO WAS DIGGING AND BROKE HER LINE. THEY CANNOT T/OFF WATER. PAGED TO JOHN M. (EC)
Due Date: 1/5/2010 12:00:00AM Resolution Date: 1/5/2010 12:00:00AM FA Status: Completed
Resolution: plumbers had water off upon my arrival..lrg.

Sub Division: 368 FA ID: 0481300637
Account #: 0481300000 Customer Name: JAMES,CARLOS Phone #:
Address: 489 SUGAR RIDGE CT CSR: Matthew Chandler Operator: Rodel Hermano
Entry Date: 3/31/2010 7:26:31AM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: CUST CALLED IN A LEAK AT THE MTR PLEASE CHK OUT. PAGED TO KEVIN C.THANKS.MC
Due Date: 3/31/2010 6:00:00PM Resolution Date: 3/31/2010 10:30:00AM FA Status: Completed
Resolution: FOUND POLY LEAK BEHIND THE CURBSTOP. DUG UP AND REPLACED 2' OF 3/4" POLY AND CURBSTOP...RRH

Sub Division: 368 F3Z FA ID: 0368000306
Account #: 0368000000 Customer Name: SUNSHINE IDEAS INC Phone #: (407) 786-2266
Address: 2045 SR 434 CSR: Kimberly Bennett Operator: Kevin Cooper
Entry Date: 1/26/2010 11:09:24AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED. LEAK @ METER. CHECK AND READ METER. INFORM CUSTOMER OF FINDINGS. PAGED TO JM @ 12:09PM. KIM
Due Date: 1/26/2010 6:00:00PM Resolution Date: 1/27/2010 12:00:00AM FA Status: Completed
Resolution: REPAIRED 1 1/2" GALV. LINE WITH NEW POLY AND T GOING TO METERS WITH NEW CURBSTOPS AND METER CONNECTIONS.. KEV

Sub Division: 368 F4T FA ID: 0470400766
Account #: 0470400000 Customer Name: KATZ,SHARI Phone #: (407) 617-7215
Address: 2210 SPRINGS LANDING BLVD CSR: Lorie Mayeski Operator: Leroy Grainger

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 1/15/2010 11:10:20AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER STATED THAT THE TURN VALVE AT METER DOES NOT WORK PROPERLY. SEE IF VALVE NEEDS TO BE REPLACED. THANKS, LORIE M. 1-15-2010
 Due Date: 1/18/2010 6:00:00PM Resolution Date: 1/18/2010 9:45:00AM FA Status: Completed
 Resolution: Lubricated and exercised curb stop valve. Seems fine now...lrg.

Sub Division: 368 F4G FA ID: 0446500254
 Account #: 0446500000 Customer Name: KAUFMANN, FREDRICK Phone #: (407) 788-2035
 Address: 107 ELDERBERRY LN CSR: Lorie Mayeski Operator: Leroy Grainger

Entry Date: 2/12/2010 10:23:30AM SO Type: HIBILL
 Instructions: CUSTOMER CALLED REQUESTED THAT METER BE RE-READ. CHECK LEAK INDICATOR ON METER. LEAVE TAG WITH CUSTOMER STATING CURRENT READ AND FINDINGS. LORIE M. 2-12-2010
 Due Date: 2/12/2010 10:23:30AM Resolution Date: 2/15/2010 10:55:00AM FA Status: Completed
 Resolution: Meter indicated leak on customer side. Talk with customer about findings. lrg.

Sub Division: 368 F4T FA ID: 0768210179
 Account #: 0768210000 Customer Name: RINTRONA, DOMINICK Phone #: (386) 679-0180
 Address: 107 WILD FERN DR CSR: Lisa Parsons Operator: Kevin Cooper

Entry Date: 3/24/2010 2:23:11PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CALLED SAID THAT HE BROKE THE VALVE? SAID IT'S FLOODING. DOMINICK CAN BE REACHED AT 386-679-0180. THANKS LISA
 Due Date: 3/24/2010 12:00:00AM Resolution Date: 3/24/2010 12:00:00AM FA Status: Completed
 Resolution: Replaced curb stop and plumbed meter back in. Customer had a leak on his side that is his to repair. Left meter off for customer. kev

Sub Division: 368 FA ID: 0785410657
 Account #: 0785410000 Customer Name: SCHOU, KIM Phone #: (407) 620-8425
 Address: 144 ESSEX DR CSR: Isabel Ceballos Operator: Leroy Grainger

Entry Date: 3/18/2010 8:59:31AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer states valve at meter cannot be turned, please check. /ic
 Due Date: 3/19/2010 6:00:00PM Resolution Date: 3/19/2010 9:15:00AM FA Status: Completed
 Resolution: lubricated and exercised valve at meter....lrg

Sub Division: 368 F5F FA ID: 0748510296
 Account #: 0748510000 Customer Name: WEKIVA ELEMENTARY SCHOOL Phone #:
 Address: 1450 WEKIVA TRAIL CSR: Kimberly Bennett Operator: Kevin Cooper

Entry Date: 3/8/2010 1:46:49PM SO Type: M-SIO Request Type: General Investigation
 Instructions: 3/7/10 - SOMEONE CALLED THE ANSWERING SERVICE AFTER HOURS DUE TO PUMPSTATION LEAK NEXT TO THE WEKIVA ELEMENTARY SCHOOL. KIM
 Due Date: 3/7/2010 3:00:00PM Resolution Date: 3/9/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED OUT WELL AND THE ARV WAS SPEWING WATER. PLANT GUY TOOK CARE OF IT,, KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 F4F FA ID: 0610310048
 Account #: 0610310000 Customer Name: SIGNER,GREG Phone #: (407) 695-9996
 Address: 625 N LONGVIEW PL CSR: Isabel Ceballos Operator: Jonathan Pennington
 Entry Date: 2/1/2010 8:31:08AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says cul-de-sac where repairs were made by us, it's caving in again. Please check /ic
 Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 12:00:00AM FA Status: Completed
 Resolution: SINKHOLE AT NEW PATCH REPAIRED BY JOHN BUSH. JOHN M WILL HAVE JOHN BUSH FILL IN HOLE AND REPAIR AGAIN.J.P.

Sub Division: 368 FA ID: 0652110037
 Account #: 0652110000 Customer Name: SERRETT,ELIZABETH M Phone #: (407) 869-9408
 Address: 621 ALBANY CT CSR: Florida Temp 4 Operator: Jonathan Pennington
 Entry Date: 2/25/2010 8:57:49AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST IS COMPLAINING OF LEAK FROM NEIGHBORS SIDE, PLEASE TURN OFF. THANKS TAS
 Due Date: 2/25/2010 6:00:00PM Resolution Date: 2/25/2010 12:00:00AM FA Status: Completed
 Resolution: Shut off house valve due to someone leaving on kitchen sink which flooded the whole house. R- 441040.J.P.

Sub Division: 368 FA ID: 1062410056
 Account #: 1062410000 Customer Name: PREWITT,LISA Phone #: (407) 869-5051
 Address: 345 FOREST PARK CIR CSR: Florida Temp 3 Operator: Kevin Cooper
 Entry Date: 3/22/2010 9:22:04AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Really bad water pressure, ongoing. please investigate. Please speak with Mrs. Prewitt she would like to be present during investigation. In case she is not home call her @ 407-491-9478 to let her know your findings.
 Due Date: 3/23/2010 6:00:00PM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed
 Resolution: Checked customers pressure at hose bib and they have 60 psi. Informed customer of this and that the issue they are having with their irrigation will need to be addressed by irrig company. Our side is fine.. KEV

Sub Division: 368 F4S FA ID: 1064210030
 Account #: 1064210000 Customer Name: MORRIS,ELLIS R Phone #: (407) 332-6283
 Address: 103 FOXRIDGE RUN CSR: Kimberly Bennett Operator: Matthew Morrell
 Entry Date: 3/9/2010 9:52:16AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED AFTER HOURS TO THE ANSWERING SERVICE DUE TO LIGHT GOING OFF AT THE TREATMENT PLANT. A/S CALLED TO ON-CALL. KM
 Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
 Resolution: lights on the vac truck were left on -

Sub Division: 368 FA ID: 0976510933
 Account #: 0976510000 Customer Name: YONKE,TODD Phone #: (407) 880-8197
 Address: 128 LAUREL OAK DR CSR: Jacqueline Sillitoe Operator: Jonathan Pennington
 Entry Date: 1/4/2010 9:58:59AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: LEAK ON OUR SIDE OF METER PER CUSTOMER'S PLUMBER. HE CAN NOT TURN OFF EITHER AND LEAK IS IN BATHTUBE TOO....DISP TO FIELD.

Due Date: 1/4/2010 12:00:00AM Resolution Date: 1/4/2010 10:00:00AM FA Status: Completed

Resolution: No leak on our side no one home... Lubricated and exercised curb stop , Hung tag....

Sub Division: 368 FA ID: 0840410826

Account #: 0840410000 Customer Name: HARRS,KATHERINE Phone #: (407) 859-2767

Address: 209 W SWEETWATER CREEK DR CSR: Kimberly Bennett Operator: Rodel Hermano

Entry Date: 3/8/2010 1:31:17PM SO Type: M-SIO Request Type: Lift Station Problems

Instructions: 3/7/10 - CUST CALLED AFTER HOURS TO THE ANSWERING SERVICE L/S ALARM GOING OFF. KIM

Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/7/2010 12:00:00AM FA Status: Completed

Resolution: L/S check valves are bad - Robert Callhan is aware of the problem
no over flow

Sub Division: 368 FA ID: 1299100995

Account #: 1299100000 Customer Name: CHRISTENS,ALTAGRACIA Phone #: (407) 506-9069

Address: 304 TIMBERCOVE CIR CSR: Isabel Ceballos Operator: Shawn Ebert

Entry Date: 1/19/2010 3:14:56PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer says after new meter was installed dial on meter was spinning very fast. Please check. Paged John M /ic

Due Date: 1/19/2010 6:00:00PM Resolution Date: 1/19/2010 4:00:00PM FA Status: Completed

Resolution: check meter out & found customer has a leak in his line

Sub Division: 368 FA ID: 1411100893

Account #: 1411100000 Customer Name: ROMAN,JANIS Phone #: (407) 862-9862

Address: 114 GOLFCLUB DR CSR: Lorie Mayeski Operator: Kevin Cooper

Entry Date: 2/24/2010 2:14:11PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED. STATED THAT WATER SMELL ISSUE HAS NOT BEEN CLEARED UP. TRY TO GET THIS RESOLVED PER CUSTOMER. PLEASE INVESTIGATE. THANKS, LORIE M. 2-24-2010 CALLED OUT TO TOM KEYS & SCOTT GOSNELL@ 3:13 P.M.*

Due Date: 2/24/2010 6:00:00PM Resolution Date: 2/26/2010 12:00:00AM FA Status: Completed

Resolution: PER SCOTT G. ALEX FLUSHED EVERY FIRE HYDRANT IN THE NEIGHBORHOOD. NO ODOR WAS DETECTED IN THE DISTRIBUTION SYSTEM. THE PROBLEM MUST BE IN THE CUSTOMERS RESIDENCE.. KEV

Sub Division: 368 FA ID: 1411100570

Account #: 1411100000 Customer Name: ROMAN,JANIS Phone #: (407) 862-9862

Address: 114 GOLFCLUB DR CSR: Florida Temp 4 Operator: Alex Lorenzo

Entry Date: 2/12/2010 12:14:16PM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: CUST IS COMPLAINING OF WATER SMELLING OF SULFUR. CUST HAS ALSO EXPRESSED THAT SHE IS ALLERGIC TO SULFUR. PLEASE INVESTIGATE AND COMMENT. THANKS TAS

Due Date: 2/12/2010 6:00:00PM Resolution Date: 2/13/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: TESTED WATER FOR CHLORINE AND MEASURED 1.2 PPM. FLUSHED HOT WATER HEATER AND NEAREST FIRE HYDRANT. THE CUSTOMER WILL CALL AGAIN IF THERE IS AN ODOR.. ALEX

Sub Division: 368 FA ID: 1557900228
Account #: 1557900000 Customer Name: WINTER,GARY M Phone #: (407) 788-7968
Address: 316 FOREST PARK CIR CSR: Florida Temp 3 Operator: Donna Brown
Entry Date: 1/29/2010 1:54:26PM SO Type: M-SIO Request Type: General Investigation
Instructions: NO WATER PRESSURE, PLEASE CHECK METER, KAP
Due Date: 1/29/2010 6:00:00PM Resolution Date: 1/29/2010 12:00:00AM FA Status: Completed
Resolution: plumber did not turn water back on all the way. turned on fully for customer.. DB

Sub Division: 368 FA ID: 1494710563
Account #: 1494710000 Customer Name: QUIGLEY,BRYAN Phone #: (407) 948-1433
Address: 1866 ST ANDREWS PL CSR: Leanne Loeffel Operator: Rodel Hermano
Entry Date: 2/3/2010 10:18:58AM SO Type: M-SIO Request Type: General Investigation
Instructions: Read meter and verify there are no leaks, customer had plumber out to repair leak. Please tag door.
Due Date: 2/4/2010 6:00:00PM Resolution Date: 2/4/2010 9:11:00AM FA Status: Completed
Resolution: NO LEAK DETECTED..TAGGED DOOR WITH FINDINGS..RH

Sub Division: 368 FA ID: 1469400492
Account #: 1469400000 Customer Name: CABIBBO,SAL Phone #: (407) 921-2304
Address: 448 TWISTING PINE CIR CSR: Loretta Abbott Operator: Donna Brown
Entry Date: 1/21/2010 1:01:28PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST. CALLED EARLIER TO SAY HE TRIED TO T/OFF WATER @ OUR MTR. & THAT THERE WAS STILL WATER COMING INTO THE HOUSE. CHECK ON THIS FOR HIM. TAG THE DOOR AND PLZ.CALL 407-921-2304 HE WANTS TO FIX A LEAK. leabbott
Due Date: 1/21/2010 2:00:00PM Resolution Date: 1/21/2010 12:00:00AM FA Status: Completed
Resolution: customer did not shut valve of completely- shut off for customer

Sub Division: 368 FA ID: 1666400100
Account #: 1666400000 Customer Name: DAUGHERTY,CATHY L Phone #: (407) 788-5182
Address: 2190 WOODBRIDGE RD CSR: Kimberly Bennett Operator: Donna Brown
Entry Date: 1/11/2010 2:50:48PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED DUE TO NO WATER. PAGED TO MARINELLI. KM
Due Date: 1/12/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed
Resolution: CHECKED METER AND EVERYTHING WAS FINE. FOUND THAT SOMEONE HAD SHUT OFF HIS HOUSE VALVE. TURNED ON HOUSE VALVE FOR CUSTOMER.. KEV

Sub Division: 368 FA ID: 2103510961
Account #: 2103510000 Customer Name: SMYTHE,KAREN Phone #: (407) 682-5889
Address: 595 DEVONSHIRE BLVD CSR: Leanne Loeffel Operator: Kevin Cooper

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 3/2/2010 7:26:42AM SO Type: M-SIO Request Type: General Investigation
Instructions: customer says there is a leak in the front yard bubbling up, looks like it's at the meter, please check out whose side it's on. Tag door with info. Paged to John M.
Due Date: 3/2/2010 6:00:00PM Resolution Date: 3/2/2010 12:00:00AM FA Status: Completed
Resolution: METER BROKEN ON BOTTOM, WATER WAS COMING OUT OF METER AND WAS ON OUR SIDE. REPLACED METER TO STOP LEAK... KEV

Sub Division: 368 FA ID: 2204400385
Account #: 2204400000 Customer Name: GILBERT,REBECCA F Phone #: (407) 869-4307
Address: 130 PENELOPE DR CSR: Isabel Ceballos Operator: Matthew Morrell
Entry Date: 1/7/2010 9:24:13AM SO Type: M-SIO Request Type: General Investigation
Instructions: Someone called answering service on 1-1-10 and reported a water break, water gushing. /ic
Due Date: 1/8/2010 6:00:00PM Resolution Date: 1/1/2010 12:00:00AM FA Status: Completed
Resolution: 8" WATER MAIN BROKEN, REPAIRED WITH REPAIR CLAMP.. FIELD CREW

Sub Division: 368 FA ID: 2384800419
Account #: 2384800000 Customer Name: HARLAN,JULIAN B Phone #: (407) 869-5792
Address: 240 COBLE DR CSR: Leanne Loeffel Operator: Leroy Grainger
Entry Date: 1/26/2010 9:30:00AM SO Type: HIBILL
Instructions: Read again, customer says we could not have read the meter correctly, he isn't irrigating. Tag door with read.
Due Date: 1/27/2010 6:00:00PM Resolution Date: 1/27/2010 11:45:00AM FA Status: Completed
Resolution: No leaks detected..tagged door with read and findings

Sub Division: 368 FA ID: 2446210331
Account #: 2446210000 Customer Name: HAGMAN,THOMAS Phone #: (407) 862-4315
Address: 248 NEW WATERFORD PL CSR: Lorie Mayeski Operator: Jeff Pinder
Entry Date: 1/4/2010 11:58:35AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED HAS SEWAGE BACKUP, ROTO ROOTER CLEANED OUT ROOTS IN SEWAGE PIPE. CUSTOMER WOULD LIKE TO RE-ROUTE SEWER PIPING INTO ANOTHER DITCH AREA IF POSSIBLE CALL CUST. @ (407)-862-4315...THANKS, LORIE M. 1-4-2010*CALLED TO J.MARINELLI @12:57
Due Date: 1/4/2010 6:00:00PM Resolution Date: 1/4/2010 2:00:00PM FA Status: Completed
Resolution: Met with customer, we will do her a favor and camera on 1/6/10

Sub Division: 368 FA ID: 2405400571
Account #: 2405400000 Customer Name: NEWELL,KELLY Phone #: (407) 722-4676
Address: 124 DES PINAR LN CSR: Lorie Mayeski Operator: John Marinelli
Entry Date: 3/18/2010 10:33:57AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED ABOUT USAGE. IT'S GONE UP AT A RAPID RATE. CHECK METER ADVISE ABOUT LEAK.CALLED JOHN MARINELLI. HE THINKS THIS MAY BE ONE THAT METER READER STATED LEAK MAYBE PRESENT. JOHN WILL CHECK AND CALL BACK.

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 3/18/2010 6:00:00PM Resolution Date: 3/19/2010 12:00:00AM FA Status: Completed
 Resolution: went by the house & they have a leak- was reported by meter reader in Jan. hung tag -it is still leaking & spoke with the customer.

Sub Division: 368 FA ID: 2504010964
 Account #: 2504010000 Customer Name: SHELLEY,JAMES G Phone #: (407) 869-6892
 Address: 406 BUDLEIGH SALTERTON CLS CSR: Leanne Loeffel Operator: Leroy Grainger

Entry Date: 1/26/2010 10:05:28AM SO Type: HIBILL
 Instructions: Read and check for leaks, last read was high, customer tried to read meter but there was a lot of condensation. Please let me know if meter can be red easily. Please tag door. Thanks, Leanne

Due Date: 1/27/2010 6:00:00PM Resolution Date: 1/27/2010 1:10:00PM FA Status: Completed
 Resolution: meter indicated small leak on customer side...tagged door with read and findings...lrg

Sub Division: 368 FA ID: 2356410861
 Account #: 2356410000 Customer Name: BERK,AILEEN Phone #: (407) 869-4439
 Address: 104 AUTUMN DR CSR: Florida Temp 2 Operator: Leroy Grainger

Entry Date: 3/3/2010 9:00:51AM SO Type: M-REREAD
 Instructions: PLEASE RE-READ METER. CUST SAYS BILL IS TOO HIGH. BND

Due Date: 3/4/2010 6:00:00PM Resolution Date: 3/4/2010 9:30:00AM FA Status: Completed
 Resolution: upon arrival meter was running.....knocked on door no answer....then i noticed water hose was on enough to keep meter running ...turned off hose and meter stopped....tagged door with all findings...lrg.

Sub Division: 368 FA ID: 2356410334
 Account #: 2356410000 Customer Name: BERK,AILEEN Phone #: (407) 869-4439
 Address: 104 AUTUMN DR CSR: Isabel Ceballos Operator: Matthew Morrell

Entry Date: 3/19/2010 8:43:19AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Call customer to schedule a meter field test, customer's son must be present. He doesn't believe that a running hose will add up to 60,000 plus gallons of water. He said front yard would be flooded. Call Michael Lane 386-943-0912 /ic

Due Date: 3/22/2010 6:00:00PM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed
 Resolution: SPOKE TO CUSTOMER AND EXPLAINED EVERYTHING TO HER AND THEY WERE SATISFIED AND DIDNT WANT THE METER TESTED.. MM

Sub Division: 368 FA ID: 2572700663
 Account #: 2572700000 Customer Name: DLEANey,TERRANCE C Phone #: (407) 310-5702
 Address: 108 RIDGEWOOD DR CSR: Kimberly Bennett Operator: Rodel Hermano

Entry Date: 3/9/2010 9:06:16AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 3/06/10 CUST CALLED AFTER HRS TO A/S DUE TO LEAK CAN'T SHUT OFF THE WATER. KIM

Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
 Resolution: shut water off for the customer

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 2704110361
 Account #: 2704110000 Customer Name: SMETANA,STEPHEN Phone #: (407) 788-9384
 Address: 544 ALBANY PL CSR: Matthew Chandler Operator: Leroy Grainger
 Entry Date: 1/5/2010 10:05:40AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK IN FRONT OF HIS HOUSE WITH WATER COMING OUT OF THE GROUND, NO WATER IN HOUSE. PAGED TO JEFF P. THANKS. MC
 Due Date: 1/5/2010 6:00:00PM Resolution Date: 1/5/2010 11:30:00AM FA Status: Completed
 Resolution: leak on customer side...turn off water per customer...lrg

Sub Division: 368 FA ID: 2537400086
 Account #: 2537400000 Customer Name: KLEIN,ESTELLE Phone #: (407) 332-7693
 Address: 107 DES PINAR LN CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 2/1/2010 12:13:40PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER CALLED STATED THAT 'WATER PRESSURE IS LOW'..**LORIE M. *I CALLED JIM SWEIGHEIMER TO SEE IF PLANT ISSUE**NO ISSUE @ CURRENT WITH PLANT**JOHN MARINELLI WILL SEND TECH OUT FOR PRESSURE CHECK @ METER. LORIE M. 2-1-2010 1:14P.M.
 Due Date: 2/1/2010 6:00:00PM Resolution Date: 2/1/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER HAS LEAK OUTSIDE HOME AND THAT WHAT WAS CAUSING LOW PRESSURE, INFORMED TO CALL PLUMBER.. KEV

Sub Division: 368 FA ID: 2609100270
 Account #: 2609100000 Customer Name: KELLY,LISA Phone #: (407) 774-3254
 Address: 212 TIMBERCOVE CIR CSR: Ann Raponi Operator: Rodel Hermano
 Entry Date: 3/4/2010 7:35:48AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED AFTERNOON TO TURN SERVICE BACK ON- PLUMBER COULD NOT TURN ON. CUSTOMER IS AWARE OF AFTER HOUR CHRG PER RODEL- AMR/JAM
 Due Date: 3/3/2010 6:00:00PM Resolution Date: 3/3/2010 8:00:00PM FA Status: Completed
 Resolution: TURNED ON FOR CUSTOMER.. RRH

Sub Division: 368 FA ID: 3040500351
 Account #: 3040500000 Customer Name: WORRELL,JOHN R Phone #: (407) 869-0099
 Address: 103 E WYNDHAM CT CSR: Florida Temp 3 Operator: Kevin Cooper
 Entry Date: 3/5/2010 7:52:34AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER REPORTING POSSIBLE WATER MAIN BREAK, PLEASE CONTACT MR. WORRELL 407.869.0099
 Due Date: 3/5/2010 6:00:00PM Resolution Date: 3/5/2010 12:00:00AM FA Status: Completed
 Resolution: LEAK ON SERVICE LINE AT THE MAIN AND TURNED OFF CORP STOP AND REPLACED 3/4" PIECE OF POLU OFF MAIN.. KC,RRH,MM

Sub Division: 368 FA ID: 2909110033
 Account #: 2909110000 Customer Name: BALASH,STEVE Phone #: (407) 869-0469

Customer Complaints 01/01/2010 to 12/31/2010

Address: 255 E HORNBEAM DR CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 1/13/2010 2:20:07PM SO Type: HIBILL
 Instructions: Re-read meter and check for leaks. Very high cons. Tag door w/findings. /ic
 Due Date: 1/14/2010 6:00:00PM Resolution Date: 1/14/2010 9:05:00AM FA Status: Completed
 Resolution: no leaks detected....previous read incorrect....correct read is 2577020....lrg...tagged door with findings.

Sub Division: 368 FA ID: 3055300808
 Account #: 3055300000 Customer Name: HAMRICK,WILLIAM Phone #: (407) 774-1055
 Address: 421 TIMBER RIDGE DR CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 1/13/2010 2:37:43PM SO Type: HIBILL
 Instructions: Re-read meter. Customer complaining of high cons. Tag door /ic
 Due Date: 1/14/2010 6:00:00PM Resolution Date: 1/14/2010 8:45:00AM FA Status: Completed
 Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 FA ID: 2942600539
 Account #: 2942600000 Customer Name: CLIFTON,PAUL E Phone #: (407) 682-5325
 Address: 1232 BELLA VISTA CIR CSR: Lorie Mayeski Operator: Thomas Keys
 Entry Date: 2/11/2010 12:50:05PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED WOULD LIKE PLANT MANAGER TO CALL HER ABOUT HER WATER QUALITY. I FORWARDED CUSTOMER'S INFORMATION TO SCOTT GOSNELL @ 1:49 P.M.* PHONE # GIVEN 407-865-5681
 Due Date: 2/11/2010 6:00:00PM Resolution Date: 2/12/2010 12:00:00AM FA Status: Completed
 Resolution: called customer and they just moved to the states and i explained how the water was pumped and filtered and disinfected and she wanted to know why she didn't get any information on this.. scott gosnell will deliver a CCR. Tom Keys

Sub Division: 368 FA ID: 2807210587
 Account #: 2807210000 Customer Name: FINOCCHIARO,HAROLD Phone #: (407) 772-4729
 Address: 263 NEW WATERFORD PL CSR: Isabel Ceballos Operator: Shawn Ebert
 Entry Date: 1/7/2010 9:26:15AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called answering service on 1-2-10 and reported sewage backup. /ic
 Due Date: 1/8/2010 6:00:00PM Resolution Date: 1/2/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED MAIN LINES AND THEY WERE CLEAR. INFORMED CUSTOMER IT WAS A BLOCKAGE IN HIS LINE AND TO CALL A PLUMBER.. SE

Sub Division: 368 FA ID: 2866700022
 Account #: 2866700000 Customer Name: CUTLIP,WALTER Phone #: (407) 862-4214
 Address: 1103 CAMBRIDGE CT CSR: Lorie Mayeski Operator: Leroy Grainger
 Entry Date: 1/26/2010 9:42:35AM SO Type: M-REREAD
 Instructions: CUSTOMER CALLED NOTICED PAST TWO METER READS ARE LOW. LAST READ REGISTERED '0'

Customer Complaints 01/01/2010 to 12/31/2010

USAGE. IT APPEARS THAT METER IS STUCK. PLEASE RE-READ METER AND LEAVE COMMENTS FOR RECORD. CALL OFFICE AND SPEAK WITH LORIE.

Due Date: 1/27/2010 6:00:00PM Resolution Date: 1/27/2010 11:35:00AM FA Status: Completed

Resolution: meter is stuck ...please generate field act. for meter exchange...lrg.

Sub Division: 368 FA ID: 3220510593

Account #: 3220510000 Customer Name: MAYESKI JR,PAUL Phone #: (407) 721-2005

Address: 152 HOLDERNESS DR CSR: Jacqueline Sillitoe Operator: Jonathan Pennington

Entry Date: 2/15/2010 8:19:35AM SO Type: M-SIO Request Type: General Investigation

Instructions: LOTS OF WATER COMING UP FROM CUSTOMER'S YARD AND NEIGHBOR'S YARD. DISP TO ON CALL (JON PENNINGTON). JMC (02/11/2010 A.M.)

Due Date: 2/16/2010 12:00:00AM Resolution Date: 2/11/2010 12:00:00AM FA Status: Completed

Resolution: LEAK ON CUSTOMER SIDE SHUT METER OFF FOR CUSTOMER AND INFORMED IT WAS THEIR LEAK..JP

Sub Division: 368 FA ID: 3209900877

Account #: 3209900000 Customer Name: PETRILLI,ELEANOR Phone #: (407) 774-8856

Address: 358 WINCHESTER CT CSR: Florida Temp 2 Operator: Rodel Hermano

Entry Date: 3/10/2010 1:16:19PM SO Type: M-SIO Request Type: Repair/Replace Meter Box

Instructions: Caller states water meter cover is broken. Please replace if needed/chh

Due Date: 3/11/2010 6:00:00PM Resolution Date: 3/11/2010 8:33:00AM FA Status: Completed

Resolution: REPLACED METER BOX LID...RRH

Sub Division: 368 FA ID: 3463210802

Account #: 3463210000 Customer Name: GORING,RICHARD H Phone #: (407) 332-8455

Address: 119 FOXRIDGE RUN CSR: Lorie Mayeski Operator: Leroy Grainger

Entry Date: 2/4/2010 2:43:22PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED REQUESTED THAT WE LUBE AND EXERCISE THE METER VALVE SO IT WOULD MOVE MORE FREELY. THANKS, LORIE M. 2-4-2010 LEAVE TAG ON DOOR LETTING CUSTOMER KNOW THAT YOU WERE THERE

Due Date: 2/5/2010 6:00:00PM Resolution Date: 2/5/2010 8:10:00AM FA Status: Completed

Resolution: lubricated and exercised curb stop valve...tagged door with findings..lrg

Sub Division: 368 FA ID: 3877610784

Account #: 3877610000 Customer Name: REEP,KYLE W Phone #: (407) 788-8835

Address: 111 HARROGATE CT CSR: Matthew Chandler Operator: Shawn Ebert

Entry Date: 1/7/2010 7:41:21AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUST CALLED IN A WATER LINE BREAK BEFORE THE MTR. PAGED TO JOHN M. THANKS. MC

Due Date: 1/7/2010 6:00:00PM Resolution Date: 1/7/2010 10:45:00AM FA Status: Completed

Resolution: 1" POLY SERVICE LINE LEAK BEFORE CUST. METER REPAIRED WITH WRAP AROUND CLAMP , SME & KC

Sub Division: 368 FA ID: 3922410418

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 3922410000 Customer Name: JORDAN,JOSEPH Phone #: (407) 774-4204
 Address: 501 N SWEETWATER BLVD CSR: Florida Temp 2 Operator: Matthew Morrell

Entry Date: 3/2/2010 11:03:14AM SO Type: M-SIO Request Type: General Investigation
 Instructions: SHERRY BROWN WITH SEMINOLE COUNTY ROAD DEPT CALLED IN FOR CUST. WATER IS GUSHING UP OUT OF THE GROUND FROM THE SIDEWALK IN FRONT OF CUST HOUSE.
 Due Date: 3/2/2010 6:00:00PM Resolution Date: 3/12/2010 12:00:00AM FA Status: Completed
 Resolution: THERE WAS NO WATER GUSHING OUT. SIDEWALK IS BROKEN AND SINKING AND WE CHECKED MANHOLE NEAR BY FOR BROKEN LINE AND WE DIDNT HAVE ANYTHING WRONG.. KEV

Sub Division: 368 FA ID: 3884400185
 Account #: 3884400000 Customer Name: CHIN,CLIFFORD Phone #: (407) 333-0326
 Address: 2164 BLUE IRIS PL CSR: Isabel Ceballos Operator: Leroy Grainger

Entry Date: 2/15/2010 8:50:05AM SO Type: HIBILL
 Instructions: Customer complaining of high usage. Read meter & check for leaks. Does it look like something has been happening here different, like new sod? Tag door w/findings. /ic
 Due Date: 2/16/2010 6:00:00PM Resolution Date: 2/16/2010 7:50:00AM FA Status: Completed
 Resolution: entire yard is new sod and they have been watering it...no leaks detected...tagged door with findings. It is a very big yard...lrg.

Sub Division: 368 FA ID: 3987510005
 Account #: 3987510000 Customer Name: WEKIVA PRESBYTERIAN CHURCH Phone #: (407) 869-1608
 Address: 211 WEKIVA SPRINGS LN CSR: Florida Temp 3 Operator: Matthew Morrell
 Entry Date: 2/17/2010 9:32:24AM SO Type: HIBILL
 Instructions: REREAD METER AND CHECK FOR LEAKS, CUSTOMER SAYS BILL HAS ALMOST DOUBLED AND THINKS SOMETHING IS WRONG. THANKS KAP
 Due Date: 2/18/2010 6:00:00PM Resolution Date: 2/28/2010 8:40:00AM FA Status: Completed
 Resolution: PROP MANAGER (407-733-0626). REREAD METER AND CHECK FOR LEAKS THANKS KAP
 Read meter and checked for leaks. Not sure if there is a leak or not in custs lines since there were people at the church and the day care is open. Also this is a sewer only account.

Sub Division: 368 FA ID: 4338200741
 Account #: 4338200000 Customer Name: HART,MELVIN G Phone #: (407) 774-7024
 Address: 545 WOODVIEW DR CSR: Kimberly Bennett Operator: Kevin Cooper
 Entry Date: 2/8/2010 7:51:59AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 2/7/10 - Customer called after hours due to leak at meter. Paged to on call. Kim
 Due Date: 2/8/2010 6:00:00PM Resolution Date: 2/8/2010 12:00:00AM FA Status: Completed
 Resolution: REPAIRED BROKEN BLOW OFF WITH NEW PVC BLOW OFF AND 2" VALVE FOR BLOW OFF EXTENDING IT OUT FRON DRIVEWAY AND SET NEW BOX OVER BO.. KEV

Sub Division: 368 FA ID: 4354300525
 Account #: 4354300000 Customer Name: ALLARD,LAUREN Phone #: (407) 616-4280

Customer Complaints 01/01/2010 to 12/31/2010

Address: 1731 MARKHAM GLEN CIR CSR: Jacqueline Sillitoe Operator: Kevin Cooper

Entry Date: 1/12/2010 7:20:49AM SO Type: M-SIO Request Type: General Investigation

Instructions: NO WATER. JOHN M. DISP TO CHECK SERVICE.

Due Date: 1/12/2010 12:00:00AM Resolution Date: 1/12/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED CUSTOMERS SERVICE AND FOUND THAT HER SERVICE WAS OK BUT HER LINE GOING INTO HER HOUSE WAS FROZEN. OPENED HOSE BIB OUT FRONT AND FLUSHED ICE OUT TO GET HER WATER FLOWING AGAIN.. KEV

Sub Division: 368 F FA ID: 4416200875

Account #: 4416200000 Customer Name: HARVEY,PAMELA Phone #: (407) 865-5685

Address: 221 HICKORY DR CSR: Florida Temp 2 Operator: Rodel Hermano

Entry Date: 3/30/2010 11:07:17AM SO Type: M-SIO Request Type: General Investigation

Instructions: Cust called reporting low pressure. Please tag door with results. Called to Kevin @12:07. DSD

Due Date: 3/30/2010 6:00:00PM Resolution Date: 3/30/2010 12:00:00AM FA Status: Completed

Resolution: TOOK PRESSURE AT HOSE BIB OUT FRONT AND GOT 70 PSI. TAGGED DOOR TO CHECK PLUMBING INSIDE OR WATER SOFTENER IF ANY.. RRH

Sub Division: 368 FA ID: 4607110309

Account #: 4607110000 Customer Name: MONTALDO,CHRISTOPHE V Phone #: (407) 468-2328

Address: 105 MAGNOLIA LAKE CT CSR: Leanne Loeffel Operator: Jonathan Pennington

Entry Date: 2/9/2010 1:38:46PM SO Type: M-SIO Request Type: General Investigation

Instructions: customer has no water, they already checked things on their side. Paged to John M. Thanks, Leanne

Due Date: 2/9/2010 6:00:00PM Resolution Date: 2/9/2010 12:00:00AM FA Status: Completed

Resolution: SHUT WATER OFF DUE TO LEAK ON CUSTOMERS SIDE OF WATER LINE AT THE CORNER OF THE HOUSE.CUSTOMER INFORMED BY JOHN M. R- 335260.J.P.

Sub Division: 368 FA ID: 4756800306

Account #: 4756800000 Customer Name: CHIARENZA,CHARLES J Phone #: (407) 869-0600

Address: 215 STEVENAGE DR CSR: Florida Temp Operator: Kevin Cooper

Entry Date: 3/22/2010 8:14:50AM SO Type: M-SIO Request Type: General Investigation

Instructions: PM SVC CALL PLEASE. CUST STATES BROWN WATER PUDDLE IN REAR YARD SEVERAL MONTHS. WATER USAGE IS STABLE. PLEASE CALL 407-869-0600 WHEN EN ROUTE. THANKS/TINA

Due Date: 3/23/2010 6:00:00PM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed

Resolution: CUSTOMER HAS AREA IN BACK YARD THAT APPEARS TO BE A TREE STUMP THAT IS ROTTING AWAY CAUSING A DEPRESSION. INFORMED CUSTOMER AND WE DUG UP PIECES OF TREE FROM AREA.. KEV

Sub Division: 368 FA ID: 4815010280

Account #: 4815010000 Customer Name: RANGANATHAN,SAM Phone #: (407) 260-8227

Address: 1600 DIXON RD CSR: Leanne Loeffel Operator: Kevin Cooper

Entry Date: 2/5/2010 7:35:31AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

— Instructions: customer states there is a water leak, leaking out into road, he does not think it is his pipe but a pipe on his property that is in maybe the easement, correct ph# on account. Paged to John M. Thanks, Leanne

Due Date: 2/5/2010 6:00:00PM Resolution Date: 2/5/2010 12:00:00AM FA Status: Completed

— Resolution: LEAK ON CUSTOMERS PVC LINE FROM METER. COULD NOT SHUT CURBSTOP OFF ALL THE WAY SO WE CHANGED OUT 2" CURBSTOP AND PLUMBED METER BACK IN..KEV

— Sub Division: 368 FA ID: 4815010013

Account #: 4815010000 Customer Name: RANGANATHAN,SAM Phone #: (407) 260-8227

— Address: 1600 DIXON RD CSR: Florida Temp 4 Operator: Kevin Cooper

Entry Date: 2/16/2010 9:29:43AM SO Type: M-SIO Request Type: General Investigation

— Instructions: LEAK AT METER, CUST CALLED AFTER HOURS. PLEASE INVESTIGATE AND TAG DOOR WITH RESULTS. THANKS TAS

Due Date: 2/16/2010 6:00:00PM Resolution Date: 2/16/2010 12:00:00AM FA Status: Completed

— Resolution: REPAIRED CUSTOMERS LINE AT POINT OF CONNECTION TO METER BECAUSE WE TIED HIS METER IN ABOUT 2 WEEKS AGO WHEN WE REPLACED HIS CURBSTOP.. KEV

— Sub Division: 368 FA ID: 4910410560

Account #: 4910410000 Customer Name: GILLION,JOHN Phone #: (407) 913-3320

— Address: 600 SWEETWATER CREEK CT CSR: Leanne Loeffel Operator: Kevin Cooper

Entry Date: 2/2/2010 1:25:45PM SO Type: M-SIO Request Type: Clogged Sewer

— Instructions: customer has active sewer backup, paged to John M. Thanks, Leanne

Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 2:00:00PM FA Status: Completed

— Resolution: went by the house - checked the cleanout by the sidewalk -clear knocked on the door boy home explained everything looks good on our side

— Sub Division: 368 F5F FA ID: 4860300017

Account #: 4860300000 Customer Name: BROWN,BARBARA Phone #: (407) 788-2670

— Address: 107 HATFIELD CT CSR: Kimberly Bennett Operator: Kevin Cooper

Entry Date: 2/8/2010 1:48:20PM SO Type: M-SIO Request Type: General Investigation

— Instructions: SCOTT G - MR. BROWN CALLED DUE TO HARDNESS OF WATER CAUSED PARTICLES TO CLOGG DISHWASHER DRAIN. CUST HAS TO BY NEW DISHWASHER. WANTS MANAGER TO CALL. KIM

Due Date: 2/8/2010 6:00:00PM Resolution Date: 2/10/2010 12:00:00AM FA Status: Completed

— Resolution: SENT TO SCOTT AND HE INFORMED US THAT HE IS WORKING WITH THE CUSTOMER TO RESOLVE ISSUE..KEV

— Sub Division: 368 FA ID: 5222900492

Account #: 5222900000 Customer Name: MENA,NOELLE Phone #: (407) 788-3394

— Address: 111 SHELLIE CT CSR: Ferrellyn Trovinger Operator: Leroy Grainger

Entry Date: 1/28/2010 10:26:02AM SO Type: HIBILL

— Instructions: PLEASE RE-READ METER AND CHECK FOR LEAKS, CUSTOMER IS CONCERNED THAT HIS WATER USASAGE HAS DOUBLED THEIR USAGE SINCE SEPT 09' WORRIED FOR LEAKS .

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 1/29/2010 6:00:00PM Resolution Date: 1/29/2010 10:15:00AM FA Status: Completed

Resolution: no answer at door ...meter was running upon arrival...but don't know if they were using water or not ...if they were not using water then they have a leak...tagged door with all findings...lrg.

Sub Division: 368 FA ID: 5094410979

Account #: 5094410000 Customer Name: SAADY,PAUL Phone #: (407) 788-3205

Address: 309 FOX VALLEY DR CSR: Leanne Loeffel Operator: Rodel Hermano

Entry Date: 2/12/2010 10:06:09AM SO Type: M-SIO Request Type: General Investigation

Instructions: customer has a meter in the "swale" that has sunk in pretty deep. It is now a safety hazard. Check it out and schedule repair. Please tag door that you were there. Thanks, Leanne

Due Date: 2/15/2010 6:00:00PM Resolution Date: 2/15/2010 7:30:00AM FA Status: Completed

Resolution: DUG UP BOX AND RAISED IT UP LEVEL TO THE GROUND TO AVOID TRIPPING FROM IT...TAGGED DOOR..RH

Sub Division: 368 FA ID: 5136410017

Account #: 5136410000 Customer Name: ESTEVES,SYLVIA Phone #: (718) 288-2550

Address: 149 TOLLGATE TRL CSR: Matthew Chandler Operator: Matthew Morrell

Entry Date: 1/7/2010 2:45:15PM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUST CALLED IN WITH A BUSTED WATER PIPE, SOUNDS LIKE IT IS ON HIS SIDE, PAGED TO JOHN M.

Due Date: 1/7/2010 6:00:00PM Resolution Date: 1/7/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED LEAK AND FOUND IT TO BE ON CUSTOMER SIDE, SHUT OFF METER AND INFORMED CUSTOMER TO CALL A PLUMBER. MATT

Sub Division: 368 FA ID: 5338500225

Account #: 5338500000 Customer Name: ELEKMAN, LLOYD Phone #: (407) 774-1668

Address: 252 SPRINGSIDE RD CSR: Matthew Chandler Operator: Donna Brown

Entry Date: 3/17/2010 3:55:45PM SO Type: HIBILL

Instructions: REREAD MTR AND CHK FOR LEAKS, THANKS.MC

Due Date: 3/18/2010 6:00:00PM Resolution Date: 3/18/2010 10:15:00AM FA Status: Completed

Resolution: Read. No leaks detected. DB

Sub Division: 368 FA ID: 5350900566

Account #: 5350900000 Customer Name: ESPINOZA,LOUELLA Phone #:

Address: 209 AMBERGATE CT CSR: Matthew Chandler Operator: Kevin Cooper

Entry Date: 1/11/2010 9:57:34AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUST CALLED IN WATER BUBBLING UP IN THE STREET, PAGED TO JOHN M. MC

Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed

Resolution: replaced 2' of 1.25" poly and McDonald brass coupling on corp with comp coupling on poly.. kev

Sub Division: 368 FA ID: 5454200901

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 5454200000 Customer Name: PAULK, ED Phone #: (407) 923-3648
 Address: 176 WILLOWCREEK CV CSR: Lorie Mayeski Operator: John Marinelli
 Entry Date: 1/4/2010 12:07:48PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: CUSTOMER CALLED STATED THAT WATER PRESSURE IS LOW. CALLED PLANT NOTHING OCCURRING AT PLANT. INVESTIGATE. THANKS, LORIE M. 1-4-2010*CALLED OUT TO JOHN MARINELLI @ 1:07 P.M.*
 Due Date: 1/4/2010 6:00:00PM Resolution Date: 1/4/2010 11:00:00AM FA Status: Completed
 Resolution: Pressure was 60 psi at house. Customer had an inline filter that was causing pressure problems inside the home. advised customer to remove filter..

Sub Division: 368 FA ID: 5645700552
 Account #: 5645700000 Customer Name: MANDRACKEN,DAN Phone #: (407) 341-3546
 Address: 232 CAMBRIDGE DR CSR: Florida Temp 2 Operator: Kevin Cooper
 Entry Date: 2/3/2010 12:16:13PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST CALLED. WATER MAIN BREAK IN FRONT OF HOUSE. WATER IS ORANGE COLORED. DISPATCHED TO DONNA BROWN. THANKS, SJR
 Due Date: 2/3/2010 6:00:00PM Resolution Date: 2/3/2010 12:00:00AM FA Status: Completed
 Resolution: REPAIRED 1" POLY LINE IN ROAD WITH REPAIR CLAMP GOING TO METERS AT 232 AND 234.. KEV

Sub Division: 368 FA ID: 6130410965
 Account #: 6130410000 Customer Name: ORTIZ,JOSE Phone #: (407) 389-0524
 Address: 124 STONEY RIDGE CT CSR: Leanne Loeffel Operator: Shawn Ebert
 Entry Date: 1/5/2010 3:47:20PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says meter box is full of water, please check if there is a leak and if so on whose side. Tag door. Thanks, Leanne
 Due Date: 1/6/2010 6:00:00PM Resolution Date: 1/6/2010 3:20:00PM FA Status: Completed
 Resolution: leak on customer side...customer notified...of findings..

Sub Division: 368 FA ID: 6161600301
 Account #: 6161600000 Customer Name: WALKER,BRUCE Phone #: (407) 788-0321
 Address: 486 SABAL TRAIL CIR CSR: Matthew Chandler Operator: Donna Brown
 Entry Date: 2/18/2010 8:44:02AM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: MTR BOX HAS DISAPPEARED. PLEASE REPLACE PER CUST REQUEST. THANKS. MC
 Due Date: 2/19/2010 6:00:00PM Resolution Date: 2/19/2010 10:35:00AM FA Status: Completed
 Resolution: Installed new box. DB

Sub Division: 368 FA ID: 6044300678
 Account #: 6044300000 Customer Name: THE SPRINGS PLAZA Phone #:
 Address: SPRINGS PLAZA/2 CSR: Kimberly Bennett Operator: Shawn Ebert
 Entry Date: 2/2/2010 3:09:29PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: LYNETTE WITH THE SPRINGS @ 407-862-3047 CALLED DUE TO LEAK ON FAIRWAY WATER SHOOTING UP IN AIR.PAGED TO MARINELLI @ 4:01PM. KIM

Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 4:00:00PM FA Status: Completed

Resolution: checked out meter & found backflow busted- guards shut off backflow -informed to call HOA to do the repair - this is a master meter

Sub Division: 368 FA ID: 6053310097

Account #: 6053310000 Customer Name: SPRINGS COMM ASSOCIATION INC Phone #:

Address: SPGS RDG STBL/MAINT CSR: Lorie Mayeski Operator: Donna Brown

Entry Date: 1/11/2010 10:47:24AM SO Type: M-SIO Request Type: General Investigation

Instructions: METER BOX @ STABLE IS LEAKING. CALLED IN BY HEATHER (407)-862-3881. THANKS, LORIE M. 1-11-2010 CALLED OUT TO JOHN MARINELLI @ 11:44 A.M

Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed

Resolution: backflow busted on customer side. db

Sub Division: 368 FA ID: 6407310267

Account #: 6407310000 Customer Name: ENGLAND,ERVIN M Phone #: (407) 788-9487

Address: 466 LONGMEADOW LN CSR: Jacqueline Sillitoe Operator: Jeff Pinder

Entry Date: 1/4/2010 7:38:34AM SO Type: M-SIO Request Type: Water Service Line Break

Instructions: CUSTOMER AT 470 LONGMEADOW CALLED TO REPORT WATER GUSHING OUT OF THIS HOME YARD NEAR SIDEWALK. METER IS SPINNING. DISP TO FIELD FOR POSSIBLE TURN OFF AND TAG. CUSTOMER IS OUT OF TOWN.

Due Date: 1/4/2010 12:00:00AM Resolution Date: 1/4/2010 9:00:00AM FA Status: Completed

Resolution: Shut water off at meter and spoke with customer. Break is in his PVC line.

Sub Division: 368 FA ID: 6561600199

Account #: 6561600000 Customer Name: MAHAMID,RAMRATTIE Phone #: (407) 767-8277

Address: 101 ROCK LAKE RD CSR: Matthew Chandler Operator: Leroy Grainger

Entry Date: 1/22/2010 2:47:04PM SO Type: HIBILL

Instructions: CUST CALLED COMPLAINING OF HIGH BILL. CHECK FOR LEAKS. TAG DOOR WITH INFORMATION. THANKS, SJR

Due Date: 1/25/2010 6:00:00PM Resolution Date: 1/25/2010 9:00:00AM FA Status: Completed

Resolution: no leaks detected...tagged door with findings...lrg.

Sub Division: 368 FA ID: 6634200826

Account #: 6634200000 Customer Name: WHITFIELD,J H Phone #: (407) 774-7664

Address: 118 TOMOKA TR CSR: Florida Temp 4 Operator: Donna Brown

Entry Date: 2/23/2010 2:49:41PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. CUSTOMER CALLED COMPLAINING OF HIGH BILL. TAG DOOR WITH RESULTS. THANKS TAS

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 2/24/2010 6:00:00PM Resolution Date: 2/24/2010 8:50:00AM FA Status: Completed
 Resolution: Read. Spoke with customer to make sure all water off in home. Re-checked leak indicator which was moving. Advised customer that something leaking on their side. DB

Sub Division: 368 F4T FA ID: 6634200263
 Account #: 6634200000 Customer Name: WHITFIELD,J H Phone #: (407) 774-7664
 Address: 118 TOMOKA TR CSR: Florida Temp 3 Operator: Rodel Hermano
 Entry Date: 2/25/2010 2:45:06PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CHECK SHUT OFF VALVE, CUSTOMER SAID A PLUMBER CAME OUT AND TOLD HER THAT THE SHUT OFF VALVE NEEDS TO BE REPLACED AND THAT IT IS AT LEAST 40 YEARS OLD, CUSTOMERS WILL BE HOME, THANKS KAP

Due Date: 2/26/2010 6:00:00PM Resolution Date: 2/26/2010 8:24:00AM FA Status: Completed
 Resolution: SPOKE TO THE CUSTOMER AND ADVISED HIM TO USE THE HOUSE VALVE TO DO THE NECESSARY REPAIR. THE GATE VALVE ON THE SERVICE SIDE HAS A MINOR LEAK AND THE CUSTOMER WANTS IT TO BE REPLACED....RRH

Sub Division: 368 F4T FA ID: 6634200834
 Account #: 6634200000 Customer Name: WHITFIELD,J H Phone #: (407) 774-7664
 Address: 118 TOMOKA TR CSR: Florida Temp Operator: Kevin Cooper
 Entry Date: 3/24/2010 10:58:19AM SO Type: M-SIO Request Type: General Investigation
 Instructions: WAS THIS DONE? (FROM 2/26 F.A.) THE GATE VALVE ON THE SERVICE SIDE HAS A MINOR LEAK. THE CUSTOMER WANTS IT TO BE REPLACED....RRH/TINA

Due Date: 3/26/2010 6:00:00PM Resolution Date: 3/25/2010 12:00:00AM FA Status: Completed
 Resolution: FOUND VALVE FOR CUSTOMERS LINE AND EXPLAINED TO HIM THAT THE VALVE BEHIND METER WAS OUR VALVE THAT HE HAD TO SHUT OFF HIS THAT WE FOUND FOR HIM.. KEV

Sub Division: 368 FA ID: 6824600422
 Account #: 6824600000 Customer Name: SENTNER,KEVIN Phone #: (407) 788-2128
 Address: 2327 SPRINGS LANDING BLVD CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 2/3/2010 10:07:25AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT WATER PRESSURE IS VERY LOW, CUSTOMER'S NUMBER 352-989-0025-DIANE. CALLED OUT TO KEVIN COOPER AT 11:04A.M.*

Due Date: 2/3/2010 6:00:00PM Resolution Date: 2/3/2010 12:00:00AM FA Status: Completed
 Resolution: CUSTOMER HAD HOUSE VALVE MOSTLY CLOSED. OPENED IT FOR HER AND INFORMED HER SHE HAD GOOD PRESSURE.. KEV

Sub Division: 368 FA ID: 6836700288
 Account #: 6836700000 Customer Name: REYNOLDS,JACK Phone #: (386) 427-0470
 Address: 312 SMOKERISE BLVD CSR: Isabel Ceballos Operator: Leroy Grainger
 Entry Date: 2/15/2010 9:32:22AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Check valve at meter, customer states it's frozen. /ic

Due Date: 2/16/2010 6:00:00PM Resolution Date: 2/16/2010 10:50:00AM FA Status: Completed
 Resolution: lubricated and exercised curb stop valve...tagged door with findings...lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 6773700589
Account #: 6773700000 Customer Name: HENRY,ERIN B Phone #: (407) 869-1886
Address: 503 S SWEETWATER COVE BLVD CSR: Jacqueline Sillitoe Operator: Jonathan Pennington
Entry Date: 2/18/2010 12:13:41PM SO Type: M-SIO Request Type: General Investigation
Instructions: AFTER HOURS CALL 02/13 : LEAK AT MTR
Due Date: 2/19/2010 12:00:00AM Resolution Date: 2/13/2010 12:00:00AM FA Status: Completed
Resolution: LEAK WAS ON CUSTOMERS SIDE AND WAS INFORMED OF BY DONNA THE DAY PRIOR. INFORMED HER THAT IT WAS HER RESPONSIBILITY.. JP

Sub Division: 368 FA ID: 6773700947
Account #: 6773700000 Customer Name: HENRY,ERIN B Phone #: (407) 869-1886
Address: 503 S SWEETWATER COVE BLVD CSR: Lorie Mayeski Operator: Donna Brown
Entry Date: 2/12/2010 7:59:16AM SO Type: HIBILL
Instructions: CUSTOMER CALLED SUSPECTS A LEAK. PLEASE RE-READ METER. CHECK LEAK INDICATOR ON METER. TAG DOOR STATING CURRENT READ AND IF LEAK IS PRESENT LORIE M. 2-12-2010
Due Date: 2/12/2010 7:59:16AM Resolution Date: 2/12/2010 11:15:00AM FA Status: Completed
Resolution: Advised customer leak on their side. Read. DB

Sub Division: 368 FA ID: 6787310909
Account #: 6787310000 Customer Name: MOREU,RAFAEL C Phone #: (407) 869-7412
Address: 106 WILD HOLLY LN CSR: Darlene Hill Operator: Leroy Grainger
Entry Date: 3/23/2010 1:11:17PM SO Type: HIBILL
Instructions: PLS RE-READ METER, CST IS CONCERNED WITH THE HIGH USAGE AND REQ A RE-READ. THANKS, DARLENE
Due Date: 3/24/2010 12:00:00AM Resolution Date: 3/24/2010 8:00:00AM FA Status: Completed
Resolution: no leaks detected...tagged door with read and findings...lrg

Sub Division: 368 FA ID: 6798010024
Account #: 6798010000 Customer Name: MALO,WALTER Phone #: (407) 869-8612
Address: 310 BRIXHAM HARBOUR CLS CSR: Kimberly Bennett Operator: Donna Brown
Entry Date: 2/24/2010 10:15:37AM SO Type: HIBILL
Instructions: CUST CALLED DUE TO HIGH USAGE. READ AND CHECK FOR LEAKS. TAG WITH FINDINGS. KIM
Due Date: 2/25/2010 6:00:00PM Resolution Date: 2/24/2010 1:55:00PM FA Status: Completed
Resolution: No. leaks detected. Spoke to customer. DB

Sub Division: 368 FA ID: 7225200810
Account #: 7225200000 Customer Name: ALESSANDRO,VINCENZA Phone #: (407) 331-8006
Address: 190 TOLLGATE TRL CSR: Lorie Mayeski Operator: Kevin Cooper

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 3/12/2010 12:36:38PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT WATER IS SMELLY TODAY. CUSTOMER WENT TO WASH HANDS, AND THE SMELL OF THE WATER SMELL HAS SATURATED IN HER HANDS. PLEASE INVESTIGATE. THANKS, LORIE M. 3-12-2010 CALLED OUT TO JIM SWEGHEIMER HE STATED HE WILL CONTACT CUST.1:36PM

Due Date: 3/12/2010 6:00:00PM Resolution Date: 3/12/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED CHLORINE AND GOT 1.5 RESIDUAL AT HOSE BIB AND RAN WATER IN 2 SINKS INSIDE AND DIDNT "SMELL LIKE SEWAGE" DID NOT NOTICE ANY SMELL IN HOUSE. INFORMED CUSTOMER TO TAKE A SAMPLE IN A JAR IF IT HAPPENS AGAIN AND GIVE TO US THE NEXT BUSINESS DAY.. JS

Sub Division: 368

FA ID: 7202310008

Account #: 7202310000

Customer Name: DAVIS,ROBERT

Phone #: (407) 682-1912

Address: 891 CUTLER RD

CSR: Kimberly Bennett

Operator: Donna Brown

Entry Date: 1/13/2010 7:19:46AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUST CALLED A/S HAS LEAK OUTSIDE & NO WATER. PAGED TO ONCALL. KIM

Due Date: 1/13/2010 6:00:00PM Resolution Date: 1/13/2010 8:35:00AM FA Status: Completed

Resolution: Turned off water per customer request due to leak on property. Could not get read due to excessive water.

Sub Division: 368

FA ID: 7017410723

Account #: 7017410000

Customer Name: KARLESKINT,DONNA

Phone #: (407) 339-2572

Address: 133 WEATHERVANE WAY

CSR: Lorie Mayeski

Operator: Kevin Cooper

Entry Date: 1/25/2010 9:16:12AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT THERE IS A LEAK AT THE METER, BETWEEN THE METER AND THE STREET. PLEASE INVESTIGATE. THANKS, LORIE M. 1-25-2020*CALLED OUT TO JOHN MARINELLI @ 10:16 A.M.*

Due Date: 1/25/2010 6:00:00PM Resolution Date: 1/25/2010 11:00:00AM FA Status: Completed

Resolution: Leak on poly line going to galv. tee going to meters at 131 and 133. Replaced all galv. and curb stops to both meters with poly and brass fittings.. KEV

Sub Division: 368

FA ID: 7398310669

Account #: 7398310000

Customer Name: KENNEY,RONALD L

Phone #: (407) 788-6300

Address: 113 WILD HOLLY LN

CSR: Lorie Mayeski

Operator: Kevin Cooper

Entry Date: 2/2/2010 7:56:12AM

SO Type: M-SIO

Request Type: Clogged Sewer

Instructions: CUSTOMER CALLED STATED HE HAS A SEWER BACK UP. PLEASE INVESTIGATE. THANKS, LORIE M. 2-2-2010*CALLED OUT TO JOHN MARINELLI @ 8:55A.M.*

Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED LINES IN STREET, THEY WERE CLEAR, CUST IS ONLY ONE HAVING PROBLEM. INFORMED TO CALL PLUMBER TO CLEAR. IF HE THINKS IT IS IN OUR LINE TO SCHEDULE A TV CAMERA.. KEV

Sub Division: 368

FA ID: 7406300672

Account #: 7406300000

Customer Name: RUSSELL,STANLEY

Phone #: (407) 332-6921

Address: 125 ROSE BRIAR DR

CSR: Kimberly Bennett

Operator: Donna Brown

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 1/11/2010 11:28:26AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED DUE TO LEAK BEFORE METER ON OURSIDE PAGED TO MARINELLI @ 12:28PM.
 KIM

Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/12/2010 9:00:00AM FA Status: Completed
 Resolution: went to house & customer stated they did not call any leak

Sub Division: 368 FA ID: 7298110624

Account #: 7298110000 Customer Name: TUDHOPE,WALLACE Phone #: (407) 339-5824

Address: 323 PRESSVIEW AVE CSR: Leanne Loeffel Operator: Leroy Grainger

Entry Date: 3/8/2010 11:04:22AM SO Type: M-SIO Request Type: General Investigation

Instructions: customer says valve on meter is not working, please lube and exercise. Tag door that work was done.

Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/9/2010 8:45:00AM FA Status: Completed

Resolution: lubricated and exercised curb stop valve...tagged door..lrg

Sub Division: 368 FA ID: 7752610515

Account #: 7752610000 Customer Name: RANKIN,JOHN Phone #: (407) 869-1919

Address: 10 HORSEMAN CV CSR: Jacqueline Sillitoe Operator: Jonathan Pennington

Entry Date: 2/18/2010 12:17:47PM SO Type: M-SIO Request Type: General Investigation

Instructions: AFTER HOURS CALL 02/15 : LEAK @ SIDEWALK IN FRONT OF NEIGHBORS HOUSE.

Due Date: 2/19/2010 12:00:00AM Resolution Date: 2/15/2010 12:00:00AM FA Status: Completed

Resolution: FOUND LEAK ON CUSTOMERS LINE AND INFORMED HIM, PLUMBER SHOWED UP UPON ARRIVAL

Sub Division: 368 FA ID: 7659710350

Account #: 7659710000 Customer Name: MCLAIN,SILVIA Phone #: (407) 682-5374

Address: 883 SWEETWATER ISLAND CIR CSR: Kimberly Bennett Operator: Donna Brown

Entry Date: 1/13/2010 7:17:28AM SO Type: M-SIO Request Type: General Investigation

Instructions: 1/13/10 CUST CALLED A/S BECAUSE OF NO WATER DUE TO BUSTED PIPE. PAGED TO ONCALL. KIM

Due Date: 1/13/2010 6:00:00PM Resolution Date: 1/13/2010 8:50:00AM FA Status: Completed

Resolution: Turned water off per customer request due to leak on property. No read due to meter stuck.

Sub Division: 368 FA ID: 7911410087

Account #: 7911410000 Customer Name: PLD INC Phone #: (888) 903-8935

Address: 104 STARLING LN CSR: Florida Temp Operator: Kevin Cooper

Entry Date: 3/11/2010 3:35:36PM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: Cust states toilets work, kitch sink clogged. Plumber states sand in the line. Cust references neighbors line repair from August 2007 as cause. Please come in AM and call 888-903-8935 Ms. Roberts when en route.

Due Date: 3/12/2010 6:00:00PM Resolution Date: 3/12/2010 11:00:00AM FA Status: Completed

Resolution: EVERYTHING IN UNIT IS WORKING FINE EXCEPT FOR KITCHEN SINK. INFORMED CUSTOMER THAT

Customer Complaints 01/01/2010 to 12/31/2010

HER MAIN LINE IS CLEAR IF EVERYTHING ELSE IS FLOWING. SPOKE W/ PLUMBER/HANDYMAN AND INFORMED HIM. SEDIMENT WAS EGG SHELLS NOT SAND FROM DISPOSAL.. KEV

Sub Division: 368 FA ID: 8078700410
Account #: 8078700000 Customer Name: BRUCE, LOUIS R Phone #: (407) 862-4416
Address: 120 E CUMBERLAND CIR CSR: Florida Temp 4 Operator: Jonathan Pennington
Entry Date: 2/2/2010 12:56:29PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST CLLD OFC ABT BROKEN PIPE LEAK NEAR METER. PLEASE CHECK FOR LEAK. THANKS TAS
Due Date: 2/2/2010 6:00:00PM Resolution Date: 2/2/2010 2:00:00PM FA Status: Completed
Resolution: CHECKED LEAK AND LEAK IS ON CUSTOMERS PVC AT 118 CUMBERLAND NO ONE WAS HOME SO WE SHUT OFF METER AND TAGGED DOOR FOR CUSTOMER TO CALL PLUMBER. JP

Sub Division: 368 FA ID: 8042810614
Account #: 8042810000 Customer Name: CHASTAIN, DENNIS Phone #:
Address: 1982 ST ANDREWS PL CSR: Lorie Mayeski Operator: Jonathan Pennington
Entry Date: 3/1/2010 10:50:59AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: RECEIVED CALL FROM 'CAROLS STONE @ MASTEC', HE IS WORKING IN/NEAR CUSTOMER'S PROPERTY & CUSTOMER WAS COMPLAINING HAS A SEWER BACK UP. CAROLS WOULD LIKE A UI REP. TO LOCATE SEWER CLEANOUT SO IT CAN BE RESOLVED. THANKS, LORIE M.
3-1-2010*J.MARINELLI@11:45AM
Due Date: 3/1/2010 6:00:00PM Resolution Date: 3/1/2010 12:00:00AM FA Status: Completed
Resolution: marked the sewer - cable may have gone thru the customer's sewer line. Mastec is digging it up to satisfy the customer.

Sub Division: 368 FA ID: 8318610471
Account #: 8318610000 Customer Name: MILHAN, PAUL Phone #: (407) 774-7474
Address: 820 COVE PARK PL CSR: Isabel Ceballos Operator: Rodel Hermano
Entry Date: 3/30/2010 7:59:57AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer's meter is full of water. Paged Kevin C /ic
Due Date: 3/30/2010 6:00:00PM Resolution Date: 3/30/2010 9:50:00AM FA Status: Completed
Resolution: REPLACED 1" METER GASKETS..RRH

Sub Division: 368 FA ID: 8356410517
Account #: 8356410000 Customer Name: CUK, DRAGAN Phone #: (407) 475-9073
Address: 122 ESSEX DR CSR: Jacqueline Sillitoe Operator: Kevin Cooper
Entry Date: 3/1/2010 2:39:27PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER SAYS SEWER LINE IS "GOING" TO BACK UP AGAIN. CAMERA LINE HE SAYS. PLEASE CALL 407-310-1835.
Due Date: 3/2/2010 12:00:00AM Resolution Date: 3/2/2010 12:00:00AM FA Status: Completed
Resolution: CUSTOMERS LINE IS CLEAR. DID NOT SEE ANY BLOCKAGE WITH CAMERA. INFORMED CUSTOMER.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 8403810346
Account #: 8403810000 Customer Name: HELLER,THOMAS R Phone #: (407) 774-8090
Address: 1340 SUZANNE WAY CSR: Lorie Mayeski Operator: John Marinelli
Entry Date: 2/5/2010 9:12:51AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED STATED THAT THEY DID NOT HAVE WATER ALL NIGHT ON 2-3-2010. CUSTOMER 'WAS NOT' SCHEDULED FOR DISCONNECT. PLEASE INVESTIGATE AS TO WHY NO WATER IS ON. THANKS, LORIE M. 2-4-2010*CALLED OUT TO J. MARINELLI @ 10:10A.M.*CUST. CELL #407-310-5974
Due Date: 2/4/2010 6:00:00PM Resolution Date: 2/5/2010 12:00:00AM FA Status: Completed
Resolution: METER WAS LEFT OFF BY MISTAKE AFTER METER WAS CHANGED OUT. APOLOGIZED TO GUY AND HE UNDERSTOOD AND WAS REAL NICE ABOUT THE MISTAKE.. JAM

Sub Division: 368 FA ID: 8621410491
Account #: 8621410000 Customer Name: VON HUGEL,MARIE Phone #: (407) 682-5348
Address: 350 NEW WATERFORD PL CSR: Lorie Mayeski Operator: Donna Brown
Entry Date: 3/19/2010 9:43:24AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED STATED THAT METER LID APPEARS TO BE BROKEN AND KEEPS FALLING IN THE METER BOX. PLEASE INVESTIGATE. THANKS, LORIE M. 3-19-2010
Due Date: 3/19/2010 6:00:00PM Resolution Date: 3/22/2010 9:45:00AM FA Status: Completed
Resolution: Nothing found wrong with meter box lid. DB

Sub Division: 368 FA ID: 8535700425
Account #: 8535700000 Customer Name: BORRELLI,LORRAINE Phone #: (571) 213-1734
Address: 234 CAMBRIDGE DR CSR: Matthew Chandler Operator: Kevin Cooper
Entry Date: 2/3/2010 12:07:00PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST CALLED IN WATER BUBBLING UP FROM UNDER THE ROAD, PAGED TO JOHN M.MC
Due Date: 2/3/2010 6:00:00PM Resolution Date: 2/3/2010 12:00:00AM FA Status: Completed
Resolution: REPAIRED 1" SERVICE LINE WITH CLAMP GOING TO METERS AT 232 AND 234 OUT IN STREET.KEV

Sub Division: 368 FA ID: 8657400867
Account #: 8657400000 Customer Name: MITCHELL, RUSSELL Phone #: (407) 951-5218
Address: 2170 WOODBRIDGE RD CSR: Matthew Chandler Operator: Jeff Pinder
Entry Date: 1/5/2010 12:07:53PM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: PROPERTY MANAGER CALLED IN A WATER LINE BREAK BETWEEN 2170 AND 2174 WOODBRIDGE LN. PAGED TO JEFF P. MC
Due Date: 1/5/2010 6:00:00PM Resolution Date: 1/5/2010 2:30:00PM FA Status: Completed
Resolution: Replaced 2' of 2" poly.

Sub Division: 368 FA ID: 8430700291
Account #: 8430700000 Customer Name: MOFFETT,LINDA Phone #: (407) 862-4639
Address: 183 DUNCAN TRL CSR: Elise Christian Operator: Kevin Cooper
Entry Date: 2/16/2010 10:49:00AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST SENT EMAIL ABOUT LEAK AT PROPERTY WITH APPROX 20 GPM WATER RUNNING. SHE SAID THAT SHE CALLED AFT HRS AND SPOKE TO TECH THAT WOULD BE OUT TODAY.PAGED TO JM (EC)

Due Date: 2/16/2010 12:00:00AM Resolution Date: 2/16/2010 12:00:00AM FA Status: Completed

Resolution: REPLACED BROKEN 1" POLY TO METER FROM MAIN WITH NEW METER AND CURBSTOP AND COMPRESSION NUT ON CORP... KEV, MATT, RODELL

Sub Division: 368

FA ID: 8842610499

Account #: 8842610000

Customer Name: ANDERSON,KIM

Phone #: (407) 260-1775

Address: 9 HORSEMAN CV

CSR: Florida Temp 3

Operator: Kevin Cooper

Entry Date: 3/1/2010 12:22:33PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: PLEASE CHECK METER, IS GUSHING WATER AGAIN, THANKS KAP

Due Date: 3/3/2010 6:00:00PM Resolution Date: 3/1/2010 12:00:00AM FA Status: Completed

Resolution: CUSTOMER AT 10 HORSEMANS COVE HAD A LEAK ON PVC PIPE GOING TO IRRIGATION. SHUT OFF METER AND INFORMED CUSTOMER AT THAT ADDRESS THAT IT WAS ON THEIR SIDE AND WAS THEIR RESPONSIBILITY TO MAKE REPAIR.. KEV

Sub Division: 368

FA ID: 9019300258

Account #: 9019300000

Customer Name: VICENTY,CATHERINE

Phone #: (407) 331-0231

Address: 273 TOLLGATE TRL

CSR: Kimberly Bennett

Operator: James Swegheimer

Entry Date: 1/11/2010 7:21:52AM

SO Type: M-SIO

Request Type: Discolored Water

Instructions: 1/11 - CUST CALLED A/S DUE TO BROWN WATER. PAGED TO ONCALL. KIM

Due Date: 1/11/2010 6:00:00PM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed

Resolution: WENT TO RESIDENCE AND FOUND NO ONE HOME TESTED CHLORINE AND RAN WATER AND IT WAS CLEAR. CALLED CUSTOMER WITH INFO

Sub Division: 368

FA ID: 9423300625

Account #: 9423300000 Customer Name: MOSHER/MINTON,TIMOTHY J

Phone #: (407) 862-6564

Address: 109 TEDWORTH CT

CSR: Linette Orengo

Operator: Kevin Cooper

Entry Date: 1/10/2011 7:37:22AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: cust. stated sewer is backing up into his home. paged Kevin./LIO FL

Due Date: 1/10/2010 6:00:00PM Resolution Date: 1/10/2011 12:00:00AM FA Status: Completed

Resolution: CUSTOMER CLEARED HIS LINE HIMSELF, CAMERA LINE AND FOUND PROBLEM IN CUSTOMERS PIPE THAT WAS APPROX, 12 FEET FROM CLEANOUT NEAR DRIVEWAY, AND IS HIS RESPONSIBILITY. KEV

Sub Division: 368

FA ID: 9315600449

Account #: 9315600000

Customer Name: ANNIS,JAMES

Phone #: (407) 260-0509

Address: 1413 CANAL POINT RD

CSR: Jacqueline Sillitoe

Operator: Rodel Hermano

Entry Date: 2/25/2010 9:00:04AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: WATER LEAK AT RD. DISP TO FIELD. (IN FRONT OF 1417 CANAL)

Due Date: 2/25/2010 12:00:00AM Resolution Date: 2/25/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: NO SIGN OF LEAK UPON ARRIVAL AT SITE, I ASSUME A BUSTED IRRIGATION LINE AT 1418 CANAL POINT FROM THE WATER MARKS ON THE CURBRRH

Sub Division: 368

FA ID: 9293310067

Account #: 9293310000

Customer Name: MARTIN,RAE

Phone #: (407) 869-1137

Address: 108 E SWEETWATER CREEK DR

CSR: Jacqueline Sillitoe

Operator: Matthew Morrell

Entry Date: 1/21/2010 7:26:27AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUSTOMER'S NEIGHBOR CALLED AND STATED THAT BREAK IN WATER LINE ON OUR SIDE.
DISP TO FIELD.

Due Date: 1/21/2010 12:00:00AM Resolution Date: 1/21/2010 12:00:00PM FA Status: Completed

Resolution: Found leak in svc line at corp. Replaced 3/4 short side service with new poly. Matt, S.E., K.C.

Sub Division: 368

FA ID: 9876400799

Account #: 9876400000

Customer Name: PLOEHNJR,JOHN G

Phone #: (407) 333-9104

Address: 2101 BLUE IRIS PL

CSR: Isabel Ceballos

Operator: Kevin Cooper

Entry Date: 3/11/2010 11:12:00AM

SO Type: HIBILL

Instructions: Customer's usage has more than doubled. Please re-read meter and check for leaks. Customer says nothing is happening there different. Please call him because he would like to be present when you read meter. /ic

Due Date: 3/12/2010 6:00:00PM Resolution Date: 3/11/2010 12:00:00AM FA Status: Completed

Resolution: READ METER AND NO LEAKS DETECTED. CALLED CUSTOMER AND NO ANSWER, LEFT MESSAGE TO CALL. ALSO LEFT DOOR TAG WITH READ TODAY AND TO CHECK IRRIGATION ZONES FOR LEAKS OR BROKEN HEADS.. KEV

Sub Division: 368

FA ID: 9851610681

Account #: 9851610000

Customer Name: HANDELSMAN,KITTY

Phone #: (407) 415-6479

Address: 8 SLEEPY HOLLOW CV

CSR: Ashley Simpson

Operator: Kevin Cooper

Entry Date: 3/23/2010 8:25:47AM

SO Type: M-REREAD

Instructions: Please re-read meters customer said this is insane...Thanks Ashley

Due Date: 3/23/2010 8:25:47AM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed

Resolution: cust. had leak on his side on 3/3/10 and he requested water be left on, he didn't realize he would be getting an \$800 bill which he said he could not pay all at once, i informed to call office back and see if someone could help or tell him what to-do

Sub Division: 368

FA ID: 9851610214

Account #: 9851610000

Customer Name: HANDELSMAN,KITTY

Phone #: (407) 415-6479

Address: 8 SLEEPY HOLLOW CV

CSR: Florida Temp 3

Operator: Kevin Cooper

Entry Date: 3/8/2010 12:08:32PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: check leak that may possibly be on our side, customer said there is a leak in his yard and cannot determine where it is coming from thanks kap

Due Date: 3/8/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: LEAK ON CUST. LINE CUSTOMER REQUESTED METER BE LEFT ON SO HE WOULD HAVE WATER IN HOUSE. LEFT ON FOR HIM.. KEV

Sub Division: 368 FA ID: 3650700799
 Account #: 4849600494 Customer Name: LAZAR,JOHN Phone #: (407) 496-3380
 Address: 109 N PRESSVIEW AVE CSR: Lorie Mayeski Operator: Shawn Ebert
 Entry Date: 1/14/2010 3:19:07PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED STATED THAT HE HAS A LEAK ON HIS PROPERTY AND CANNOT GET METER TURNED OFF. HE REQUESTED THAT WE SEND SOMEONE OUT TO 'TEMPORARILY TURN OFF METER FOR REPAIRS'. LORIE M. 1-14-2010 CALLED OUT TO JOHN MARINELLI @ 4:19 P.M.
 Due Date: 1/14/2010 6:00:00PM Resolution Date: 1/14/2010 5:40:00PM FA Status: Completed
 Resolution: CURB STOP WAS BROKEN , REPLACED 3/4" THREADED C/S , CUST. PLUMBER WILL BE BACK TO MAKE REPAIRS AND IS ABLE TO T/OFF , SME

Sub Division: 368 FA ID: 4421910571
 Account #: 8072516768 Customer Name: Wells-Negre,Jacqueline Phone #: (407) 463-2156
 Address: 2810 SAND LAKE RD CSR: Kimberly Bennett Operator: Donna Brown
 Entry Date: 1/28/2010 8:40:57AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED ABOUT LOW PRESSURE. CHECK VALVE AT METER. CUST HAD PLUMBER OUT YESTERDAY. PAGED TO JM. dsd
 Due Date: 1/28/2010 6:00:00PM Resolution Date: 1/28/2010 10:00:00AM FA Status: Completed
 Resolution: Plumber did not turn water back on completely at meter. Turn on. DB

Sub Division: 368 FA ID: 5386210800
 Account #: 6086732366 Customer Name: ANDRONE,GHEORGHE Phone #: (321) 972-6540
 Address: 360 W HORNBEAM DR CSR: Matthew Chandler Operator: David Nicks
 Entry Date: 2/8/2010 10:16:02AM SO Type: M-SIO Request Type: Water Service Line Break
 Instructions: CUST CALLED IN A LEAK AT THE MTR. PLEASE CHK OUT, PAGED TO JOHN M.MC
 Due Date: 2/8/2010 6:00:00PM Resolution Date: 2/9/2010 8:00:00AM FA Status: Completed
 Resolution: Replaced 1" Curb Stop & 12" section of 3/4" PVC on customer's side of meter..... David Nicks

Sub Division: 368 FA ID: 5419310920
 Account #: 0487401097 Customer Name: Warner,Edward Phone #: (407) 583-7512
 Address: 100 STONEY RIDGE CT CSR: Jacqueline Sillitoe Operator: James Swegheimer
 Entry Date: 1/11/2010 11:46:45AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER HAS GRAY WATER? CHARCOL COLOR. DISP TO FIELD .
 Due Date: 1/11/2010 12:00:00AM Resolution Date: 1/11/2010 12:00:00AM FA Status: Completed
 Resolution: SPOKE WITH CUST. PUT UNUSED SOFTENER INTO BYPASS POSITION AND THAT CLEARED PROBLEM.JS

Sub Division: 368 FA ID: 8103410770
 Account #: 0217589606 Customer Name: ASKEW,NOREEN Phone #: (407) 788-0708

CMRP0008

SANLANDO

Customer Complaints 01/01/2010 to 12/31/2010

Address: 110 SAND PINE LN CSR: Lorie Mayeski Operator: Rodel Hermano

Entry Date: 1/11/2010 10:10:23AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED WOULD LIKE TO HAVE PLUMBING REPAIRS DONE. HOWEVER, CUSTOMER SAID THAT PLUMBER STATED THAT OUR 'TURN OFF VALVE' AT METER DOES NOT TURN OFF COMPLETELY. PLEASE REPAIR VALVE AT METER. THANKS, LORIE M. 1-11-2010.CALL CUST. AT (407)-788-0708

Due Date: 1/12/2010 6:00:00PM Resolution Date: 1/14/2010 10:00:00AM FA Status: Completed

Resolution: changed out curb stop for the customer

Sub Division: 368 FA ID: 5431800131

Account #: 9815902424 Customer Name: FALSO,JOHN Phone #: (321) 439-1291

Address: 2013 VANDERBILT PT CSR: Florida Temp 3 Operator: Kevin Cooper

Entry Date: 3/26/2010 12:47:25PM SO Type: M-SIO Request Type: General Investigation

Instructions: Water running down the road, appears to be coming from water meters near, 2007 Vanderbilt. kap

Due Date: 3/26/2010 6:00:00PM Resolution Date: 3/26/2010 12:00:00AM FA Status: Completed

Resolution: repaired 1 1/2" poly with clamp.. kev

Sub Division: 368 FA ID: 9968500842

Account #: 0105228297 Customer Name: PADAWER,SCOTT Phone #: (407) 312-6934

Address: 236 SPRINGSIDE RD CSR: Elise Christian Operator: John Marinelli

Entry Date: 1/4/2010 11:12:02AM SO Type: M-SIO Request Type: General Investigation

Instructions: MS. HOOVER SAID THAT THE PLUMBER CAME OUT AND SAID THAT THE BLOCK IS OUR BLOCK.SHE WANTS UI TO MEET W/HER AND THE PLUMBER FOR RESOLUTION. CONT HER @ 407-774-1638 OR CELL 407-310-2850. (EC)

Due Date: 1/4/2010 12:00:00AM Resolution Date: 1/4/2010 12:00:00AM FA Status: Completed

Resolution: TV CAMERA CUSTOMERS LINE AND FOUND PROBLEM ON CUSTOMER SIDE, SPOKE WITH CUSTOMER AND SHE ADVISED HER PLUMBER WILL DIG IT UP AND REPAIR

Sub Division: 368 FA ID: 8022800881

Account #: 1311777332 Customer Name: Ghneim,Basem Phone #: (407) 786-6208

Address: 249 COBLE DR CSR: Lisa Parsons Operator: Kevin Cooper

Entry Date: 3/22/2010 11:48:13AM SO Type: M-SIO Request Type: High or Low Pressure in the Water

Instructions: PLEASE CONTACT AMAL @ 407-786-6208 SHE WOULD LIKE YOU TO CHECK METER AND VALVE WATER PRESSURE IS VERY LOW. THANKS LISA

Due Date: 3/23/2010 12:00:00AM Resolution Date: 3/23/2010 12:00:00AM FA Status: Completed

Resolution: checked pressure at house and it was good but we did have to replace curb stop at meter (1" with reducer and meter coupling). flushed screen in washer hose of dirt and customer is happy.. kev

Sub Division: 368 FA ID: 1547328651

Account #: 8113264984 Customer Name: Drafts,William A Phone #: (407) 592-2247

Address: 746 CRISTALDI WY CSR: Lorie Mayeski Operator: Thomas Keys

Entry Date: 2/24/2010 7:07:06AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: "NEW" CUSTOEMER AS OF TODAY. CALLED TODAY STATED THAT "WATER SMELLS TERRIBLE". PLEASE INVESTIGATE. THANKS, LORIE M. 2-24-2010*CALLED OUT TO SCOTT GOSNELL @ 8:06 A.M.*

Due Date: 2/26/2010 6:00:00PM Resolution Date: 2/24/2010 12:00:00AM FA Status: Completed

Resolution: PER SCOTT G.- TALKED TO CUSTOMER AND THEY STATED THAT ONLY THE HOT WATER SMELLED AND THAT THE HOUSE SAT EMPTY SINCE JULY 09. TOLD CUSTOMER TO FLUSH HOT WATER HEATER AND HE WILL CALL AGAIN IF THIS CONTINUES

Sub Division: 368

FA ID: 0204910845

Account #: 2003191859

Customer Name: MARTOCCIA,ANTHONY Phone #: (407) 774-4805

Address: 454 SABAL TRAIL CIR

CSR: Florida Temp 4

Operator: Donna Brown

Entry Date: 2/10/2010 8:39:27AM

SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAK. CUSTOMER CALLED COMPLAINING OF HIGH BILL FOR LAST (2) MONTHS. THANKS TAS

Due Date: 2/11/2010 6:00:00PM Resolution Date: 2/11/2010 10:45:00AM FA Status: Completed

Resolution: No leak detected. Read 2287690. DB

Sub Division: 368

FA ID: 3161510140

Account #: 0380100026

Customer Name: CASTILLO,BROWNELL Phone #: (407) 456-2004

Address: 161 TOLLGATE BR

CSR: Leanne Loeffel

Operator: Matthew Morrell

Entry Date: 2/22/2010 10:42:32AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Owner called about water spewing from under driveway. Please verify whose leak it is, if it's customers, please shut off at meter until plumber can be called. Please let me know whose issue it is so I can contact owner. Paged to John M /LML

Due Date: 2/22/2010 6:00:00PM Resolution Date: 2/22/2010 12:00:00AM FA Status: Completed

Resolution: OPENED DRIVEWAY TO CLAMP A 3/4" SERVICE LINE GOING TO METER THAT WAS LEAKING UNDER DRIVE.. MM,RH.DB.DN

Sub Division: 368

FA ID: 2501110669

Account #: 8460244175
461-7970

Customer Name: STAPLETON,CATHERINE D Phone #: (407)

Address: 400 NEWTON PL

CSR: Loretta Abbott

Operator: Leroy Grainger

Entry Date: 2/4/2010 1:41:25PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUST.WOULD LIKE HER MTR. CKD. DOES NOT BELIEVE SHE IS USING "THAT MUCH" WATER. HAS ONLY BEEN AT THIS LOCATION SINCE MID DEC. PLEASE TAG THE DOOR W/YOUR FINDINGS - WHETHER OR NOT THERE IS A MTR. PROBLEM. THANKS, leabbott LAST BILL WAS FOR 38 DAYS

Due Date: 2/5/2010 12:00:00AM Resolution Date: 2/5/2010 8:35:00AM FA Status: Completed

Resolution: no leaks detected..tagged door with read and findings lrg

Sub Division: 368

FA ID: 4425000255

Account #: 8004831535

Customer Name: Schnetzler,Jameson Phone #: (850) 933-1650

Address: 173 GOLFCLUB DR

CSR: Florida Temp

Operator: Donna Brown

Entry Date: 3/17/2010 1:22:18PM

SO Type: M-SIO

Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

- Instructions: METER BOX IS SINKING AND LID IS MISSING. PLEASE REPAIR ASAP, DANGER TO PEDESTRIANS. THANKS/TINA
- Due Date: 3/18/2010 6:00:00PM Resolution Date: 3/22/2010 3:00:00PM FA Status: Completed
- Resolution: Removed box and installed new box and lid and brought it up to grade. Added dirt around it to finish off. DB
- Sub Division: 368 FA ID: 8728410753
- Account #: 8418936017 Customer Name: CALTRIDER,KENNETH T Phone #: (407) 869-8277
- Address: 109 BUTTERNUT LN CSR: Florida Temp 2 Operator: Donna Brown
- Entry Date: 3/25/2010 11:07:14AM SO Type: M-SIO Request Type: General Investigation
- Instructions: Cust called to say that water leaks out of the meter box most mornings - sometimes a little, sometimes a lot. Please tag door with results. DSD
- Due Date: 3/26/2010 6:00:00PM Resolution Date: 3/26/2010 9:55:00AM FA Status: Completed
- Resolution: Met with customer. Nothing showing as leaks and no water in or around box. Turned water on at house, nothing showed up. Customer states that it rolls out of the box and into road usually in the middle of the night. I told him to take pics and let us know
- Sub Division: 368 FA ID: 2513310174
- Account #: 8398795425 Customer Name: FERGUSON,KEITH Phone #: (407) 402-5691
- Address: 2832 Spyglass Cv CSR: Kimberly Bennett Operator: Jonathan Pennington
- Entry Date: 1/21/2010 11:22:04AM SO Type: M-SIO Request Type: General Investigation
- Instructions: CUSTOMER CALLED DUE TO LEAK AT THE METER - PER CUST PIPES ON OUR SIDE ARE RUSTED. PLEASE CHECK AND INFORM THE CUSTOMER OF FINDINGS. KIM
- Due Date: 1/21/2010 6:00:00PM Resolution Date: 1/21/2010 12:00:00AM FA Status: Completed
- Resolution: LEAK WAS ON CUSTOMERS HOSE BIB INFORMED HER THAT IT WAS NOT OUR PROBLEM.JP
- Sub Division: 368 FA ID: 7585500690
- Account #: 4884317559 Customer Name: HACKETT,LAFONDA Phone #: (478) 494-9789
- Address: 677 MOSSY BRANCH CT CSR: Jacqueline Sillitoe Operator: Kevin Cooper
- Entry Date: 1/26/2010 10:01:55AM SO Type: M-SIO Request Type: Water Service Line Break
- Instructions: CUSTOMER'S PLUMBER STATED THERE IS A LEAK BETWEEN ST.AND SIDEWALK. DISP TO FIELD.
- Due Date: 1/26/2010 12:00:00AM Resolution Date: 1/26/2010 12:00:00AM FA Status: Completed
- Resolution: REPAIRED 6" SEWER LATERAL THAT WAS HIT WHEN THEY BORED POWER LINE IN AT ADDRESS. REPAIRED WITH CLAMP..KEV
- Sub Division: 368 FA ID: 7585500690
- Account #: 4884317559 Customer Name: HACKETT,GARY Phone #: (478) 494-9789
- Address: 677 MOSSY BRANCH CT CSR: Jacqueline Sillitoe Operator: Kevin Cooper
- Entry Date: 1/26/2010 10:01:55AM SO Type: M-SIO Request Type: Water Service Line Break
- Instructions: CUSTOMER'S PLUMBER STATED THERE IS A LEAK BETWEEN ST.AND SIDEWALK. DISP TO FIELD.
- Due Date: 1/26/2010 12:00:00AM Resolution Date: 1/26/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: REPAIRED 6" SEWER LATERAL THAT WAS HIT WHEN THEY BORED POWER LINE IN AT ADDRESS.
REPAIRED WITH CLAMP..KEV

Sub Division: 368

FA ID: 8737464371

Account #: 9648547671

Customer Name: GARG,RAJIV

Phone #: (407) 267-3018

Address: 738 CRISTALDI WAY

CSR: Isabel Ceballos

Operator: Leroy Grainger

Entry Date: 1/11/2010 11:40:46AM

SO Type: M-READ

Instructions: Customer says potable water is not turned, please turn on house meter. /ic

Due Date: 1/12/2010 12:00:00AM

Resolution Date: 1/12/2010 11:45:00AM

FA Status:

Completed

Resolution: unlocked meter but left off per contractor...lrg.

Sub Division: 368

FA ID: 3084700931

Account #: 0836925758

Customer Name: REECE,DIONE

Phone #: (407) 521-2003

Address: 119 LYNTHURST DR

CSR: Kimberly Bennett

Operator: Matthew Morrell

Entry Date: 1/11/2010 7:25:10AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: 1/10/10 - CALLED AFTER HRS DUE TO LEAK ON PROPERTY. PAGED TO ON CALL. KIM

Due Date: 1/11/2010 6:00:00PM

Resolution Date: 1/10/2010 12:00:00AM

FA Status:

Completed

Resolution: CUSTOMERS BACKFLOW WAS BUSTED, TURNED OFF BACKFLOW FOR CUSTOMER AND INFORMED
IT WAS THEIR PROBLEM..MM

Sub Division: 368

FA ID: 9218210065

Account #: 9730545155

Customer Name: Lemery,Sandy

Phone #: (407) 416-3813

Address: 1719 RUTLEDGE RD

CSR: Jacqueline Sillitoe

Operator: Shawn Ebert

Entry Date: 1/19/2010 9:46:08AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: AFTER HOURS CALL-NO WATER 01/17/2010 DISP TO SE.

Due Date: 1/17/2010 12:00:00AM

Resolution Date: 1/17/2010 12:00:00AM

FA Status:

Completed

Resolution: CALLED CUSTOMER AND LADY SAID THEY DIDNT HAVE THE WATER SHUT OFF FOR ANYTHING,
WENT OUT AND FOUND THAT THE HUSBAND DISCOVERED LEAK ON BACKFLOW OUT SIDE AND
TURNED OFF WATER. LEFT WATER OFF PER CUSTOMER TO MAKE REPAIRS..SE

Sub Division: 368

FA ID: 9218210316

Account #: 9730545155

Customer Name: Lemery,Sandy

Phone #: (407) 416-3813

Address: 1719 RUTLEDGE RD

CSR: Jacqueline Sillitoe

Operator: Rodel Hermano

Entry Date: 1/15/2010 10:13:27AM

SO Type: M-EXCHNG

Instructions: CUSTOMER SAID THE METER HEAD (GLASS OVER REGISTER) "GOT BROKEN". PLEASE REPLACE
COVER.

Due Date: 1/18/2010 12:00:00AM

Resolution Date: 1/18/2010 12:00:00AM

FA Status:

Completed

Resolution: REPLACED STUCK 1" METER..RRH

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 FA ID: 8247500927
Account #: 8716154575 Customer Name: SPRINGS COMM ASSOC INC Phone #: (407) 862-3881
Address: 284 SPRINGSIDE RD CSR: Lorie Mayeski Operator: Donna Brown
Entry Date: 2/24/2010 11:20:05AM SO Type: M-REREAD
Instructions: CUSTOMER COMPLAINT FEELING THAT METER IS NOT BEING READ. CALL CUSTOMER BEFORE ARRIVING (407)-383-7549 CUSTOMER REQUESTED EARLY AFTERNOON. THANKS, LORIE M. 2-24-2010
Due Date: 3/5/2010 6:00:00PM Resolution Date: 3/5/2010 8:35:00AM FA Status: Completed
Resolution: Called customer, no answer, left message. Read. No leaks detected. Tag with info. DB

Sub Division: 368 FA ID: 4747300419
Account #: 4747300000 Customer Name: BLACK,LINDA Phone #: (407) 293-6514
Address: 105 N SWEETWATER BLVD CSR: Lorie Mayeski Operator: Donna Brown
Entry Date: 3/18/2010 3:20:12PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED CONCERNED ABOUT LEAK NEAR HER PROPERTY IN THE STREET.& IS ALSO CONCERNED ABOUT HER METER. CUST.WOULD LIKE METER RE-READ AND CHECKED FOR LEAKS. LEAVE TAG ON DOOR STATING CURRENT READ & FINDINGS.LEAVE THOROUGH NOTES ON FILE.
Due Date: 3/19/2010 6:00:00PM Resolution Date: 3/19/2010 8:40:00AM FA Status: Completed
Resolution: Found leak in pig tail at meter. Replaced. Read. DB

Sub Division: 368 FA ID: 2551110156
Account #: 9907387267 Customer Name: Zinno,Jennifer Phone #: (407) 468-0745
Address: 500 SWEETWATER CLUB BLVD CSR: Kimberly Bennett Operator: Rodel Hermano
Entry Date: 3/9/2010 9:08:35AM SO Type: M-SIO Request Type: General Investigation
Instructions: 3/6/10 - LEE TINSMAN CALLED THE ANSWERING SERVICE DUE TO LEAK BUBBLING OUT AT FRONT YARD. A/S PAGED TO ONCALL. KIM
Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
Resolution: shut the irrigation off for the customer

Sub Division: 368 FA ID: 7102400124
Account #: 5222943508 Customer Name: Wergeles,Destiny Phone #: (407) 464-5610
Address: 202 PALMETTO CONCOURSE CSR: Kimberly Bennett Operator: Rodel Hermano
Entry Date: 3/9/2010 8:48:17AM SO Type: M-SIO Request Type: General Investigation
Instructions: 3/7/10 CUST CALLED AFTER HOURS TO THE ANSWERING SERVICE DUE TO LEAK MAIN AND HOUSE. IN THE FRONT YARD - A/S PAGED TO ONCALL. KIM
Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/8/2010 12:00:00AM FA Status: Completed
Resolution: called the customer but did not want water shut off

Sub Division: 368 FA ID: 7102400550
Account #: 5222943508 Customer Name: Wergeles,Destiny Phone #: (407) 464-5610

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Customer Complaints 01/01/2010 to 12/31/2010

Address: 202 PALMETTO CONCOURSE CSR: Isabel Ceballos Operator: Matthew Morrell
 Entry Date: 3/8/2010 10:43:48AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer's plumber states there's a small leak between street and meter. Please checkout. /ic
 Due Date: 3/9/2010 6:00:00PM Resolution Date: 3/10/2010 10:30:00AM FA Status: Completed
 Resolution: Gasket leak on our side. Replaced gasket. Matt.

Sub Division: 368 FA ID: 7453210873
 Account #: 1826972246 Customer Name: GRIFFITHS,THERESA Phone #: (407) 599-2126
 Address: 1308 WINDSOR AVE CSR: Kimberly Bennett Operator: Leroy Grainger

Entry Date: 2/16/2010 10:42:58AM SO Type: HIBILL
 Instructions: 2/16/10 CUSTOMER CALLED DUE TO HIGH SYSTEM ESTIMATE - REREAD METER & TAG CUSTOMER WITH FINDINGS. KIM
 Due Date: 2/17/2010 6:00:00PM Resolution Date: 2/17/2010 1:40:00PM FA Status: Completed
 Resolution: system estimate was to high...read is 6258780...no leaks detected...tagged door ...lrg

Sub Division: 368 FA ID: 6206700312
 Account #: 6206700000 Customer Name: LAZLO,THOMAS Phone #: (407) 862-3362
 Address: 106 LYNDHURST DR CSR: Isabel Ceballos Operator:

Entry Date: 1/29/2010 1:09:44PM SO Type: M-EXCHNG
 Instructions: PLEASE CHECK VALVE ON METER PER CUSTOMER CALL. CUST CONCERNED THAT IT IS STUCK AND MIGHT NEED TO BE REPLACED. TAG DOOR WITH FINDINGS. THANKS, SJR
 Due Date: 2/1/2010 6:00:00PM Resolution Date: 1/30/2010 12:00:00AM FA Status: Completed
 Resolution: CURBSTOP WAS WORKING FINE, THE METER WAS NOT REGISTERING, CHANGED OUT METER...ROBERT CALLAHAN

Sub Division: 368 MR Route: F5GFA ID:0045210871
 Account #: 0045210000 Customer Name : LAVIN,MARY Phone #: (407) 772-2559
 Address: 563 WEKIVA COVE RD CSR: Diane Drechsler Operator: Shawn Ebert

Entry Date: 5/24/2010 10:16:46AM SO Type: HIBILL
 Instructions: Please read meter and check for leaks. High bill complaint. Tag door with results. DSD
 Due Date: 5/25/2010 6:00:00PM Resolution Date: 5/25/2010 8:30:00AM FA Status: Completed
 Resolution: READ METER , FOUND METER RUNNING , SPOKE WITH MR. , SME

Sub Division: 368 MR Route: F4T FA ID : 0075600493
 Account #: 0075600000 Customer Name : PILHORN,RICHARD Phone #: (407) 862-4118
 Address: 2291 SPRINGS LANDING BLVD CSR: Kirsten Pitroff Operator: Jonathan Pennington
 Entry Date: 4/26/2010 8:13:54AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer is reporting that meter is leaking, said she spoke with someone on Saturday who told her they would be out first thing this morning, didn't say who she spoke with and there was no FA? Please investigate,

Customer Complaints 01/01/2010 to 12/31/2010
dispatched to John M @ 9:15am

Due Date: 4/26/2010 6:00:00PM Resolution Date: 4/26/2010 12:00:00AM FA Status: Completed
Resolution: Spoke with customer, leak is on her side of service line. She pays insurance monthly for service line protection plan so she was going to have a plumber come out and make repairs. Told her to contact office for any bill adjusting for the meter registering

Sub Division: 368 MR Route: F4S FA ID : 0136700517
Account #: 0136700000 Customer Name : SCHMID,JO ANNE E Phone #: (407) 332-6878
Address: 318 RAVEN ROCK LN CSR: Brandi Deere Operator: Rodel Hermano
Entry Date: 6/22/2010 3:25:39PM SO Type: M-SIO Request Type: General Investigation

Instructions: cust says water is gushing up by the meter. phone call to Robert c. please check. bnd
Due Date: 6/23/2010 6:00:00PM Resolution Date: 6/23/2010 9:13:00AM FA Status: Completed
Resolution: meter gasket on the service side was leaking and plumber was present to fix the backflow upon arrival...replaced 1" meter gaskets...RRH

Sub Division: 368 MR Route: F4F FA ID : 0193210868
Account #: 0193210000 Customer Name : CYR,LINDA S Phone #: (407) 682-9275
Address: 205 S SHADOWBAY BLVD CSR: Matthew Chandler Operator: Rodel Hermano
Entry Date: 6/24/2010 10:12:49AM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: CUST CALLED IN A SEWER BACK UP. PLEASE CHK OUR LINES, PAGED TO KEVIN COOPER.
Due Date: 6/24/2010 6:00:00PM Resolution Date: 6/23/2010 11:52:00AM FA Status: Completed
Resolution: LINES ARE CLEAR. SPOKE TO THE CUSTOMER AND SAID HER LINE IS ALREADY CLEARED ON ITS OWN AND USUALLY HAPPENS IN THE MORNING..SHE WILL HAVE A PLUMBER LOOK AT IT..RRH

Sub Division: 368 MR Route: F4S FA ID : 0260500109
Account #: 0260500000 Customer Name : MEDLIN,ROBERT Phone #: (407) 332-8754
Address: 217 SHERIDAN AVE CSR: Ferrellyn Trovinger Operator: Leroy Grainger
Entry Date: 6/18/2010 12:37:03PM SO Type: HIBILL

Instructions: Re-read meter and check for leak Customer called complaining of last two bills being high. Thanks, FLT
Due Date: 6/21/2010 6:00:00PM Resolution Date: 6/21/2010 9:20:00AM FA Status: Completed
Resolution: no leaks detected....lrg

Sub Division: 368 MR Route: F5F FA ID : 0263310551
Account #: 0263310000 Customer Name : INBORNONE,JOSEPH Phone #: (407) 862-6696
Address: 208 HOLDERNESS DR CSR: Kirsten Pitroff Operator: Leroy Grainger
Entry Date: 5/24/2010 8:42:34AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer is reporting water running through the lines at night for no reason, and wants us to check it b/c it's our water, Customer will be home, so please speak with him.

Due Date: 5/25/2010 6:00:00PM Resolution Date: 5/25/2010 9:45:00AM FA Status: Completed
Resolution: talked with customer and she has a leaky toilet and i told her we do not fix toilets and to call a plumber....lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F3Z FA ID : 0671500234
Account #: 0671500000 Customer Name : STARR,ANNE Phone #: (407) 331-9202
Address: 1300 RIDGE RD CSR: Cristina Harden Operator: Jonathan Pennington
Entry Date: 6/15/2010 12:09:55PM SO Type: M-SIO Request Type: General Investigation
Instructions: Cust was originally first home on this svc line. as 2 other homes hooked up, pressure dropped. Cust cannot run sprinklers & anything else. Please contact cust directly for appt: 407-331-9202 or 321-945-7507.
Due Date: 6/16/2010 6:00:00PM Resolution Date: 6/16/2010 12:00:00AM FA Status: Completed
Resolution: SPOKE WITH CUSTOMER, SHE SAYS PRESSURE IS BAD WHEN SHES WASHING CLOTHES AND TRYING TO TAKE A SHOWER AT THE SAME TIME.TOLD HER THAT'S NORMAL.50 PSI @ HOUSE.PULLED AND FLOWED METER,58 GALS. PER MINUTE.1" METER.J.P.

Sub Division: 368 MR Route: F4T FA ID : 0588210539
Account #: 0588210000 Customer Name : FERRELL,FRANK J Phone #: (407) 227-2753
Address: 111 WILD FERN DR CSR: Brandi Deere Operator: Leroy Grainger
Entry Date: 4/23/2010 12:28:30PM SO Type: M-REREAD
Instructions: CUST SAYS THAT THE LAST READ WAS INCORRECT. PLEASE RE-READ. THANKS, BND
Due Date: 4/26/2010 6:00:00PM Resolution Date: 4/26/2010 10:30:00AM FA Status: Completed
Resolution: customer has leak on his side....called customer and explained the leak and also that i turned water off...lrg

Sub Division: 368 MR Route: F4S FA ID : 0923410905
Account #: 0923410000 Customer Name : ROBINSON,WANDA L Phone #: (407) 332-0989
Address: 109 SHADY VALE CSR: Kirsten Pitroff Operator: John Marinelli
Entry Date: 4/13/2010 2:40:37PM SO Type: M-SIO Request Type: General Investigation
Instructions: Life station behind home is flooding and flooding this customer's yard with sewage. kap paged out to Scott G. @ 3:47pm
Due Date: 4/13/2010 6:00:00PM Resolution Date: 4/13/2010 4:15:00PM FA Status: Completed
Resolution: pipe at well came apart- no lift station involved - called John Bush to do the repair

Sub Division: 368 MR Route: F4S FA ID : 0852200090
Account #: 0852200000 Customer Name : COBLE,JOHN Phone #: (407) 332-8409
Address: 144 TOLLGATE TRL CSR: Diane Drechsler Operator: Matthew Morrell
Entry Date: 5/26/2010 11:18:49AM SO Type: M-SIO Request Type: General Investigation
Instructions: Cust reports blockage in sewer line, called plumber, was told that problem is at connection of our line to his. Called to John M @12:18. DSD
Due Date: 5/26/2010 6:00:00PM Resolution Date: 5/26/2010 12:00:00AM FA Status: Completed
Resolution: tv'd the customer's line & found it to be the customer's problem at the Y- informed the customer

Sub Division: 368 MR Route: F4G FA ID : 1629510787

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Customer Complaints 01/01/2010 to 12/31/2010

Account #: 1629510000 Customer Name : BURTON,OLVA I Phone #: (407) 786-4089
 Address: 603 RIVERBEND BLVD CSR: Cristina Harden Operator: Kevin Cooper
 Entry Date: 6/7/2010 9:05:14AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer states it is impossible to get to his shutoff valve & meter very old. Heard we were replacing meters in his area.
 Due Date: 6/8/2010 6:00:00PM Resolution Date: 6/8/2010 12:00:00AM FA Status: Completed
 Resolution: METER AND CURBSTOP ARE BOTH WORKING FINE, LUBED CURBSTOP AND EXERCISED VALVE ANYWAY. METER WILL NOT BE REPLACED AT THIS TIME. KEV

Sub Division: 368 MR Route: F3Z FA ID : 1392510525
 Account #: 1392510000 Customer Name : SCHMIDT,ROBERT J Phone #: (407) 333-0893
 Address: 1930 LONG POND DR CSR: Lorie Mayeski Operator: Donna Brown
 Entry Date: 6/4/2010 7:18:43AM SO Type: HIBILL
 Instructions: Customer called last read indicates 106,000 gallons used. Customer is a disabled senior citizen and does not use much water. At first glance it appears it could be a mis-read. Please re-read meter check for leaks. Tag door to notify customer of current read.
 Due Date: 6/4/2010 7:18:44AM Resolution Date: 6/4/2010 11:45:00AM FA Status: Completed
 Resolution: Meter spinning real fast. Leak on customer side. Could not find leak and he called a plumber. Had used 109,000 gal in 11 days. Customer did not want water turned off due to disable. DB

Sub Division: 368 MR Route: F3Z FA ID : 1405600693
 Account #: 1405600000 Customer Name : CINDER,MARY Phone #:
 Address: 1417 CANAL POINT RD CSR: Jacqueline Sillitoe Operator: Kevin Cooper
 Entry Date: 4/2/2010 10:10:49AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER SAYS LEAK, WATER IS RUNNING INTO ROAD BUT DOES NOT KNOW WHERE LEAK IS..PLEASE CHECK OUR LINES, IF CUSTOMER'S PROBLEM TAG DOOR TO ADVISE TO CALL PLUMBER. DISP TO FIELD.
 Due Date: 4/2/2010 12:00:00AM Resolution Date: 4/2/2010 1:00:00PM FA Status: Completed
 Resolution: CHECKED OUT LEAK AND WATER IS COMING FROM AN IRRIGATION HEAD. TAGGED DOOR THAT IT WAS ON HER SIDE AND THE PIPE IS DRAINING THROUGH HEAD BUT NOT LEAKING ON METER AND TO HAVE IRRIG. PERSON CHECK.. KEV

Sub Division: 368 MR Route: F3Y FA ID : 1762210719
 Account #: 1762210000 Customer Name : FERNANDEZ,AL Phone #: (407) 869-1132
 Address: 648 EAST CLUB CIR CSR: Leanne Loeffel Operator: Leroy Grainger
 Entry Date: 5/10/2010 11:26:13AM SO Type: HIBILL
 Instructions: Please read and check for leaks, cust says he irrigates with a well not with potable water. Might want to check for cross connection. Please tag door. Thanks, Leanne
 Due Date: 5/11/2010 6:00:00PM Resolution Date: 5/12/2010 9:45:00AM FA Status: Completed
 Resolution: meter indicated leak...tagged door for customer to check plumbing...lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4S FA ID : 1832210339
Account #: 1832210000 Customer Name : SANDLAND,GEORGE T Phone #: (407) 712-5577
Address: 1225 WINDSOR AVE CSR: Lorie Mayeski Operator: James Swegheimer
Entry Date: 4/29/2010 7:18:32AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: CUSTOMER CALLED STATED THAT 'WATER SMELLS LIKE SULPHUR'. PLEASE INVESTIGATE.
CALLED OUT TO TOM KEYS @8:15 A.M. HE WILL SEND SOMEONE BY TO GET A WATER SAMPLE
Due Date: 4/30/2010 6:00:00PM Resolution Date: 4/29/2010 12:00:00AM FA Status: Completed
Resolution: WENT TO HOUSE AND SPOKE WITH CUSTOMER, GOT GOOD CL2 RESIDUAL AND WAS UNABLE TO
DETECT ANY ODORS. INFORMED CUST. AND THEY WERE SATISFIED WITH FINDINGS..JS

Sub Division: 368 MR Route: F4G FA ID : 1833710847
Account #: 1833710000 Customer Name : BRAUN,GINA Phone #: (407) 869-6815
Address: 913 RIVERBEND BLVD CSR: Darlene Hill Operator: Donna Brown
Entry Date: 6/17/2010 11:49:01AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST STATES THAT ONE OF THE METER BOXES IN HIS FRONT YARD IS LEAKING WATER.
Due Date: 6/18/2010 12:00:00AM Resolution Date: 6/18/2010 9:00:00AM FA Status: Completed
Resolution: No water in either box. Can tell where recent irrigation may have been leaking and repairs made. DB

Sub Division: 368 MR Route: F5G FA ID : 1906600755
Account #: 1906600000 Customer Name : RODNER,MARVIN Phone #: (407) 774-2840
Address: 223 W COTTESMORE CIR CSR: Isabel Ceballos Operator: Leroy Grainger
Entry Date: 4/30/2010 12:05:26PM SO Type: HIBILL
Instructions: Customer complaining of higher usage. Nothing different. check for leaks, tag door /ic
Due Date: 5/3/2010 6:00:00PM Resolution Date: 5/3/2010 10:20:00AM FA Status: Completed
Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 MR Route: F4S FA ID : 2103510059
Account #: 2103510000 Customer Name : SMYTHE,KAREN Phone #: (407) 682-5889
Address: 595 DEVONSHIRE BLVD CSR: Miranda Roberts Operator: Donna Brown
Entry Date: 6/2/2010 3:58:23PM SO Type: M-REREAD
Instructions: Reread meter, customer says consumption is too high. Check and leave notes on what you find.
Due Date: 6/3/2010 3:58:00PM Resolution Date: 6/3/2010 11:30:00AM FA Status: Completed
Resolution: Read. No leaks detected. Tagged door with info. DB

Sub Division: 368 MR Route: F4T FA ID : 2362500736
Account #: 2362500000 Customer Name : NATALE,SUSAN Phone #: (407) 788-2464
Address: 112-B WISTERIA DR CSR: Elise Christian Operator: Donna Brown
Entry Date: 6/18/2010 4:07:10PM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST SAID THAT BILL ARE TOO HIGH AND CANNOT BE USING THE WATER. READ MTR, CK FOR LEAK AND TAG RES W/FINDINGS. (EC)

Due Date: 6/21/2010 4:07:00PM Resolution Date: 6/21/2010 10:10:00AM FA Status: Completed

Resolution: Read. Meter not moving. No leaks detected. Tagged with info. DB

Sub Division: 368 MR Route: F3Y FA ID : 2660810796

Account #: 2660810000 Customer Name : KRETSCHMANN,RUDOLPH Phone #: (407) 869-4855

Address: 2560 JENNIFER HOPE BLVD CSR: Leanne Loeffel Operator: Kevin Cooper

Entry Date: 4/20/2010 3:26:14PM SO Type: M-SIO Request Type: Water Quality

Instructions: Customer called about cloudy water. It has been going on for a few days, customer didn't call until 4:26pm.

Due Date: 4/22/2010 6:00:00PM Resolution Date: 4/22/2010 12:00:00AM FA Status: Completed

Resolution: PER MIKE PERRY AT WEKIVA PLANT HE WENT AND TESTED WATER AT HOSE BIB AND KITCHEN SINK AND COULD NOT FIND ANYTHING WRONG, ALSO TESTED FOR CL2. CUSTOMER SATISFIED.. KEV

Sub Division: 368 MR Route: F5F FA ID : 2876610557

Account #: 2876610000 Customer Name : NEUJAHR,KERRY Phone #: (407) 772-4613

Address: 281 QUEENSBERRY CT CSR: Diane Drechsler Operator: Matthew Morrell

Entry Date: 5/27/2010 2:07:51PM SO Type: HIBILL

Instructions: Please read meter and check for leaks. High bill complaint. Tag door with results. DSD

Due Date: 5/28/2010 6:00:00PM Resolution Date: 5/28/2010 10:10:00AM FA Status: Completed

Resolution: Reread meter and check for leaks. No leaks indicated. Tagged door.

Sub Division: 368 MR Route: F5F FA ID : 2891700502

Account #: 2891700000 Customer Name : MARION,MICHAEL L Phone #: (407) 774-5562

Address: 124 HUNT CLUB BLVD CSR: Darlene Hill Operator: Thomas Keys

Entry Date: 6/7/2010 12:23:40PM SO Type: M-SIO Request Type: General Investigation

Instructions: CST WOULD LIKE SOMEONE TO COME OUT AND CK THEIR WATER SHE TESTED HER WATER AND THERE IS A HIGH CLORINE CONTENT. PLS ADVISE CST AS TO WHAT YOUR FINDINGS ARE. YOU CAN CONTACT CST AT 407.774.5562.

Due Date: 6/8/2010 12:00:00AM Resolution Date: 6/9/2010 12:00:00AM FA Status: Completed

Resolution: SPOKE WITH CUSTOMER AND ADVISED OF CL2 , FLUSHED LINE.

Sub Division: 368 MR Route: F5F FA ID : 3326700637

Account #: 3326700000 Customer Name : KRAUS,TODD Phone #: (407) 702-5871

Address: 110 Lyndhurst Dr CSR: Donna Brown Operator: Donna Brown

Entry Date: 6/10/2010 11:28:07AM SO Type: M-EXCHNG

Instructions: Customer had leak on their side and the meter was not registering it. Meter registered when water turned on at house. Please exchange meter. Thanks DB

Due Date: 6/11/2010 12:00:00AM Resolution Date: 6/11/2010 9:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: Replace bad meter. MAO

Sub Division: 368 MR Route: F5F FA ID : 3326700776
Account #: 3326700000 Customer Name : KRAUS,TODD Phone #: (407) 702-5871
Address: 110 Lyndhurst Dr CSR: Diane Drechsler Operator: Donna Brown
Entry Date: 6/9/2010 3:58:16PM SO Type: M-SIO Request Type: General Investigation
Instructions: Cust reports that meter box is full of water. Cust is in and out, so please tag door with results. DSD
Due Date: 6/10/2010 6:00:00PM Resolution Date: 6/10/2010 12:15:00PM FA Status: Completed
Resolution: Leak is on customer side. Meter is not registering leak. Will create exchange for it. Read. DB

Sub Division: 368 MR Route: F4S FA ID : 3118500508
Account #: 3118500000 Customer Name : SCHAFFER,JOSEPH Phone #: (407) 331-7442
Address: 107 TARRYTOWN TRL CSR: Brandi Deere Operator: Leroy Grainger
Entry Date: 6/18/2010 7:45:54AM SO Type: HIBILL
Instructions: PLEASE RE-READ AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
Due Date: 6/21/2010 6:00:00PM Resolution Date: 6/21/2010 9:50:00AM FA Status: Completed
Resolution: no leaks detected....lrg

Sub Division: 368 MR Route: F5G FA ID : 3284210281
Account #: 3284210000 Customer Name : ANDERSON,BRUCE Phone #: (407) 765-7602
Address: 217 FRINTON COVE CSR: Mickey Shue Operator: Donna Brown
Entry Date: 4/15/2010 7:44:59AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer said water pressure keeps getting low. Check and advise. MAS
Due Date: 4/14/2010 12:00:00AM Resolution Date: 4/15/2010 10:30:00AM FA Status: Completed
Resolution: Tested PSI at this address and at 213. Both PSI were 42. Checked to see if meter was all the way on and it was. Advised JM. DB

Sub Division: 368 MR Route: F3Y FA ID : 3556810544
Account #: 3556810000 Customer Name : BAHL,RAVI Phone #: (407) 682-5454
Address: 2771 CITRON DR CSR: Matthew Chandler Operator: Kevin Cooper
Entry Date: 4/1/2010 3:50:12PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST CALLED IN DUE TO DIRTY WATER IN SOME PARTS OF THE HOUSE AND NO WATER IN ANOTHER PART. PAGED TO KEVIN C.
Due Date: 4/1/2010 6:00:00PM Resolution Date: 4/1/2010 12:00:00AM FA Status: Completed
Resolution: CUSTOMER HAD SOME DEBRIS BEHIND SCREEN ON FAUCET IN KITCHEN. REMOVED AND CLEANED. EVERYTHING IN HOUSE IS WORKING FINE.. KEV

Sub Division: 368 MR Route: F4F FA ID : 3707210091
Account #: 3707210000 Customer Name : THOMPSON,ELISA M Phone #: (407) 587-9875
Address: 364 W HORNBEAM DR CSR: Darlene Hill Operator: Jonathan Pennington

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 6/15/2010 9:27:34AM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLS RE-READ AND CK FOR LEAKS. CST THINKS THE CONSUMPTION IS VERY HIGH.
 Due Date: 6/16/2010 12:00:00AM Resolution Date: 6/16/2010 12:00:00AM FA Status: Completed
 Resolution: SLOW LEAK ON CUSTOMERS SIDE OF SERVICE LINE.TAGED DOOR. R-4638380 .J.P.

Sub Division: 368 MR Route: F4T FA ID : 3885210173
 Account #: 3885210000 Customer Name : VAN SICKLE,MAURICE Phone #: (570) 421-2938
 Address: 204 SWEET GUM WAY CSR: Ashley Simpson Operator: Donna Brown
 Entry Date: 6/18/2010 4:10:20PM SO Type: M-REREAD
 Instructions: Please re-read the meter as customer is disputing the usage. Thanks Ashley
 Due Date: 6/21/2010 8:00:00AM Resolution Date: 6/21/2010 10:00:00AM FA Status: Completed
 Resolution: Read. DB

Sub Division: 368 MR Route: F4T FA ID : 4123410616
 Account #: 4123410000 Customer Name : CAPLAN,CAROL Phone #: (407) 682-1351
 Address: 106 SAND PINE LN CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 4/22/2010 11:12:20AM SO Type: M-SIO Request Type: Water Quality
 Instructions: CUSTOMER CALLED INQUIRING ABOUT 'WATER QUALITY'. I CALLED TOM KEYS AND HE WILL CALL CUSTOMER BACK WITH HER CONCERNS. LORIE M. 4-22-2010 @ 12:10 P.M.*
 Due Date: 4/22/2010 6:00:00PM Resolution Date: 4/23/2010 12:00:00AM FA Status: Completed
 Resolution: PER TOM... THE CUSTOMER WAS CONCERNED ABOUT LEAD IN HER DRINKING WATER. HE ASSURED HER THAT IT WAS VERY LOW IN LEAD AND WE TEST PERIODICALLY AND SHE SHOULD BE RECEIVING A CONSUMER CONFIDENCE REPORT WITH ALL TESTS AND PERAMETERS WE DO

Sub Division: 368 MR Route: F5G FA ID : 4166710164
 Account #: 4166710000 Customer Name : PRAST,MARY KAY Phone #: (407) 772-0682
 Address: 1966 ST ANDREWS PL CSR: Kirsten Pitroff Operator: Donna Brown
 Entry Date: 5/14/2010 2:13:12PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer experiences intermittent periods of low pressure several times a year, would this be b/c of the irrigation days?? Please call customer and Speak to her, she has advised president of HOA. 407-772-0682.
 Due Date: 5/17/2010 6:00:00PM Resolution Date: 5/18/2010 9:15:00AM FA Status: Completed
 Resolution: Tested PSI at house = 50. Tested PSI at meter = 50. Tested flow = 36 gal. per min. Tested PSI at house #1962 = 50. Spoke with customer she said about 2 weeks ago when bad. Advised JM.

Sub Division: 368 MR Route: F5F FA ID : 3935410500
 Account #: 3935410000 Customer Name : FARSACI,JOHN Phone #: (321) 356-0598
 Address: 156 ESSEX DR CSR: Isabel Ceballos Operator: Rodel Hermano
 Entry Date: 4/26/2010 9:50:39AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says his meter is in the middle of his driveway and they drive over it. It has sunken down. Can meter be relocated somewhere else? Please call customer at 321-356-0598 /ic
 Due Date: 4/27/2010 6:00:00PM Resolution Date: 4/27/2010 9:10:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: RAISED METER BOX UP LEVEL TO THE DRIVEWAY..RRH

Sub Division: 368 MR Route: F5F FA ID : 4305700724
Account #: 4305700000 Customer Name : GOLDFARB,BRETT Phone #: (407) 774-9305
Address: 240 CAMBRIDGE DR CSR: Cammy Iwinski Operator:
Entry Date: 4/27/2010 10:19:07AM SO Type: M-SIO Request Type: General Investigation
Instructions: cust called and said his water pressure is really low.
Due Date: 4/27/2010 12:00:00AM Resolution Date: 4/27/2010 12:00:00AM FA Status: Completed
Resolution: Wekiva plant had a problem- had DesPinar raise PSI until they could get the problem fixed

Sub Division: 368 MR Route: F5G FA ID : 4271010905
Account #: 4271010000 Customer Name : BREWER,CHARLOTTE W Phone #: (407) 774-6076
Address: 129 TRAFALGAR PL CSR: Kirsten Pitroff Operator: Rodel Hermano
Entry Date: 4/26/2010 9:45:05AM SO Type: M-SIO Request Type: General Investigation
Instructions: Cust is reporting air through her water lines, thanks kap
Due Date: 4/26/2010 6:00:00PM Resolution Date: 4/27/2010 10:22:00AM FA Status: Completed
Resolution: FLUSHED THE SYSTEM, NO AIR DETECTED ON WATER. SPOKE TO THE CUSTOMER, SHE SAID THERE IS STILL SOME AIR COMING OUT, ADVISED HER TO JUST KEEP FLUSHING THE AIR OUT

Sub Division: 368 MR Route: F5G FA ID : 4271010484
Account #: 4271010000 Customer Name : BREWER,CHARLOTTE W Phone #: (407) 774-6076
Address: 129 TRAFALGAR PL CSR: Matthew Chandler Operator: Kevin Cooper
Entry Date: 4/28/2010 10:14:56AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST IS STILL GETTING AIR IN HER LINES. THE WATER IS CLOUDY AND GREY. PAGED TO RRH.THANKS.MC
Due Date: 4/29/2010 6:00:00PM Resolution Date: 4/28/2010 12:00:00AM FA Status: Completed
Resolution: CUSTOMER STATED THAT HER WATER WAS MILKY COLORED AND FAUCETS WERE SPITTING AND SPUTTERING WHEN SHE TURNED THEM ON. CHECKED HOSE BIB AND WATER WAS CLEAR. INFORMED HER THAT SHE HAD SOME AIR IN HER LINE BUT EVERYTHING IS RUNNING FINE NOW..

Sub Division: 368 MR Route: F4S FA ID : 4473510252
Account #: 4473510000 Customer Name : BOWEN,TODD Phone #: (407) 834-4565
Address: 1364 N MARCY DR CSR: Miranda Roberts Operator: Leroy Grainger
Entry Date: 6/2/2010 10:39:57AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer states meter is leaking. Please check and advise. PAGED TO KEVIN. (EC)
Due Date: 6/2/2010 12:00:00AM Resolution Date: 6/3/2010 12:00:00AM FA Status: Completed
Resolution: Did not find a leak on our side. Possible customer irrigation. LG

Sub Division: 368 MR Route: F5F FA ID : 4494810332
Account #: 4494810000 Customer Name : WOOD,FRANCIS Phone #: (407) 682-1615

CMRP0008

SANLANDO

Customer Complaints 01/01/2010 to 12/31/2010

Address: 275 CASTLEFORD CT

CSR: Jacqueline Sillitoe

Operator: Matthew Morrell

Entry Date: 5/10/2010 9:10:38AM

SO Type: TESTMTR

Instructions: SCHEDULE TEST 407-682-1615 CUSTOMER SAYS METER IS NOT LEAKG BUT BELIEVES IT IS NOT REG.ACCURATELY.

Due Date: 5/11/2010 12:00:00AM Resolution Date: 5/13/2010 9:00:00AM

FA Status: Completed

Resolution: Meter passed field test and is registering correctly. Matt

Sub Division: 368

MR Route: F3Z

FA ID : 4803310365

Account #: 4803310000

Customer Name : SANBRIA,WANDA

Phone #: (407) 463-1889

Address: 2037 W CROWLEY CIR

CSR: Leanne Loeffel

Operator: Donna Brown

Entry Date: 6/18/2010 8:50:01AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Meter gushing water. Check it out and determine if it's our leak or customers. Tag door with findings/action taken. Thanks, Leanne

Due Date: 6/18/2010 6:00:00PM Resolution Date: 6/18/2010 11:20:00AM

FA Status: Completed

Resolution: Leak found on our side at incoming service between meters. Advised KC because I do not have tools to fix it. Spoke to customers on both sides. DB

Sub Division: 368

MR Route: F3Z

FA ID : 5003410314

Account #: 5003410000

Customer Name : AUJLA,PRINDERJEET

Phone #: (407) 804-0915

Address: 2089 JUDITH PL

CSR: Cristina Harden

Operator: Kevin Cooper

Entry Date: 4/21/2010 7:57:14AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUST REPORTS LEAK AT METER. WANTS TO BE PRESENT. PLS CALL 407-804-0915 HM OR CELL: 407-435-6265.

Due Date: 4/21/2010 6:00:00PM Resolution Date: 4/21/2010 12:00:00AM

FA Status: Completed

Resolution: replaced gasket on customer's side of meter to stop it from spraying out. Customer had box dug up and will put box back in..kev

Sub Division: 368

MR Route: F5G

FA ID : 5078500299

Account #: 5078500000

Customer Name : EVANS,JEFF M

Phone #: (407) 443-7257

Address: 128 E BERKSHIRE CIR

CSR: Brandi Deere

Operator: Kevin Cooper

Entry Date: 5/20/2010 2:21:58PM

SO Type: M-SIO

Request Type: High or Low Pressure in the Water

Instructions: CUST IS EXPERIENCING LOW WATER PRESSURE IN THEIR SHOWER & HE SAYS THERES SEDIMENTS IN THE WATER. PAGE TO KEVIN COOPER. THANKS, BND

Due Date: 5/20/2010 6:00:00PM Resolution Date: 5/20/2010 12:00:00AM

FA Status: Completed

Resolution: WHITE SEDIMENT CLOGGING HIS AREATOR SCREENS IN FAUCETS IS COMING FROM HIS HOT WATER HEATER. CALLED HIM AND INFORMED HIM TO DRAIN TANK. KEV

Sub Division: 368

MR Route: F4S

FA ID : 5089400632

Account #: 5089400000

Customer Name : COATES,MICHAEL

Phone #: (407) 247-9928

Address: 215 SLADE LN

CSR: Kirsten Pitroff

Operator: Matthew Morrell

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 4/19/2010 3:46:17PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer had service restored on 4/6/10 and is reporting that the meter reader showed him his meter and that it was full of water, indicating a leak, please investigate and tag door with results, thanks kap
Due Date: 4/20/2010 6:00:00PM Resolution Date: 4/20/2010 9:15:00AM FA Status: Completed
Resolution: Found leak in custs pvc outside meter box. Tagged door with info advising cust to call a plumber to fix. Matt

Sub Division: 368 MR Route: F4G FA ID : 5306200977
Account #: 5306200000 Customer Name : LITTLE,MARGOT L Phone #: (407) 774-6855
Address: 301 HICKORY DR CSR: Matthew Chandler Operator: Thomas Keys
Entry Date: 5/28/2010 12:48:53PM SO Type: M-SIO Request Type: Water Quality
Instructions: CUST CALLED IN DUE TO BLACK SPECKS IN THE WATER. PAGED TO JOHN M. THANKS.MC
Due Date: 5/28/2010 6:00:00PM Resolution Date: 6/1/2010 12:00:00AM FA Status: Completed
Resolution: CHECKED WITH CUSTOMER AND FLUSHED HYDRANTS UP AND DOWNSTREAM OF HER RESIDENCE AND INFORMED HER TO CALL IF THINGS DID NOT IMPROVE..TOM
Due Date: 6/7/2010 10:27:00AM Resolution Date: 6/7/2010 10:20:00AM FA Status:Completed
Resolution: Meter was moving. No answer at door. Tagged with info. Read. DB

Sub Division: 368 MR Route: F4T FA ID : 5329500105
Account #: 5329500000 Customer Name : LEONARD,CHARLES C Phone #: (407) 788-0625
Address: 645 RIVERPARK CIR CSR: Brandi Deere Operator: Shawn Ebert
Entry Date: 4/15/2010 9:25:00AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST NEEDS REPAIRS IN HER YARD FROM RUTTS THAT WERE LEFT FROM WORK THAT WAS DONE YESTERDAY. PAGE TO JOHN M. BND
Due Date: 4/15/2010 6:00:00PM Resolution Date: 4/16/2010 12:00:00AM FA Status: Completed
Resolution: CLEANED AREA AND REPLACED SOD FROM VAC TRUCK GOING IN TO CLEAN STATION. CUSTOMER WAS SATISFIED...SAE

Sub Division: 368 MR Route: F5F FA ID : 5390300386
Account #: 5390300000 Customer Name : HUDAK,FRANK M Phone #: (321) 229-4491
Address: 108 HATFIELD CT CSR: Lorie Mayeski Operator: Kevin Cooper
Entry Date: 5/17/2010 12:13:51PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED STATED THAT THE MAIN IN FRONT OF HER HOME WAS REPORTED AS BROKEN ON 5-16-2010 AND IS CURRENTLY MARKED OFF AND WAITING FOR REPAIRS SHE STATES IT LEAKING MORE. PLEASE INVESTIGATE. THANKS, LORIE *CALLED OUT TO LEROY G*JOHN&KEVIN NOT AVAIL.LM
Due Date: 5/17/2010 6:00:00PM Resolution Date: 5/18/2010 12:00:00AM FA Status: Completed
Resolution: crew repaired 3/4" poly line in road- water loss 46,208

Sub Division: 368 MR Route: F5F FA ID : 5345710179
Account #: 5345710000 Customer Name : SPEAR,EVA L Phone #: (407) 774-1355
Address: 302 RADEBAUGH DR CSR: Brandi Deere Operator: Leroy Grainger
Entry Date: 6/1/2010 2:19:56PM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND

Due Date: 6/2/2010 6:00:00PM Resolution Date: 6/2/2010 10:45:00AM FA Status: Completed

Resolution: no leaks detected.....maybe it's because of new meter was installed because her old one was not working correctly?....lrg

Sub Division: 368 MR Route: F4G FA ID : 5642710162
Account #: 5642710000 Customer Name : NOWLIN,MELANIE Phone #: (407) 716-6781
Address: 843 RIVERBEND BLVD CSR: Kirsten Pitroff Operator: Kevin Cooper
Entry Date: 4/29/2010 10:43:30AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer shut off house valve due to leak but is reporting a fair amount of water still coming from pipe, needs main shut off, please investigate. thanks kap

Due Date: 4/29/2010 6:00:00PM Resolution Date: 4/29/2010 12:00:00AM FA Status: Completed

Resolution: shut off and lubricated. exercised curb stop at meter. Cust can turn it back on when repair is made.. kev

Sub Division: 368 MR Route: F4F FA ID : 6044410850
Account #: 6044410000 Customer Name : PALSULE,ANJALI N Phone #: (407) 332-8013
Address: 498 WINDING CREEK PL CSR: Jacqueline Sillitoe Operator: Thomas Keys
Entry Date: 5/7/2010 3:01:33PM SO Type: M-SIO Request Type: Air in Water

Instructions: AIR/DISCOLORED WATER DISP TO PLANT OP.COREY

Due Date: 5/10/2010 12:00:00AM Resolution Date: 5/7/2010 12:00:00AM FA Status: Completed

Resolution: spoke with customer and water had cleared by my arrival, checked customers water and it was fine.

Sub Division: 368 MR Route: F5F FA ID : 6151400064
Account #: 6151400000 Customer Name : CHASE,ROGERS L Phone #: (407) 869-1919
Address: 130 LEDBURY DR CSR: Lorie Mayeski Operator: Donna Brown
Entry Date: 6/4/2010 7:47:35AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST. CALLED STATED THAT HIS METER LID IS BROKEN AND STATED THAT YOUNG CHILDREN IN THE NEIGHBORHOOD PLAY CLOSE TO AREA AND IS CONCERNED THAT SOMEONE MAY GET HURT&STATED METER TECH LEFT A PIECE OF A BROKEN TOOL IN BOX. PLEASE INVEST. LORIE/KEVIN@8:45AM

Due Date: 6/4/2010 6:00:00PM Resolution Date: 6/4/2010 10:30:00AM FA Status: Completed

Resolution: Replaced lid. Metal lid had dropped inside box. DB

Sub Division: 368 MR Route: F4F FA ID : 6156310091
Account #: 6156310000 Customer Name : Lupo,Anthony M Phone #: (407) 415-0665
Address: 413 BAY TREE LN CSR: Kimberly Bennett Operator: Leroy Grainger
Entry Date: 5/11/2010 2:45:14PM SO Type: HIBILL

Instructions: PLEASE OBTAIN READ - CHECK FOR LEAK AND TAG CUST WITH READING AND FINDINGS. PER CUST HAS ALWAYS IRRIGATED 2 TIMES PER WEEK NOTHING CHANGED WATER USAGE HIGH. KIM-FL

Due Date: 5/12/2010 6:00:00PM Resolution Date: 5/12/2010 8:40:00AM FA Status: Completed

CMRP0008

SANLANDO

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: no leaks detected....tagged door with read and findings...lrg.grass looks well irrigated.

Sub Division: 368 MR Route: F5F FA ID : 6295610703
Account #: 6295610000 Customer Name : MEHIGAN,MICHAEL N Phone #: (407) 260-8097
Address: 210 KETTERING CT CSR: Brandi Deere Operator: Leroy Grainger
Entry Date: 5/25/2010 2:19:07PM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
Due Date: 5/26/2010 6:00:00PM Resolution Date: 5/26/2010 9:10:00AM FA Status: Completed
Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 MR Route: F5F FA ID : 6410410186
Account #: 6410410000 Customer Name : DILLON,JAMES Phone #: (407) 772-6889
Address: 107 ESSEX DR CSR: Elise Christian Operator: Donna Brown
Entry Date: 5/14/2010 2:14:50PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST SENT EMAIL THAT PRESSURE IS VERY LOW WHEN NEIGHBOR IS RUNNING THEIR SPRINKLER. PLEASE CK PRESSURE TAG RES WITH FINDING. (EC)
Due Date: 5/17/2010 12:00:00AM Resolution Date: 5/17/2010 11:10:00AM FA Status: Completed
Resolution: PSI test at meter and house = 62 psi. Tested psi at 102 = 60 and 109 = 62. Tagged door with info. Read. DB

Sub Division: 368 MR Route: F5F FA ID : 6214000441
Account #: 6214000000 Customer Name : HERMAN,EUCELTA Phone #: (407) 774-9129
Address: 350 W WEKIVA TRL CSR: Miranda Roberts Operator: Leroy Grainger
Entry Date: 4/29/2010 2:07:26PM SO Type: M-REREAD
Instructions: please get a reread, customer complains of high consumption. MR
Due Date: 4/30/2010 2:07:00PM Resolution Date: 4/30/2010 10:30:00AM FA Status: Completed
Resolution: no leaks detected...lrg.

Sub Division: 368 MR Route: F3Y FA ID : 6216110939
Account #: 6216110000 Customer Name : OCHOA,IRVING Phone #: (407) 682-6501
Address: 301 MAGNOLIA LAKE DR CSR: Brandi Deere Operator: Rodel Hermano
Entry Date: 4/20/2010 10:30:13AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST SAYS THAT THE PIPE THAT GOES TO THE WATER METER IS BROKE AND SHOOTING OUT WATER. PAGE TO RODEL.
Due Date: 4/20/2010 6:00:00PM Resolution Date: 4/20/2010 12:00:00AM FA Status: Completed
Resolution: WATER IS LEAKING ON THE CUSTOMER SIDE, AND WATER IS LEAKING 1gal /5sec...CURBSTOP STARTED LEAKING SHUTTING THE SERVICE OFF...REPLACED 1" CURBSTOP AND METER COUPLING...RRH

Sub Division: 368 MR Route: F5G FA ID : 6319900358
Account #: 6319900000 Customer Name : COLEMAN,LESLIE Phone #: (321) 277-4546

Customer Complaints 01/01/2010 to 12/31/2010

Address: 228 LITTLE HAMPTON CL

CSR: Diane Drechsler

Operator: Leroy Grainger

Entry Date: 5/3/2010 2:10:58PM

SO Type: HIBILL

Instructions: Please read the meter and check for leaks. High bill complaint. Please tag the door with results. DSD

Due Date: 5/4/2010 6:00:00PM

Resolution Date: 5/4/2010 9:30:00AM

FA Status:

Completed

Resolution: no leaks detected....tagged door with findings....lrg.

Sub Division: 368

MR Route: F5G

FA ID : 6667110312

Account #: 6667110000

Customer Name : ADAMS,ANGELA

Phone #: (407) 682-1381

Address: 490 WEKIVA COVE RD

CSR: Brandi Deere

Operator: Kevin Cooper

Entry Date: 6/18/2010 9:22:53AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: cust reported that two utility trucks were driving through his yard and left a deep hole in his yard. cust wants a call from the supervisor. cust can be reached at mark adams #407-756-5862. bnd

Due Date: 6/18/2010 6:00:00PM

Resolution Date: 6/18/2010 12:00:00AM

FA Status:

Completed

Resolution: PER SCOTT GOSNELL, ROBERT GOT TRUCK STUCK AT LIFT STATION AND SCOTT HAD TO PULL HIM OUT. ROBERT WILL FILL IN HOLE AND SCOTT WILL HANDLE CUSTOMER.. KEV

Sub Division: 368

MR Route: F4G

FA ID : 6556200310

Account #: 6556200000

Customer Name : HORNBECK,RICHARD J Phone #: (407) 925-7282

Address: 213 HICKORY DR

CSR: Florida Temp 2

Operator: Jonathan Pennington

Entry Date: 4/1/2010 12:00:43PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUST SAYS THAT WATER METER WAS REPLACED AND THAT THE TOP SEMENT LID IS BROKEN AND IS DANGEROUS. CALL CUST MARJORIE HORNBECK AT 407-683-7828. BND

Due Date: 4/2/2010 6:00:00PM

Resolution Date: 4/2/2010 12:00:00AM

FA Status:

Completed

Resolution: Replaced meter box

Sub Division: 368

MR Route: F5F

FA ID : 6700400733

Account #: 6700400000

Customer Name : SHEARER,KIM S

Phone #: (407) 921-7357

Address: 125 TINDALE CIR

CSR: Kirsten Pitroff

Operator: Leroy Grainger

Entry Date: 5/24/2010 2:07:07PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Meter seems to have stopped. cust says meter is about 33 years old, do we need to make Meter Exchange FA? Please leave comments, thanks kap

Due Date: 5/25/2010 6:00:00PM

Resolution Date: 5/25/2010 10:30:00AM

FA Status:

Completed

Resolution: meter is stuck....please generate a field order for meter exchange....lrg

Sub Division: 368

MR Route: F4S

FA ID : 6896410206

Account #: 6896410000

Customer Name : MAC ALPINE,JAMES G

Phone #: (407) 767-0184

Address: 570 DEVONSHIRE BLVD

CSR: Jacqueline Sillitoe

Operator: Matthew Morrell

Entry Date: 5/13/2010 8:24:37AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUSTOMER SAYS THAT METER IS ONLY PROVIDING HIS IRRIG HALF OF THE FLOW IT SHOULD PER IRRIG TECH AND HE WANTS THE METER LOOKED AT AND THINKS IT SHOULD BE REPLACED.

Customer Complaints 01/01/2010 to 12/31/2010

PROVIDE COMMENT. THANKS.

Due Date: 5/17/2010 12:00:00AM Resolution Date: 5/14/2010 10:00:00AM FA Status: Completed
Resolution: Checked flow at meter. Found 65PSI and 18GPM. Checked w/ new mtr, results the same. Installed new meter. Tagged door and spoke with customer.

Sub Division: 368 MR Route: F5F FA ID : 6751710012
Account #: 6751710000 Customer Name : LAZARUS,LOUIS Phone #: (407) 862-0626
Address: 211 LOCHBERRY PL CSR: Diane Drechsler Operator: Jonathan Pennington
Entry Date: 4/29/2010 8:34:25AM SO Type: M-SIO Request Type: General Investigation
Instructions: Cust reports sputtering in all of the house faucets. Did not see this problem prior to the storm last weekend. He will be home all day except from 10:00 TO 11:30 AM. DSD
Due Date: 4/30/2010 6:00:00PM Resolution Date: 4/30/2010 12:00:00AM FA Status: Completed
Resolution: SPOKE WITH CUSTOMER, HE SAYS AIR IN LINES IS CLEARING UP. HE JUST HAD LOW PRESSURE THIS MORNING. TOLD HIM TO GIVE IT A COUPLE DAYS TO GET BACK TO NORMAL.J.P.

Sub Division: 368 MR Route: F5G FA ID : 7051100061
Account #: 7051100000 Customer Name : KORKKI,EDWIN Phone #: (407) 788-0935
Address: 108 GOLFCLUB DR CSR: Brandi Deere Operator:
Entry Date: 5/4/2010 10:48:40AM SO Type: M-SIO Request Type: General Investigation
Instructions: cust is complaining about on-going issue regarding water outages in his area. call cust edwin korkki at 407-788-0935. bnd
Due Date: 5/5/2010 6:00:00PM Resolution Date: 5/5/2010 12:00:00AM FA Status: Completed
Resolution: Spoke with customer face to face. Explained power outage the previous Sunday and the weekly generator tests on Tuesdays, Informed him that these issues will be taken care of in the near future by technicians. Alex Lorenzo

Sub Division: 368 MR Route: F5G FA ID : 7128700945
Account #: 7128700000 Customer Name : TAYLOR,ALBERT Phone #: (407) 869-5803
Address: 128 E CUMBERLAND CIR CSR: Jacqueline Sillitoe Operator: Matthew Morrell
Entry Date: 5/4/2010 7:47:50AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER SAYS PLUMBER SAYS OUR SEWER LINE IS FULL OF ROOTS. PLEASE SEE CUSTOMER AND CHECK. 8-12AM IF POSSIBLE.
Due Date: 5/5/2010 12:00:00AM Resolution Date: 5/5/2010 12:00:00AM FA Status: Completed
Resolution: RAN CAMERA DOWN CUSTOMERS LINE AND FOUND ROOTS IN CUSTOMER LINE AND SHOWED HIM ON CAMERA WHERE IT WAS. CUST RESPONSIBILITY TO REPAIR.. MM

Sub Division: 368 MR Route: F4S FA ID : 7156410506
Account #: 7156410000 Customer Name : EDWARDS,MICHAEL Phone #: (407) 260-2313
Address: 145 TOLLGATE TRL CSR: Cristina Harden Operator: Kevin Cooper
Entry Date: 5/7/2010 7:31:00AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST REPORTS BREAK IN STREET W/WATER GUSHING OUT. (CUST : MRS. EDWARDS 321-282-9895) PAGED TO JOHN M. THANKS/TINA

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 5/7/2010 6:00:00PM Resolution Date: 5/7/2010 12:00:00AM FA Status: Completed

Resolution: NO LEAK IN STREET. CUSTOMERS LINE BROKEN ON THEIR SIDE OF METER AND IS RUNING OUT INTO STREET. SHUT OFF METER AND INFORMED CUSTOMER OF HER LEAK AND SHE WILL CALL PLUMBER.. KEV

Sub Division: 368 MR Route: F3Z FA ID : 7495410838
Account #: 7495410000 Customer Name : PENROD,BETTIE J Phone #: (407) 925-1580
Address: 1907 LONG POND DR CSR: Lisa Parsons Operator: Donna Brown

Entry Date: 5/28/2010 5:11:56PM SO Type: HIBILL

Instructions: Customer would like meter to be reread consumption is very high. Please check for leaks and if meter is spinning. Thanks Lisa

Due Date: 6/1/2010 5:11:00PM Resolution Date: 6/1/2010 9:30:00AM FA Status: Completed

Resolution: Read. Meter running. No answer at door. Left tag with info. DB

Sub Division: 368 MR Route: F4T FA ID : 7482510943
Account #: 7482510000 Customer Name : KIRSCHENBAUM,CAROL Phone #: (407) 774-9893
Address: 228 SPRINGRUN CIR CSR: Lorie Mayeski Operator: Rodel Hermano

Entry Date: 4/20/2010 2:25:13PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT WE DID REPAIRS IN/ON AROUND HER PROPERTY AND WE NEED TO RE-SOD THE AREA THAT WAS DISTURBED. PLEASE CALL CUSTOMER @ (407)-774-9893 TO I NFORM CUST WHEN THIS WILL BE DONE. THANKS, LORIE

Due Date: 4/22/2010 6:00:00PM Resolution Date: 4/22/2010 8:45:00AM FA Status: Completed

Resolution: REPLACED SOD AND CLEANED AREA..RRH MM

Sub Division: 368 MR Route: F5F FA ID : 7644510247
Account #: 7644510000 Customer Name : WATT,MELISSA A Phone #: (407) 772-1344
Address: 112 HOLDERNESS DR CSR: Darlene Hill Operator: Donna Brown

Entry Date: 6/24/2010 12:13:08PM SO Type: M-SIO Request Type: General Investigation

Instructions: PLS RE-READ. IS METER WORKING PROPERLY? CST STATES THAT SHE THINKS THAT IT MAY NOT BE. THANKS, DARLENE

Due Date: 6/28/2010 12:00:00AM Resolution Date: 6/28/2010 9:25:00AM FA Status: Completed

Resolution: Meter is not working. Please make exchange FA. Read. DB

Sub Division: 368 MR Route: F4F FA ID : 8099400727
Account #: 8099400000 Customer Name : GARCY,DONALD D Phone #: (407) 862-3525

Address: 444 TWISTING PINE CIR CSR: Miranda Roberts Operator:

Entry Date: 6/2/2010 12:08:24PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called due to meter in the center of driveway, meter is sinking. Check and advise.

Due Date: 6/30/2010 12:00:00AM Resolution Date: 6/29/2010 12:00:00AM FA Status: Completed

Resolution: replaced meter in driveway & re concreted around meter box. Shawn & Matt

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5G FA ID : 8103210754
Account #: 8103210000 Customer Name : DIORIO,MICHAEL A Phone #: (407) 862-7178
Address: 173 DURHAM PL CSR: Cammy Iwinski Operator: Leroy Grainger
Entry Date: 6/23/2010 9:24:33AM SO Type: M-SIO Request Type: General Investigation

Instructions: PLEASE DO A REREAD AND CHECK FOR LEAKS. CUST STATES THEY AREN'T USING THAT MUCH WATER.PLEASE SPEAK WITH CUST. THEY WILL BE HOME. CAMMY

Due Date: 6/23/2010 12:00:00AM Resolution Date: 6/24/2010 11:00:00AM FA Status: Completed
Resolution: very small leak on customer side. spoke with customer about findings.

Sub Division: 368 MR Route: F5G FA ID : 8037210679
Account #: 8037210000 Customer Name : HURST,BOB Phone #:
Address: 3966 LANCASHIRE LN CSR: Matthew Chandler Operator: Jonathan Pennington
Entry Date: 6/16/2010 7:59:56AM SO Type: M-SIO Request Type: Water Service Line Break
Instructions: CUST CALLED IN A MTR LEAKING IN FRONT OF THIS ADDRESS, PAGED TO JON P. MC
Due Date: 6/16/2010 6:00:00PM Resolution Date: 6/16/2010 12:00:00AM FA Status: Completed
Resolution: LEAK ON CUSTOMERS 1" SERVICE LINE @ PVC 90.J.P.

Sub Division: 368 MR Route: F3Y FA ID : 8111810454
Account #: 8111810000 Customer Name : PRATT,SUSAN Phone #: (407) 682-1983
Address: 2611 CARA LYNN WAY CSR: Leanne Loeffel Operator: Leroy Grainger
Entry Date: 5/5/2010 3:15:55PM SO Type: HIBILL
Instructions: read and check for leaks, customer will not listen about irrigation says it's us. tag door. Advised to check irrigation out. Leanne
Due Date: 5/6/2010 6:00:00PM Resolution Date: 5/6/2010 9:40:00AM FA Status: Completed
Resolution: No leaks detected. Tagged door with findings and also to check irrigation and timers. Looked at the consumption for the past 2 years and his meter registered 0. Cust has received a lot of free water.i

Sub Division: 368 MR Route: F3Y FA ID : 8111810534
Account #: 8111810000 Customer Name : PRATT,SUSAN Phone #: (407) 682-1983
Address: 2611 CARA LYNN WAY CSR: Brandi Deere Operator: Leroy Grainger
Entry Date: 4/7/2010 4:01:58PM SO Type: M-REREAD
Instructions: PLEASE RE-READ METER. CUST SAY BILL IS HIGHER THAN NORMAL. THANKS, BND
Due Date: 4/8/2010 6:00:00PM Resolution Date: 4/8/2010 10:20:00AM FA Status: Completed
Resolution: no leaks detected....they probably got used to old meter that was stuck so we replaced it...also she has a lot of shrubs and does a lot of irrigation?...tagged door with findings...lrg

Sub Division: 368 MR Route: F4G FA ID : 7975400372
Account #: 7975400000 Customer Name : ADAMS,PINKY Phone #: (321) 945-7944

Customer Complaints 01/01/2010 to 12/31/2010

Address: 1036 BEARDED OAKS TER CSR: Lisa Parsons Operator: Donna Brown
Entry Date: 5/25/2010 2:16:36PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called and said that meter is broken and that water is going everywhere. Pinky is available @ 321-945-7944 if needed. Thanks Lisa
Due Date: 5/25/2010 12:00:00AM Resolution Date: 5/25/2010 4:00:00PM FA Status: Completed
Resolution: Break was on customer side. Read: 2633470. DB

Sub Division: 368 MR Route: F4T FA ID : 8371800614
Account #: 8371800000 Customer Name : SPRINGS LANDING HOA Phone #: (407) 869-0217

Address: SPRINGS LANDING BLVD IRRIG CSR: Kirsten Pitroff Operator:
Entry Date: 4/14/2010 8:25:20AM SO Type: M-SIO Request Type: General Investigation
Instructions: HOA is reporting water bubbling out through the ground, and is preventing the contractor from providing irrigation to the front of the subdivision, Please Contact Carmen Ward @ 407-252-4893, concerning issue.
Due Date: 4/15/2010 6:00:00PM Resolution Date: 4/16/2010 12:00:00AM FA Status: Completed
Resolution: spoke with the HOA & explained that they have a leak in their pvc marked on Villa Nova

Sub Division: 368 MR Route: F4S FA ID : 8610400051
Account #: 8610400000 Customer Name : MALONEY,ROBERT V Phone #: (407) 332-8520

Address: 123 HICKORY TREE RD CSR: Brandi Deere Operator: Kevin Cooper
Entry Date: 5/19/2010 7:18:47AM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
Due Date: 5/20/2010 6:00:00PM Resolution Date: 5/20/2010 12:00:00AM FA Status: Completed
Resolution: READ METER AND METER NOT INDICATING A LEAK. NO ANSWER AT DOOR.HE DOES HAVE SOME NEW PATCHES OF SOD. INFORMED TO CHECK IRRIGATION HEADS AND ZONES. TAGGED DOOR.. KEV

Sub Division: 368 MR Route: F3Y FA ID : 8470810760
Account #: 8470810000 Customer Name : CURLEY,PETER Phone #: (818) 314-2197

Address: 2540 JENNIFER HOPE BLVD CSR: Amber Daffer Operator: Donna Brown
Entry Date: 6/14/2010 11:51:40AM SO Type: M-REREAD
Instructions: CST PETER 407-869-1478 IS CONCERNED ABOUT USAGE. HE REQUESTED WE CHECK THE METER AND VERIFY IT IS WORKING PROPERLY. IS THERE ANY SIGN OF A LEAK? CUST WILL CALL BACK FOR RESULTS THANK YOU,AMBER
Due Date: 6/15/2010 12:00:00AM Resolution Date: 6/15/2010 9:00:00AM FA Status: Completed
Resolution: Read. No leaks detected. Tagged with info. DB

Sub Division: 368 MR Route: F3Z FA ID : 8805600739
Account #: 8805600000 Customer Name : GALLIMORE,KENNEDY Phone #: (407) 927-1936

Address: 1321 MYRTLE DR CSR: Kirsten Pitroff Operator: Matthew Morrell
Entry Date: 4/28/2010 12:26:03PM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: Customer is calling of low water pressure. This is an ongoing problem, contact Mr. Gallimore @ 407-399-0075, investigate, Thanks kap

Due Date: 4/29/2010 6:00:00PM Resolution Date: 4/29/2010 9:00:00AM FA Status: Completed

Resolution: Checked PSI and GPM at meter. 80psi and 3.8GPM. Dug up and replaced 1 1/2" X 1" double svc from curb stop on main to meters. Flowed lines. Tested again, 80PSI and 50GPM at meter. Called cust and informed him of our findings and what we did. Matt, & S.

Sub Division: 368 MR Route: F4F FA ID : 8812310779

Account #: 8812310000 Customer Name : BELLA,MARK Phone #: (407) 788-3930

Address: 2843 SPYGLASS CV CSR: Leanne Loeffel Operator: Donna Brown

Entry Date: 6/18/2010 7:18:59AM SO Type: M-SIO Request Type: General Investigation

Instructions: Water leaking out of meter box, check out if our issue or customer issue, tag door with findings. paged to KC. Thanks, Leanne

Due Date: 6/18/2010 6:00:00PM Resolution Date: 6/18/2010 10:40:00AM FA Status: Completed

Resolution: Leak was on 2839 side. Advised customer. DB

Sub Division: 368 MR Route: F4S FA ID : 8957700069

Account #: 8957700000 Customer Name : VELHO,PAULETTE Phone #: (407) 332-7121

Address: 113 E ICHABOD TRL CSR: Samantha Tackett Operator: Leroy Grainger

Entry Date: 6/24/2010 11:15:07AM SO Type: HIBILL

Instructions: Please re read meter, customer feels last read was incorrect. Please check for any signs of a leak. Sam

Due Date: 6/25/2010 11:15:00AM Resolution Date: 6/25/2010 9:50:00AM FA Status: Completed

Resolution: no leaks detected.....lawn looks well irrigated.....lrg

Sub Division: 368 MR Route: F5G FA ID : 8898110586

Account #: 8898110000 Customer Name : FOSTER,PATRICK Phone #: (407) 774-9412

Address: 249 LIVERPOOL CV CSR: Brandi Deere Operator: Leroy Grainger

Entry Date: 6/28/2010 7:48:24AM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND

Due Date: 6/29/2010 6:00:00PM Resolution Date: 6/29/2010 11:35:00AM FA Status: Completed

Resolution: no leaks detected...correct read is 1028000...lrg tagged door with read and findings

Sub Division: 368 MR Route: F4G FA ID : 8721400245

Account #: 8721400000 Customer Name : MC CRAW,WARREN J Phone #: (407) 862-2910

Address: 3803 WATERCREST DR CSR: Jacqueline Sillitoe Operator: Alex Lorenzo

Entry Date: 4/9/2010 9:56:49AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: WATER TASTES OF CHLORINE.

Due Date: 4/9/2010 12:00:00AM Resolution Date: 4/9/2010 12:00:00AM FA Status: Completed

Resolution: Alex spoke with the customer- Chlorine residual was 1.2 ppm. explained to be in normal range- advised to leave water out then refrigerate.

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4F FA ID : 9117110366
 Account #: 9117110000 Customer Name : GEUDER,JEFFREY K Phone #: (703) 250-5159
 Address: 231 E HORNBEAM DR CSR: Lorie Mayeski Operator: Kevin Cooper
 Entry Date: 4/30/2010 1:00:36PM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLUMBER CALLED STATED THERE IS LEAK AT HOSE BIB NEEDS TO BE FIXED. THEY ALSO NOTED THAT THERE IS A LEAK ON U.I. SIDE OF METER. DOES NOT HAVE HOUSE VALVE. INVESTIGATE. LORIE CALLED OUT TO KEVIN COOPER @ 1:55 P.M.
 Due Date: 5/3/2010 6:00:00PM Resolution Date: 5/4/2010 12:00:00AM FA Status: Completed
 Resolution: REPLACED 1 1/2" x 1" x 1" T WITH NEW 1" PLY GOING TO CURBSTOPS WITH NEW 1" CURBSTOPS TO BOTH METERS REDUCED TO 5/8" WITH NEW METER COUPLINGS.. KEY

Sub Division: 368 MR Route: F4S FA ID : 9081410622
 Account #: 9081410000 Customer Name : MANIERI,MARC C Phone #: (407) 719-5117
 Address: 239 TIMBERLANE TRCE CSR: Chennel Daniels Operator: Donna Brown
 Entry Date: 4/29/2010 5:40:35PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please check customers meter and get a read. customer had a toilet leak and used 314,250 gals of water in 3 months. contact marc 407-719-5117. Chennel
 Due Date: 4/30/2010 12:00:00AM Resolution Date: 4/30/2010 9:10:00AM FA Status: Completed
 Resolution: Met with customer. He wanted to flush his toilet to see how much water it used. Used 5 gal. Cust doesn't understand why usage is up. Meter working and no leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 9045600249
 Account #: 9045600000 Customer Name : WILSON,GABRIELLA Phone #:
 Address: 686 PINE SHADOW CT CSR: Cristina Harden Operator: Matthew Morrell
 Entry Date: 4/19/2010 7:15:39AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST COMPLAINS OF SEWER ISSUE. ROTO ROOTER STATES PROBLEM WHERE SEWER LINE CONNECTS TO STREET. CONTACT CUST DIRECTLY: 407-786-2601 HOME OR 407-234-7673 CELL. PAGED TO KEVIN C. THANKS/TINA
 Due Date: 4/20/2010 6:00:00PM Resolution Date: 4/19/2010 9:00:00AM FA Status: Completed
 Resolution: Rooted line to clear blockage and then put camera in line. Found cust had a really bad belly in line that is about 10-20ft long. and has 90's in line by connection. Line is clear no problem found on our end. Matt and Rodel.

Sub Division: 368 MR Route: F4S FA ID : 9218610533
 Account #: 9218610000 Customer Name : CHAN,KEYLOR Phone #: (407) 767-5722
 Address: 533 THAMES CIR CSR: Isabel Ceballos Operator: Donna Brown
 Entry Date: 6/2/2010 3:13:34PM SO Type: HIBILL
 Instructions: Re-read meter. Customer complaining of high usage. Flag meter so customer knows which meter is his. /ic
 Due Date: 6/3/2010 6:00:00PM Resolution Date: 6/3/2010 11:20:00AM FA Status: Completed
 Resolution: Read. Placed flag. Meter not moving. DB

Sub Division: 368 MR Route: F4G FA ID : 9011800426

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 9011800000 Customer Name : HEROLD,GARY Phone #: (407) 774-9297
Address: 109 THISTLEWOOD CIR CSR: Cristina Harden Operator: Rodel Hermano
Entry Date: 6/22/2010 12:57:49PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST STATES METER BOX BROKEN & IS HAZARDOUS SITUATION. THANKS/TINA

Due Date: 6/23/2010 6:00:00PM Resolution Date: 6/23/2010 9:45:00AM FA Status: Completed

Resolution: REPLACED BROKEN METER BOX LID...RRH

Sub Division: 368 MR Route: F4F FA ID : 9127400547

Account #: 9127400000 Customer Name : GILROY,MARGARET L Phone #: (407) 862-9004

Address: 2530 LONG IRON CT CSR: Diane Drechsler Operator: Donna Brown

Entry Date: 5/14/2010 3:42:44PM SO Type: M-SIO Request Type: General Investigation

Instructions: Cust reports that valve on the street side of the meter is leaking. Not gushing, just saturating the ground. DSD

Due Date: 5/17/2010 6:00:00PM Resolution Date: 5/17/2010 8:50:00AM FA Status: Completed

Resolution: Curb stop leaking due to irrigation person turning off and on Friday and Sat. Advised customer not registering on the meter, leak on our side. Advised KC that curb stop needs replaced. DB

Sub Division: 368 MR Route: F4S FA ID : 9307400786

Account #: 9307400000 Customer Name : MOINE,DEMETRA Phone #: (407) 491-1453

Address: 174 SHERIDAN AVE CSR: Cammy Iwinski Operator: James Swegheimer

Entry Date: 6/29/2010 9:34:18AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST STATES SHE HAS BLACK STUFF COMING OUT OF HER COLD WATER PLEASE INVESTIGATE AND CALL HER @ 407-491-1453 HER NAME IS DEMETRA. CAMMY

Due Date: 6/29/2010 12:00:00AM Resolution Date: 6/29/2010 1:30:00PM FA Status: Completed

Resolution: went to house spoke with customer - they changed sink hoses & the inside was breaking down - informed them to use clear hose

Sub Division: 368 MR Route: F5G FA ID : 9978600064

Account #: 9978600000 Customer Name : LITMAN,MARION F Phone #: (407) 862-2016

Address: 216 W CUMBERLAND CIR CSR: Miranda Roberts Operator: Donna Brown

Entry Date: 6/25/2010 2:52:29PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer called in due to lid missing off meter box, please check and advise. MR

Due Date: 6/28/2010 12:00:00AM Resolution Date: 6/28/2010 9:45:00AM FA Status: Completed

Resolution: Metal part of lid had dropped down inside box. Replaced it. DB

Sub Division: 368 MR Route: F5G FA ID : 2599000851

Account #: 5673645291 Customer Name : HOROVITZ,SELMA Phone #: (407) 788-7880

Address: 140 GOLFCLUB DR CSR: Kirsten Pitroff Operator: Shawn Ebert

Entry Date: 6/23/2010 7:31:30AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer is concerned that her water does not seem to be able to be shut off at the meter, something wrong with valve? Can you investigate and speak with homeowner. thanks kap

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 6/24/2010 6:00:00PM Resolution Date: 6/24/2010 12:00:00PM FA Status: Completed
Resolution: replaced 1" curb stop....replaced 2 meter boxes.....

Sub Division: 368 MR Route: F5F FA ID : 2551300018
Account #: 0015446658 Customer Name : IVEY,SUSIE Phone #: (863) 287-5191
Address: 105 KILKENNY CT CSR: Ferrellyn Trovinger Operator: Kevin Cooper
Entry Date: 6/14/2010 10:52:16AM SO Type: M-SIO Request Type: Clogged Sewer
Instructions: Customer called complaining of sewer backing up into her toilets and her tub. Called to Kevin C. FLT
Due Date: 6/14/2010 6:00:00PM Resolution Date: 6/14/2010 12:00:00AM FA Status: Completed
Resolution: RODDED SEWER AND CLEARED BLOCKAGE, CAMERA LINE AND FOUND ROOTS IN OUR LINE AT ALMOST EVERY JOINT. WILL PUT ON LIST FOR ROOT KILL EVERY MONTH.. KEV

Sub Division: 368 MR Route: F3Y FA ID : 0381210002
Account #: 6292125334 Customer Name : SICK,MARIA Phone #: (407) 682-2938
Address: 616 EAST CLUB CIR CSR: Leanne Loeffel Operator: Donna Brown
Entry Date: 4/29/2010 11:41:00AM SO Type: M-SIO Request Type: General Investigation
Instructions: Major increase in usage the past few months, every month is higher, please read and check for leaks. Tag door if leak detected. Thanks, Leanne
Due Date: 4/30/2010 6:00:00PM Resolution Date: 4/30/2010 10:45:00AM FA Status: Completed
Resolution: Meter running. Water standing just left of box between tree and box. No answer at door. Tagged and called customer # on account and left message. Read. DB

Sub Division: 368 MR Route: F5G FA ID : 6919110388
Account #: 1005584767 Customer Name : BEMILLER,GARY L Phone #: (407) 332-6083
Address: 114 DURHAM PL CSR: Matthew Chandler Operator: Donna Brown
Entry Date: 4/28/2010 12:54:11PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST CALELD IN DUE TO LOW PRESSURE AND SEDIMENT IN THE WATER. HE IS HAVING ISSUE WITH THE TOILETS AND WASHER DUE TO THE PRESSURE LOST. HE IS ALSO GETTING A BANGING NOISE IN HIS PIPES. PAGED TO JOHN M.THANKS MC
Due Date: 4/28/2010 6:00:00PM Resolution Date: 4/28/2010 2:15:00PM FA Status: Completed
Resolution: Test PSI = 52. Customer said problem Sun. an Tue. (that a plant problem everyone knows about) explained sediment an pipe noise. Customer fine with answers. Advised JM. DB

Sub Division: 368 MR Route: F4S FA ID : 5926500582
Account #: 7191689738 Customer Name : COLON,LYDIA Phone #: (407) 331-8407
Address: 135 GLENDALE DR CSR: Kimberly Bennett Operator: Rodel Hermano
Entry Date: 5/13/2010 12:45:38PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED DUE TO LEAK AT METER. PAGED TO KC @ 1:46PM.KIM-FL
Due Date: 5/13/2010 6:00:00PM Resolution Date: 5/14/2010 9:41:00AM FA Status: Completed
Resolution: REPLACED METER GASKET LEAKING ON THE SERVICE SIDE...RRH

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5F FA ID : 2458000697
 Account #: 3666012107 Customer Name : JEANTY,CYNTHIA Phone #: (407) 637-2667
 Address: 210 REGIS CT CSR: Leanne Loeffel Operator: Mickey Shue
 Entry Date: 6/23/2010 3:50:10PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called about extremely low water pressure. Please check out and tag door. Paged to John M.
 Due Date: 6/23/2010 6:00:00PM Resolution Date: 6/23/2010 4:45:00PM FA Status: Completed
 Resolution: found irrigation broke - hung tag to call plumber shut water off

Sub Division: 368 MR Route: F4G FA ID : 3309510533
 Account #: 4329530831 Customer Name : SHIVDASANI,VIKRANT Phone #: (407) 260-5948
 Address: 607 RIVERBEND BLVD CSR: Kirsten Pitroff Operator: Jonathan Pennington
 Entry Date: 4/28/2010 9:50:52AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer is reporting that over night the water meter has become submerged under water. Tag door with Results.
 Due Date: 4/28/2010 6:00:00PM Resolution Date: 4/28/2010 12:00:00AM FA Status: Completed
 Resolution: HAD TO REPLACE 1 1/2" T, 2- 1" CURBSTOPS AND BOX GOING TO METERS AT 607 AND 609.. JP,RRH

Sub Division: 368 MR Route: F4G FA ID : 6441410595
 Account #: 2867767469 Customer Name : Ashe,Ryan Phone #: (386) 561-1599
 Address: 305 LONESOME PINE DR CSR: Brandi Deere Operator: Jonathan Pennington
 Entry Date: 6/15/2010 2:05:49PM SO Type: HIBILL
 Instructions: re-read meter and check for leaks. cust called complaining of high bill. bnd
 Due Date: 6/16/2010 6:00:00PM Resolution Date: 6/16/2010 12:00:00AM FA Status: Completed
 Resolution: VERY SMALL LEAK ON CUSTOMERS SIDE OF SERVICE LINE.TAGED DOOR.J.P.

Sub Division: 368 MR Route: F4G FA ID : 0029500289
 Account #: 0029500000 Customer Name : LENZ,DORIS P Phone #: (407) 865-9245
 Address: 508 SPRINGCREEK DR CSR: Linette Orengo Operator: Donna Brown
 Entry Date: 8/24/2010 9:03:39AM SO Type: HIBILL
 Instructions: Re-read meter & check for leaks. Cust. called complaining of high bill & they were not home last mo./LIO FL
 Due Date: 8/24/2010 6:00:00PM Resolution Date: 8/25/2010 9:50:00AM FA Status: Completed
 Resolution: Read. No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 0030310011
 Account #: 0030310000 Customer Name : HARRISON,ALAN Phone #: (407) 786-2628
 Address: 629 N LONGVIEW PL CSR: Linette Orengo Operator: Donna Brown
 Entry Date: 8/20/2010 8:21:22AM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: Reread meter check for leaks. Customer called complaining of high bill. Feels water usage has gone up to much & nothing has changed in the home./LIO FL

Due Date: 8/23/2010 6:00:00PM Resolution Date: 8/23/2010 10:55:00AM FA Status: Completed

Resolution: No leaks detected. Read. DB

0030910975

Sub Division: 368

MR Route:

FA ID :

Account #: 0030910000

Customer Name : 368 Sanlando

Phone #:

Address: 368 Sanlando

CSR: Linette Orengo

Operator: Kevin Cooper

Entry Date: 9/17/2010 2:51:26PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Sewer smell in the plaza. Mrs. Webster, Terri from Hurrricane Grill & Wings on 2401 W SR 434 called it in. Paged Kevin./LIO FL

Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/17/2010 12:00:00AM FA Status: Completed

Resolution: checked mains out front and they were flowing great. checked grease traps and they look fine. lady says smell is inside kitchen and i informed her to contact owner that it was not our responsibility inside. kev

Sub Division: 368

MR Route: F5G

FA ID : 0063110899

Account #: 0063110000

Customer Name : POLIZZI,JANICE

Phone #: (407) 772-4133

Address: 473 WEKIVA COVE RD

CSR: Kirsten Pitroff

Operator: Kevin Cooper

Entry Date: 8/17/2010 9:04:12AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Customer complaining of on-going pressure problem, says it is lower than last year and his yard is dying. Wants to know what we plan on doing about it, please investigate paged to Kevin thanks kap

Due Date: 8/17/2010 6:00:00PM Resolution Date: 8/17/2010 12:00:00AM FA Status: Completed

Resolution: 52 PSI AT HOSE BIB, METER RAN 30 GALLONS A MINUTE ON OPEN DISCHARGE. INFORMED CUSTOMER OF THIS AND THAT EVERYTHING ON OUR END IS GOOD. HE IS A SINGLE SERVICE OFF MAIN. INFORMED TO ADJUST IRRIGATION.. KEV

Sub Division: 368

MR Route: F5G

FA ID : 0063110920

Account #: 0063110000

Customer Name : POLIZZI,JANICE

Phone #: (407) 772-4133

Address: 473 WEKIVA COVE RD

CSR: Linette Orengo

Operator: Rodel Hermano

Entry Date: 8/3/2010 1:28:15PM

SO Type: M-SIO

Request Type: High or Low Pressure in the Water

Instructions: Cust. called stated work was done in his area about a mo. ago & the water pressure has been low ever since. Wants to know what his current water pressure is & what should it be in his area. Please call Mr.Polizzi 407-362-8490/LIO FL

Due Date: 8/4/2010 6:00:00PM Resolution Date: 8/4/2010 8:33:00AM FA Status: Completed

Resolution: Pressure is good at 52psi..Spoke to the customer and said that he will further investigate about the pressure drop in his neighborhood...rrh

Sub Division: 368

MR Route: F4F

FA ID : 0116800414

Account #: 0116800000 Customer Name : SAN MARCO VILLAS ASSOC INC

Phone #: (407) 788-9132

Address: IRRG SAN MARCOS BLDG 1

CSR: Cristina Harden

Operator: Kevin Cooper

Entry Date: 8/31/2010 8:20:21AM

SO Type: M-SIO

Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST REPORTS HI PRESSURE, IRRIGATION PIPES BURSTING. PLS CONTACT LINDA:
407-492-5892. THANKS/TINA

Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed

Resolution: SPOKE WITH CUSTOMER AND INFORMED HER THAT PROBLEM WAS NOT DUE TO HI PRESSURE AND THAT WE ONLY PUT OUT 70 PSI AT PLANT AND PVC PIPE IS RATED FOR 150 PSI. SHE WAS CONCERNED BECAUSE SHE HAD 3 LEAKS THERE IN THE PAST 6 MONTHS.

Sub Division: 368 MR Route: F3Y FA ID : 0190210403
Account #: 0190210000 Customer Name : SLAMAN,ROBERT A Phone #: (407) 865-6594
Address: 1188 COACHWOOD CT CSR: Florida Temp 3 Operator: Donna Brown

Entry Date: 9/16/2010 3:10:59PM SO Type: HIBILL

Instructions: Re-read meter and check for leak. Customer called complaining of high bill. Speak with customer or tag door if no one home. /TMD

Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/17/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 0243300798
Account #: 0243300000 Customer Name : KURLAND,JERRY Phone #: (407) 682-7799
Address: 524 SUGAR RIDGE CT CSR: Lorie Mayeski Operator: Kevin Cooper

Entry Date: 7/14/2010 11:17:50AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED THAT HE HAS BEEN EXPERIENCE 'GREY COLORED WATER' YESTERDAY AND TODAY WANTED TO KNOW IF WE HAD BREAK IN AREA. *CALLED OUT JOHN MARINELLI @ 12:17PM

Due Date: 7/14/2010 6:00:00PM Resolution Date: 7/14/2010 12:00:00AM FA Status: Completed

Resolution: went to residence and found nothing wrong. had a water softener but it was in bypass. no leaks and water was crystal clear.. informed customer he was home.. kev

Sub Division: 368 MR Route: F5F FA ID : 0310900835
Account #: 0310900000 Customer Name : EISDORFER,STEVE Phone #: (407) 682-7600
Address: 208 AMBERGATE CT CSR: Isabel Ceballos Operator: Matthew Morrell

Entry Date: 8/30/2010 3:54:11PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer feels the meter is not registering correctly would like to have it tested. Call customer to schedule a date & time. /ic

Due Date: 8/31/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed

Resolution: Spoke with cust. Went over read history with him. Talked to him about his irrigation system. He is going to check that out and keep an eye on the bills for the next few months. Matt

Sub Division: 368 MR Route: F4S FA ID : 0673210655
Account #: 0673210000 Customer Name : CHOW,KEVIN Phone #: (407) 830-0231
Address: 1216 WINDSOR AVE CSR: Ann Raponi Operator: Donna Brown

Entry Date: 8/31/2010 7:23:17AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED AFTER HOURS- CUSTOMER CALLED ABOUT LOW PRESSURE. CUSTOMER WAS

Customer Complaints 01/01/2010 to 12/31/2010

TURNED OFF ON 8/26/2010. JONATHAN TURNED BACK ON DUE TO CUSTOMER MADE PAYMENT. AMR/JAM

Due Date: 8/31/2010 12:00:00AM Resolution Date: 8/31/2010 1:40:00PM FA Status: Completed
Resolution: JP turned on and said nothing wrong with pressure. DB

Sub Division: 368 MR Route: F5G FA ID : 1013900806
Account #: 1013900000 Customer Name : ROSENBAUM,MARCY Phone #: (407) 682-2831
Address: 325 CINDY CT CSR: Brandi Deere Operator: Donna Brown

Entry Date: 8/30/2010 9:23:44AM SO Type: HIBILL

Instructions: re-read and check meter for leak. Cust called complaining of high bill. Cust wants to speak with operator, Please call cust at 407-645-0923 & ask for Marcy Rosenbaum. bnd

Due Date: 8/31/2010 6:00:00PM Resolution Date: 8/31/2010 11:40:00AM FA Status: Completed
Resolution: Meter spinning. Spoke to man whom has been assisting her and they knew leak was between her house an meter. Called left message and tagged. DB

Sub Division: 368 MR Route: F4T FA ID : 0841900521
Account #: 0841900000 Customer Name : WEKIVA VILLAS INC Phone #: (407) 869-8216
Address: 113&2 TOMOKA TR CSR: Lori Jones Operator: Kevin Cooper

Entry Date: 8/4/2010 10:37:03AM SO Type: M-SIO Request Type: General Investigation

Instructions: Resident calling about leak at the meter. She stated the condo management company told her to call UI. If needed, resident # 407-869-7458. Mrs. Heinemann. Called out to Kevin Cooper. LLJ

Due Date: 8/4/2010 6:00:00PM Resolution Date: 8/4/2010 12:00:00AM FA Status: Completed
Resolution: replaced curb stop broken by customer & replaced 3' of poly

Sub Division: 368 MR Route: F4F FA ID : 1352300035
Account #: 1352300000 Customer Name : MCKENNA,KRISTI Phone #: (407) 718-8188
Address: 488 SUGAR RIDGE CT CSR: Lorie Mayeski Operator: John Marinelli

Entry Date: 8/6/2010 10:05:17AM SO Type: M-SIO Request Type: Lawn Repair for Water Breaks

Instructions: Cust. Called.. We repaired leak between driveway and street, UI repaired portion of sod. However, customers' driveway has been damaged due to this situation. Contact cust.directly to discuss how/when repairs to driveway will be done.407-774-6317.Lorie

Due Date: 8/17/2010 6:00:00PM Resolution Date: 8/16/2010 12:00:00AM FA Status: Completed
Resolution: damage to her driveway was not due to our work, every driveway over there is the same way. Informed customer that we did not do it.. JAM

Sub Division: 368 MR Route: F3Z FA ID : 1361300306
Account #: 1361300000 Customer Name : ENGLISH,PATRY Phone #: (407) 333-3168
Address: 1790 MARKHAM GLEN CIR CSR: Brandi Deere Operator: Matthew Morrell

Entry Date: 7/7/2010 8:28:07AM SO Type: M-SIO Request Type: General Investigation

Instructions: cust wants her meter tested. She says that her reading is incorrect & that she does not have a leak in the

Customer Complaints 01/01/2010 to 12/31/2010

house. Please call cust Patry English #407-920-9791 (cell) #407-333-3168 (alt #). Thanks, bnd

Due Date: 7/12/2010 6:00:00PM Resolution Date: 7/15/2010 8:00:00AM FA Status: Completed

Resolution: Spoke with cust and explained the read history to them and what they can do. Advised him to check his irrigation system and take daily readings to see where usage is. Meter is working fine. Matt

Sub Division: 368 MR Route: F3Y FA ID : 1624210551

Account #: 1624210000 Customer Name : Desrosiers,Rebecca Phone #: (407) 788-1220

Address: 647 EAST CLUB CIR CSR: Mullins Ryan Operator: Donna Brown

Entry Date: 9/7/2010 1:36:41PM SO Type: HIBILL

Instructions: Re-read meter and check for leaks, customer called complaining of high bill, tag door with results/RDM

Due Date: 9/8/2010 6:00:00PM Resolution Date: 9/8/2010 9:15:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID : 1554210236

Account #: 1554210000 Customer Name : YOUNG,MICHAEL Phone #: (407) 389-0723

Address: 215 S SHADOWBAY BLVD CSR: Brandi Deere Operator: Donna Brown

Entry Date: 7/16/2010 1:48:34PM SO Type: HIBILL

Instructions: RE-READ AND CHECK METER FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND

Due Date: 7/19/2010 6:00:00PM Resolution Date: 7/19/2010 11:30:00AM FA Status: Completed

Resolution: Met with customer. Meter moving slowly. Advised leak on customer side. Read. DB

Sub Division: 368 MR Route: F4T FA ID : 1645700355

Account #: 1645700000 Customer Name : LASINE,SUE Phone #: (954) 260-7466

Address: 2082 BILTMORE PT CSR: Florida Temp 2 Operator: Leroy Grainger

Entry Date: 7/20/2010 10:13:28AM SO Type: HIBILL

Instructions: Re-read meter & check for leaks. Customer called complaining of high bill.

Due Date: 7/21/2010 6:00:00PM Resolution Date: 7/21/2010 8:45:00AM FA Status: Completed

Resolution: no leaks detected..Maybe over irrigated since we have not had much rain? Auto pool fill maybe?..

Tagged door with findings.....lrg

Sub Division: 368 MR Route: F3Z FA ID : 1604210179

Account #: 1604210000 Customer Name : HANZE,KARINA E Phone #: (407) 682-2131

Address: 1027 EDMISTON PL CSR: Jacqueline Sillitoe Operator: Donna Brown

Entry Date: 7/28/2010 12:46:13PM SO Type: HIBILL

Instructions: PLEASE REREAD METER AND CHECK FOR LEAKS. CUSTOMER IS DISPUTING USAGE FROM 05-06/2010 STATING IT IS TOO HIGH. TAG DOOR WITH RESULTS.

Due Date: 7/29/2010 6:00:00PM Resolution Date: 7/29/2010 9:50:00AM FA Status: Completed

Resolution: Read. No leaks detected. Spoke to customer. DB

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F3Z FA ID : 1772110292
Account #: 1772110000 Customer Name : CLONTZ,DR FRANK Phone #: (407) 774-5052
Address: 1828 WINGFIELD DR CSR: Leanne Loeffel Operator: James Swegheimer
Entry Date: 7/21/2010 9:37:04AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer complaining of black spots on clothing after washing, on toothbrushes and when she filled a bucket, floating in the water....paged to Scott G to check out. Please notify customer after investigating. Thanks Leanne
Due Date: 7/21/2010 6:00:00PM Resolution Date: 7/22/2010 12:00:00AM FA Status: Completed
Resolution: CHECKED WATER AT OUTSIDE HOSE BIB AND CL2 WAS 1.65 WATER IS CLEAR .SPOKE WITH LADY AT HOUSE AND LET HER KNOW WATER IS GOOD TO CHECK PLUMBING.. JSWEGHEIMER

Sub Division: 368 MR Route: F5F FA ID : 1758310685
Account #: 1758310000 Customer Name : ACKEN,JOHN H Phone #: (407) 869-0911
Address: 155 HOLDERNESS DR CSR: Lori Jones Operator: Donna Brown
Entry Date: 8/27/2010 4:08:44PM SO Type: HIBILL
Instructions: Please check meter for leaks and re-read. Customer complaining of large consumption. Tag door with findings.
Due Date: 8/30/2010 6:00:00PM Resolution Date: 8/30/2010 10:35:00AM FA Status: Completed
Resolution: Meter was moving slowly. Read. Tagged door. DB

Sub Division: 368 MR Route: F5G FA ID : 1712000492
Account #: 1712000000 Customer Name : CROCIATA,ANTHONY Phone #: (407) 702-6239
Address: 103 GOLF CLUB DR CSR: Mullins Ryan Operator: Kevin Cooper
Entry Date: 9/27/2010 10:12:10AM SO Type: M-SIO Request Type: General Investigation
Instructions: customer says water line is under tree he needs removed please speak with customer/RDM
Due Date: 9/28/2010 6:00:00PM Resolution Date: 9/28/2010 12:00:00AM FA Status: Completed
Resolution: OUR METER AND SERVICELINE IS IN FRONT OF TREE. SPOKE WITH CUSTOMER AT HOME AND HE IS TAKING TREE OUT AND HIS LINE FROM METER IS UNDER TREE. INFORMED HIM TO CALL PLUMBER TO MOVE LINE THAT WAS NOT OUR RESPONSIBILITY.. KEV

Sub Division: 368 MR Route: F5G FA ID : 2061010173
Account #: 2061010000 Customer Name : ACKMAN,SINDI Phone #: (407) 774-8811
Address: 125 TRAFALGAR PL CSR: Cristina Harden Operator: Kevin Cooper
Entry Date: 9/8/2010 11:23:33AM SO Type: M-SIO Request Type: General Investigation
Instructions: cust reports low pressure. Cust: 321-972-5245. Paged to tom keys, per Kevin c. thanks
Due Date: 9/8/2010 6:00:00PM Resolution Date: 9/9/2010 12:00:00AM FA Status: Completed
Resolution: TOM SPOKE WITH CUSTOMER AND FOUND OUT THAT IT WAS ONLY IN ONE SINK, THE REST OF THE HOUSE WAS FINE. CUSTOMER PROBLEM AND INFORMED TO CHECK PLUMBING INSIDE.. TOM KEYS

Sub Division: 368 MR Route: F4G FA ID : 1992510813
Account #: 1992510000 Customer Name : THOMPSON,TRACIE L Phone #: (407) 629-1737

Customer Complaints 01/01/2010 to 12/31/2010

Address: 312 RIVERBEND BLVD CSR: Brandi Deere Operator: Kevin Cooper
Entry Date: 9/7/2010 11:17:04AM SO Type: M-SIO Request Type: General Investigation
Instructions: cust says there's a stream of water flowing down the end of her driveway from the meter box. Cust is requesting for door to be tagged when repair is completed. Page to Kevin c. bnd
Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed
Resolution: LEAK IS ON CUSTOMERS LINE BY DRIVEWAY. WE SHUT OFF METER AND TRIED TO CALL CUSTOMER BUT NUMBER IS DISCONNECTED. LEFT TAG TO INFORM WATER IS OFF AND TO CALL PLUMBER.. KEV, RRH

Sub Division: 368 MR Route: F4F FA ID : 1953110975
Account #: 1953110000 Customer Name : BURRAGE,COSANDRA Phone #: (407) 788-6795
Address: 327 W HORNBEAM DR CSR: Mullins Ryan Operator: Kevin Cooper
Entry Date: 9/22/2010 7:44:45AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer says she has low water pressure, please investigate/RDM
Due Date: 9/22/2010 6:00:00PM Resolution Date: 9/22/2010 12:00:00AM FA Status: Completed
Resolution: checked address and found that the house valve was almost all the way shut off, turned on house valve for customer.. kev

Sub Division: 368 MR Route: F4F FA ID : 2039300557
Account #: 2039300000 Customer Name : WEBSTER,TERI L Phone #: (407) 682-1157
Address: 707 BEAR SHADOW CT CSR: Brandi Deere Operator: Jonathan Pennington
Entry Date: 7/15/2010 10:03:57AM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
Due Date: 7/16/2010 6:00:00PM Resolution Date: 7/16/2010 12:00:00AM FA Status: Completed
Resolution: NO LEAKS INDICATED,TAGED DOOR WITH INFO.J.P.

Sub Division: 368 MR Route: F3Z FA ID : 1974200630
Account #: 1974200000 Customer Name : MILLER,CAROL Phone #: (407) 786-0678
Address: 1448 N RIDGE DR CSR: Brandi Deere Operator: Donna Brown
Entry Date: 7/26/2010 11:48:04AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
Instructions: CUST SAYS SHE HAS LOW WATER PRESSURE. PLEASE CHECK. PAGE TO DONNA B. THANKS, BND
Due Date: 7/26/2010 6:00:00PM Resolution Date: 7/26/2010 2:00:00PM FA Status: Completed
Resolution: Meter spinning. No answer at door or phone. PSI tested 30. Neighbors at 72. Shut off backflow meter still running. Shut off house valve, meter still running. Turn water off at meter. Tagged door leak on their property with info. DB

Sub Division: 368 MR Route: F5F FA ID : 2384800767
Account #: 2384800000 Customer Name : HARLAN,JULIAN B Phone #: (407) 869-5792
Address: 240 COBLE DR CSR: Leanne Loeffel Operator: Donna Brown
Entry Date: 7/30/2010 3:46:40PM SO Type: HIBILL

CMRP0008

SANLANDO

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: Please read and check for leaks, customer insists he is not using this much water irrigating..Please tag door.
Thanks, Leanne

Due Date: 8/2/2010 6:00:00PM Resolution Date: 8/2/2010 10:55:00AM FA Status: Completed

Resolution: No leaks detected. Read. Spoke to customer. DB

Sub Division: 368 MR Route: F5F FA ID : 2268510059

Account #: 2268510000 Customer Name : FROST,WILLIAM Phone #: (407) 862-4317

Address: 322 CAMBRIDGE DR CSR: Linda Jones Operator: Donna Brown

Entry Date: 9/8/2010 12:15:04PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. CUST COMPLAINING OF HIGH BILL. LSJ

Due Date: 9/9/2010 6:00:00PM Resolution Date: 9/9/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F3Y FA ID : 2284100926

Account #: 2284100000 Customer Name : JAMES,CHERYL M Phone #: (407) 774-5016

Address: 391 KAPOK CT CSR: Jacqueline Sillitoe Operator: Leroy Grainger

Entry Date: 8/9/2010 2:16:48PM SO Type: HIBILL

Instructions: PLEASE REREAD METER.CUSTOMER DISPUTING USAGE. CHECK FOR LEAKS.TAG DOOR.

Due Date: 8/10/2010 6:00:00PM Resolution Date: 8/10/2010 1:50:00PM FA Status: Completed

Resolution: meter indicated leak on customer's property....no one answered the door. Tagged door with all findings....lrg

Sub Division: 368 MR Route: F4F FA ID : 2464310229

Account #: 2464310000 Customer Name : BLEAKLEY,MICHAEL Phone #: (407) 682-3559

Address: 572 S LONGVIEW PL CSR: Lori Jones Operator: Rodel Hermano

Entry Date: 9/9/2010 3:08:35PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer reporting leak at the meter. /LLJ

Due Date: 9/10/2010 6:00:00PM Resolution Date: 9/10/2010 12:00:00AM FA Status: Completed

Resolution: DUG UP MAIN ACROSS STREET TO SHUT CORP OFF TO STOP LEAK TO DOUBLE SERVICE. REPLACED 1 1/2" POLY (6') TO 1 1/2" X 1" X 1" T, NEW 1"POLY AND CURBSTOPS TO BOTH METERS AND NEW GASKETTS AND METER COUPLINGS FROM CURBSTOPS.

Sub Division: 368 MR Route: F4F FA ID : 2515210993

Account #: 2515210000 Customer Name : BERNSTEIN,HOWARD Phone #: (407) 774-7947

Address: 225 S SHADOWBAY BLVD CSR: Lori Jones Operator: Tom Wright

Entry Date: 9/17/2010 2:09:28PM SO Type: HIBILL

Instructions: Please check for leaks and re-read meter. Customer's usage almost doubled compared to last month, and Cust was complaining of high bill. Thank you. LLJ

Due Date: 9/20/2010 6:00:00PM Resolution Date: 9/20/2010 11:00:00AM FA Status: Completed

Resolution: read meter, no leaks detected....tagged door with findings...t.w.

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5G FA ID : 2584710719
Account #: 2584710000 Customer Name : POMMISS,RICHARD Phone #: (407) 774-3171
Address: 1864 ST ANDREWS PL CSR: Linda Jones Operator: Kevin Cooper
Entry Date: 7/12/2010 7:36:46AM SO Type: M-SIO Request Type: General Investigation
Instructions: Please check water pressure and leaks. Cust complaining. Thanks Linda
Due Date: 7/12/2010 6:00:00PM Resolution Date: 7/12/2010 12:00:00AM FA Status: Completed
Resolution: Customer's house valve was half way shut off . Turned valve all the way open and they checked pressure and it was great.. KEV

Sub Division: 368 MR Route: F4G FA ID : 2610600393
Account #: 2610600000 Customer Name : CORDOBA,CARLOS F Phone #: (407) 869-6107
Address: 200 SUGARLOAF CT CSR: Cristina Harden Operator: Kevin Cooper
Entry Date: 7/6/2010 2:27:41PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST REPORTS BREAK IN LINE AT METER. PAGED TO KEVIN COOPER. THANKS/TINA
Due Date: 7/6/2010 6:00:00PM Resolution Date: 7/7/2010 12:00:00AM FA Status: Completed
Resolution: replaced 3' piece of 1" poly that was leaking under the road,, kev

Sub Division: 368 MR Route: F4G FA ID : 2991800553
Account #: 2991800000 Customer Name : FALBO JR,ANTHONY Phone #: (407) 869-6246
Address: 200 THISTLEWOOD CT CSR: Elise Christian Operator: Donna Brown
Entry Date: 8/6/2010 10:59:15AM SO Type: M-EXCHNG
Instructions: CUST SNT NOTE THAT SOMETHING IS WRONG WITH THE MTR GAUGE. A F/A WAS ISSUED 2/10 WITH FIELD FINDINGS THAT MTR WAS STUCK. PLEASE REPLACE MTR. TAG RES W/FINDINGS. (EC)
Due Date: 8/11/2010 6:00:00PM Resolution Date: 8/11/2010 10:00:00AM FA Status: Completed
Resolution: EXCHANGED METER. CUSTOMER HAS A SLOW LEAK IN IRRIGATION. SHOWED HER WHERE IT WAS. MAO

Sub Division: 368 MR Route: F4S FA ID : 3210800671
Account #: 3210800000 Customer Name : DWYER,ANN LOUISE Phone #: (407) 332-5078
Address: 120 LAKE OAKS BLVD CSR: Mullins Ryan Operator: Donna Brown
Entry Date: 7/30/2010 10:01:27AM SO Type: HIBILL
Instructions: Re-read meter and check for leak. Customer called complaining of high bill/RDM
Due Date: 8/2/2010 6:00:00PM Resolution Date: 8/2/2010 8:20:00AM FA Status: Completed
Resolution: Customer stated he had repairs done a month ago and that is where he has a leak. Meter was moving. Read. DB

Sub Division: 368 MR Route: F4S FA ID : 3364500018
Account #: 3364500000 Customer Name : MARSHALL,VINCE Phone #: (407) 830-7382
Address: 139 SHERIDAN AVE CSR: Tara Drury Operator: Donna Brown

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 9/28/2010 9:44:40AM SO Type: HIBILL

Instructions: Re-read meter and check for leak. Customer complaining of high bill. Speak with customer or tag door if no one home. Customer will be there in the afternoon. /TMD

Due Date: 9/29/2010 6:00:00PM Resolution Date: 9/29/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. Tag. DB

Sub Division: 368 MR Route: F4S FA ID : 3394500109

Account #: 3394500000 Customer Name : MITCHELL,MARY Phone #: (407) 260-5362

Address: 129 SHERIDAN AVE CSR: Matthew Chandler Operator: Kevin Cooper

Entry Date: 7/19/2010 12:13:06PM SO Type: M-SIO Request Type: Odor in Sewer

Instructions: CUST CALLED IN WITH A STRONG SEWER SMELL COMING UP THROUGH THE DRAINS. PLEASE CHK OUT. PAGED TO KEVIN C.THANKS.MC

Due Date: 7/19/2010 6:00:00PM Resolution Date: 7/19/2010 12:00:00AM FA Status: Completed

Resolution: customer says she has a smell in her shower and nowhere else in the house. She is not having a backup and her lines are clear. Informed to try to use some bleach or liquid plumber and to check vent stack. If that didn't work to call plumber to check.. ke

Sub Division: 368 MR Route: F5G FA ID : 3904110084

Account #: 3904110000 Customer Name : TORRES,JOE Phone #: (407) 774-2717

Address: 213 MILFORD HAVEN CV CSR: Brandi Deere Operator: Donna Brown

Entry Date: 9/28/2010 8:33:16AM SO Type: HIBILL

Instructions: RE-READ AND CHECK METER FOR LEAK. CUST CALLED CONCERNED OF HIGH BILL. BND

Due Date: 9/29/2010 6:00:00PM Resolution Date: 9/29/2010 12:00:00AM FA Status: Completed

Resolution: READ METER AND THERE ARE NO LEAKS INDICATED.. DB

Sub Division: 368 MR Route: F4G FA ID : 3841200052

Account #: 3841200000 Customer Name : BECKER,JACKIE Phone #: (407) 862-3931

Address: 612 FOX VALLEY DR CSR: Linette Orengo Operator: Kevin Cooper

Entry Date: 9/16/2010 10:38:56AM SO Type: M-SIO Request Type: General Investigation

Instructions: Cust. feels she needs a new meter because hers is too old & too much water consumption for 1 person. Please check if meter needs to be replaced or if there is a leak./LIO FL

Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/17/2010 12:00:00AM FA Status: Completed

Resolution: meter is working fine and there are no leaks on main line to house or irrigation. She is filling the pool 3 inches every week and has a large pool. Informed her to have her irrigation zones checked for leaks and pool for leak too. kev

Sub Division: 368 MR Route: F3Y FA ID : 3871000383

Account #: 3871000000 Customer Name : PIERCY,RICHARD Phone #: (407) 774-2165

Address: 2391 WESTWOOD DR CSR: Linda Jones Operator: John Marinelli

Entry Date: 8/24/2010 1:38:41PM SO Type: M-SIO Request Type: General Investigation

Instructions: PLEASE CALL MR PIERCY @4077211373 ABOUT COLLAPSING DRIVEWAY -WORK PREVIOUS DONE @LOCATION. LSJ

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 8/25/2010 6:00:00PM Resolution Date: 8/25/2010 12:00:00AM FA Status: Completed
Resolution: THIS WAS NOT CAUSED BY OUR WORK. HE HAS A DRIVEWAY POURED ON TOP OF A DRIVEWAY AND IN PARKING HIS MOTOR HOME IN THE DRIVE HAS CRACKED THE TOP CONCRETE BECAUSE IT IS THIN.. JAM

Sub Division: 368 MR Route: F4F FA ID : 3735110955
Account #: 3735110000 Customer Name : GIBSON,MICHELLE Phone #: (407) 869-4893
Address: 300 RED MULBERRY CT CSR: Cristina Harden Operator: Jonathan Pennington
Entry Date: 7/15/2010 8:22:35AM SO Type: M-EXCHNG
Instructions: CUST STATES METER STOPPED REGISTERING USAGE. PLEASE EXCHANGE METER. THANKS/TINA
Due Date: 7/16/2010 6:00:00PM Resolution Date: 7/16/2010 12:00:00AM FA Status: Completed
Resolution: meter replaced.. jp

Sub Division: 368 MR Route: F4S FA ID : 4252410943
Account #: 4252410000 Customer Name : WEHNER,VICKIE Phone #: (407) 260-6267
Address: 225 TOLLGATE TRL CSR: Lorie Mayeski Operator: Kevin Cooper
Entry Date: 8/16/2010 4:09:17PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED STATED THAT WE WENT TO WRONG HOME AND TURNED OFF NEIGHBORS METER. PLEASE RESPOND TURN OFF METER AS CUSTOMER HAS LEAK. CALLED OUT TO KEVIN COOPER @ 5:05 P.M.*
Due Date: 8/16/2010 6:00:00PM Resolution Date: 8/16/2010 12:00:00AM FA Status: Completed
Resolution: GOT ON CALL TO TURN OFF ON HIS WAY HOME. KEV

Sub Division: 368 MR Route: F5F FA ID : 4289900929
Account #: 4289900000 Customer Name : MEYER SR,THOMAS R Phone #: (407) 869-1994
Address: 379 WINCHESTER PL CSR: Mullins Ryan Operator: Leroy Grainger
Entry Date: 9/1/2010 3:28:48PM SO Type: HIBILL
Instructions: Re-read meter and check for leak, customer called with high bill, please tag door with findings/RDM
Due Date: 9/2/2010 6:00:00PM Resolution Date: 9/2/2010 8:50:00AM FA Status: Completed
Resolution: no leaks detected, tagged door with findings....lrg

Sub Division: 368 MR Route: F4S FA ID : 5015400305
Account #: 5015400000 Customer Name : JUANICO,THOMAS M Phone #: (407) 339-9197
Address: 108 SHERIDAN AVE CSR: Linda Jones Operator: Leroy Grainger
Entry Date: 9/20/2010 3:14:14PM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LINDA
Due Date: 9/21/2010 6:00:00PM Resolution Date: 9/21/2010 9:00:00AM FA Status: Completed
Resolution: no leaks detected, tagged door...lrg

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5G FA ID : 5124900049
 Account #: 5124900000 Customer Name : AUSTIN,JIM Phone #: (407) 862-5725
 Address: 200 BARRY CT CSR: Linda Jones Operator: Kevin Cooper
 Entry Date: 9/16/2010 10:38:23AM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLEASE RE CHECK WATER PRESSURE WITH SPRINKLER SYSTEM STILL LOW PER MS. (CALLED TO Kevin) CONTACT #SHERI AUSTIN 4077929587. LINDA
 Due Date: 9/16/2010 6:00:00PM Resolution Date: 9/16/2010 12:00:00AM FA Status: Completed
 Resolution: CHECKED ADDRESS AND FOUND THAT THEY HAVE 55 PSI AT HOSE BIB AND METER WAS REGISTERING 14 GPM AT HOSE BIB. CONTACTED CUSTOMER AND EXPLAINED THAT OUR METER AND LINES WERE GOOD AND TO CHECK HER IRRIGATION ZONES, CLOCK, PIPES, ETC..... KEV

Sub Division: 368 MR Route: F5G FA ID : 5124900147
 Account #: 5124900000 Customer Name : AUSTIN,JIM Phone #: (407) 862-5725
 Address: 200 BARRY CT CSR: Cristina Harden Operator: Donna Brown
 Entry Date: 8/6/2010 12:34:30PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS LOW PRESSURE COMPARED TO NEIGHBORS (PER HER LAWN MAN). PLS CALL CUST WITH RESULTS DIRECTLY: 407-792-9587 . THANKS/TINA
 Due Date: 8/9/2010 6:00:00PM Resolution Date: 8/9/2010 11:45:00AM FA Status: Completed
 Resolution: Tested pressure at two hose bibs on house. PSI 60. Called left message for customer giving results. DB

Sub Division: 368 MR Route: F4F FA ID : 5335500207
 Account #: 5335500000 Customer Name : FULP,KEVIN Phone #: (407) 772-0755
 Address: 661 LONGMEADOW CIR CSR: Mullins Ryan Operator: Tom Wright
 Entry Date: 9/16/2010 3:17:25PM SO Type: HIBILL
 Instructions: re-read meter and check for leak, customer called complaining of high bill/RDM
 Due Date: 9/17/2010 6:00:00PM Resolution Date: 9/20/2010 10:45:00AM FA Status: Completed
 Resolution: no leaks detected.....tagged door with findings.....t.w.

Sub Division: 368 MR Route: F4G FA ID : 5391400786
 Account #: 5391400000 Customer Name : ROSE,KENNETH Phone #: (407) 862-1685
 Address: 3660 WATERCREST DR CSR: Lisa Parsons Operator: Kevin Cooper
 Entry Date: 7/20/2010 11:06:39AM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUSTOMER CALLED SAID MAN HOLE HAS WATER COMING OUT AND A FOUL SMELL. CALLED OUT TO KEVIN C.THANKS LISA
 Due Date: 7/20/2010 12:00:00AM Resolution Date: 7/20/2010 12:00:00AM FA Status: Completed
 Resolution: PROBLEM WITH LIFT STATION AND MANHOLE DID FLOW SOME WATER OUT INTO STREET. VAC LIFT STATION DOWN AND CLEANED STREET.. KEV

Sub Division: 368 MR Route: F5G FA ID : 5779900896

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 5779900000 Customer Name : MCGURK,LARRY J Phone #: (407) 862-6289
Address: 357 WEKIVA COVE RD CSR: Brandi Deere Operator: Leroy Grainger
Entry Date: 7/26/2010 2:37:04PM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAK. CUST CALLED COMPLAINING OF HIGH BILL. BND
Due Date: 7/27/2010 6:00:00PM Resolution Date: 7/27/2010 11:45:00AM FA Status: Completed
Resolution: no leaks detected...tagged door with findings...lrg

Sub Division: 368 MR Route: F4T FA ID : 5882500432

Account #: 5882500000 Customer Name : SOHAIL,MOHAMMAD G Phone #:
Address: 114-B WISTERIA DR CSR: Brandi Deere Operator: Shawn Ebert
Entry Date: 9/14/2010 12:05:45PM SO Type: M-EXCHNG
Instructions: CUST SAYS THE WATER METER IS LEAKING. PAGE TO KEVIN C. BND
Due Date: 9/14/2010 6:00:00PM Resolution Date: 9/14/2010 12:00:00AM FA Status: Completed
Resolution: TOP ON METER WAS CRACKED AND LEAKING. REPLACED METER AND GASKETTS WITH NEW COUPLING ON CUSTOMER SIDE AND HAD TO PLUMB CUSTOMERS PVC BACK INTO METER.. SME

Sub Division: 368 MR Route: F4G FA ID : 5846600127

Account #: 5846600000 Customer Name : MURPHY,LORI L Phone #: (407) 774-3283
Address: 107 COVE LAKE DR CSR: Lori Jones Operator: Leroy Grainger
Entry Date: 9/14/2010 7:07:04AM SO Type: HIBILL
Instructions: Please re-read meter and check for leaks. Customer complaining of double the bill/consumption of water, when she states nothing has changed this month. Thank you. LLJ
Due Date: 9/15/2010 6:00:00PM Resolution Date: 9/15/2010 10:00:00AM FA Status: Completed
Resolution: meter indicated a leak on customers property, knocked on door no answer, just dogs barking....tagged door with findings....lrg

Sub Division: 368 MR Route: F4S FA ID : 6094510594

Account #: 6094510000 Customer Name : DELONG,NANCY E Phone #: (407) 754-0393
Address: 520 PRESTON RD CSR: Lori Jones Operator: Donna Brown
Entry Date: 7/30/2010 8:44:08AM SO Type: M-SIO Request Type: General Investigation
Instructions: Please check meter for leaks and re-read. Customer complaining about the amount of usage from previous bill. Tag door with findings. Thank you. LLJ
Due Date: 8/2/2010 6:00:00PM Resolution Date: 8/2/2010 8:20:00AM FA Status: Completed
Resolution: Spoke to customer. He knew he had leak on his side after some repairs. Meter moving and nothing on in house. Read. DB

Sub Division: 368 MR Route: F4G FA ID : 6157200252

Account #: 6157200000 Customer Name : CASTLE,JUDITH A Phone #: (407) 788-8649
Address: 214 HICKORY DR CSR: Cristina Harden Operator: Rodel Hermano
Entry Date: 8/19/2010 8:24:00AM SO Type: M-SIO Request Type: General Investigation

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST FEELS METER IS VERY OLD & CAN'T BE SHUTOFF WHEN NECESSARY. CC&B SHOWS METER REPLACED IN 2008. CUST DOESN'T FEEL THAT'S ACCURATE & WANTS TO SPEAK W/ TECH: 407-788-8649. THANKS/TINA

Due Date: 8/20/2010 6:00:00PM Resolution Date: 8/19/2010 12:00:00AM FA Status: Completed

Resolution: Spoke to the handyman present and told him we will not replace a working curb stop...The meter is fine. Advised him to tell the owner of the house to install a valve after the meter for emergency shut off...rrh

Sub Division: 368 MR Route: F5F FA ID : 6341500713
Account #: 6341500000 Customer Name : TODD,KIMBERLY Phone #: (407) 788-4324
Address: 229 CAMBRIDGE DR CSR: Linette Orengo Operator: Leroy Grainger

Entry Date: 8/30/2010 7:24:54AM SO Type: HIBILL

Instructions: Reread meter, check for leaks. Customer called complaining of high bill. Stated they were out of the house for a wk & no sprinklers on & the usage doubled. Spoke to Matt M. leak repaired in July didn't affect cust. line.

Due Date: 8/31/2010 6:00:00PM Resolution Date: 8/31/2010 12:00:00AM FA Status: Completed

Resolution: no leaks detected...lrg

Sub Division: 368 MR Route: F4T FA ID : 6315410924
Account #: 6315410000 Customer Name : SHANE,A LEE Phone #: (407) 862-8111
Address: 111 CEDAR POINT LN CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 9/20/2010 2:57:07PM SO Type: HIBILL

Instructions: RE READ METER AND CHECK FO LEAK CUSTOMER COMPLAINT ON HIGH BILL.ANDREA

Due Date: 9/21/2010 6:00:00PM Resolution Date: 9/21/2010 9:30:00AM FA Status: Completed

Resolution: no leaks detected, spoke with customer...lrg

Sub Division: 368 MR Route: F4T FA ID : 6637700828
Account #: 6637700000 Customer Name : KOENIG,GEORGE Phone #: (407) 342-0848
Address: 2067 HUTTON PT CSR: Mullins Ryan Operator: Leroy Grainger

Entry Date: 8/31/2010 11:04:49AM SO Type: HIBILL

Instructions: re-read meter and check for leaks, customer called complaining of high bill, leave notes on account

Due Date: 9/1/2010 6:00:00PM Resolution Date: 9/1/2010 1:15:00PM FA Status: Completed

Resolution: no leaks detected....tagged door with findings.....lrg

Sub Division: 368 MR Route: F5G FA ID : 7011010037
Account #: 7011010000 Customer Name : ROY,RONNIE D Phone #: (407) 774-7185
Address: 109 TRAFALGAR PL CSR: Lorie Mayeski Operator: Rodel Hermano

Entry Date: 9/24/2010 2:43:03PM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED WE NEED TO COME BACK TO REPAIR HIS LAWN. PLEASE RESPOND. THANKS, LORIE M. 9-24-2010*J. MARINELLI WILL GET TO IT ON MONDAY 9-27-2010.

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 9/27/2010 6:00:00PM Resolution Date: 9/27/2010 12:00:00AM FA Status: Completed
Resolution: REPLACED SOD IN AREA WE DUG UP FOR REPAIR AND MADE SURE AREA WAS NICE AND LOOKS GOOD.. RRH,KEV

Sub Division: 368 MR Route: F3Z FA ID : 7050110738
Account #: 7050110000 Customer Name : CARDIN,KELLY Phone #: (321) 228-1193
Address: 1638 RUTLEDGE RD CSR: Cristina Harden Operator: Kevin Cooper
Entry Date: 8/16/2010 1:00:40PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST REPORTS LOW PRESSURE. CUST 321-228-1193 PAGED TO KEVIN C. THANKS//TINA
Due Date: 8/16/2010 6:00:00PM Resolution Date: 8/16/2010 12:00:00AM FA Status: Completed
Resolution: customer has 72 psi at hose bib and meter is fine. Informed her to call in when problem is occurring.. KEV

Sub Division: 368 MR Route: F4G FA ID : 7144410282
Account #: 7144410000 Customer Name : CYPHERS,MARIANNA Phone #: (407) 869-7421
Address: 126 COUNTRYSIDE DR CSR: Cammy Iwinski Operator: Jonathan Pennington
Entry Date: 7/1/2010 12:23:02PM SO Type: M-SIO Request Type: General Investigation
Instructions: check cust water pressure. Cust stated she doesn't have hardly any. Please let cust know the result they will be home. Thank you,cammy
Due Date: 7/2/2010 12:00:00AM Resolution Date: 7/2/2010 12:00:00AM FA Status: Completed
Resolution: 52 PSI @ METER.FLOWED METER 15 GPM.CUSTOMERS INSTALLED NEW IRRIG, HEADS AND MORE OF THEM,PRESSURE IS LOW IN HOUSE WHEN USING IRRIG.ADVISED CUSTOMER OF INFO.J.P.

Sub Division: 368 MR Route: F3Z FA ID : 7133210941
Account #: 7133210000 Customer Name : BOWMAN,DOLLIS Phone #: (407) 862-0630
Address: 1010 EDMISTON PL CSR: Mullins Ryan Operator: Leroy Grainger
Entry Date: 9/3/2010 2:11:34PM SO Type: HIBILL
Instructions: Re-read meter and check for leaks, customer called complaining of high bill/RDM
Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 8:15:00AM FA Status: Completed
Resolution: meter indicated leak on customer's property....tagged door with findings....lrg

Sub Division: 368 MR Route: F4S FA ID : 7502510482
Account #: 7502510000 Customer Name : BECHTOLD,KENNETH Phone #: (407) 332-7724
Address: 640 SWEETBRIAR BR CSR: Cristina Harden Operator: Jonathan Pennington
Entry Date: 8/26/2010 10:35:26AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST STATES DOES NOT HAVE ANY WATER. PAGED TO KEVIN C. THANKS//TINA
Due Date: 8/26/2010 6:00:00PM Resolution Date: 8/26/2010 12:00:00AM FA Status: Completed
Resolution: CUSTOMER TURNED OFF BY MISTAKE.TURNED CUSTOMER BACK ON

Sub Division: 368 MR Route: F4G FA ID : 7592310512

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 7592310000 Customer Name : MEYER,STEVE Phone #: (407) 865-7785
 Address: 600 CROOKED OAK CT CSR: Cammy Iwinski Operator: Jonathan Pennington
 Entry Date: 7/1/2010 11:43:40AM SO Type: M-SIO Request Type: General Investigation
 Instructions: PLEASE CALL LOIS @ 407-865-7785 ABOUT WHO PUT IN THE LINES SHE STATE SHE HAS NO PRESSURE WHEN EVERYONE WATERS THEIR YARD. SHE WANTS TO KNOW WHO PUTS THE LINES AND WANTS HERS FIXED? CAMMY
 Due Date: 7/2/2010 12:00:00AM Resolution Date: 7/2/2010 12:00:00AM FA Status: Completed
 Resolution: 50 PSI AND 25 GPM SPOKE WITH CUSTOMER TOLD HER JOHN M. WOULD CONTACT HER TUES.J.P.

Sub Division: 368 MR Route: F5F FA ID : 7976700564
 Account #: 7976700000 Customer Name : COLLINS,JANE Phone #: (407) 786-7025
 Address: 1105 CAMBRIDGE CT CSR: Cristina Harden Operator: Rodel Hermano
 Entry Date: 7/13/2010 12:47:31PM SO Type: M-SIO Request Type: General Investigation
 Instructions: CUST REPORTS LEAK AT METER. PAGED TO KEVIN C. THANKS/TINA
 Due Date: 7/13/2010 6:00:00PM Resolution Date: 7/13/2010 3:45:00PM FA Status: Completed
 Resolution: REPLACED METER COUPLING ON THE CURBSTOP SIDE....GALVANIZED PIPE ON THE SERVICE IS LEAKING DUE TO AGE...DOULE SERVICE MIGHT NEED TO BE REPLACED...RRH

Sub Division: 368 MR Route: F4S FA ID : 7860610360
 Account #: 7860610000 Customer Name : ISHANI,FARIBORZ Phone #: (407) 339-1881
 Address: 8 HORSEMAN CV CSR: Brandi Deere Operator: Kevin Cooper
 Entry Date: 7/14/2010 11:39:05AM SO Type: M-SIO Request Type: No Water
 Instructions: CUST HAS NO WATER. PLEASE CHECK. EMAIL FWD TO JOHN P & DONNA B (COULD NOT REACH BY PAGE) BND
 Due Date: 7/14/2010 6:00:00PM Resolution Date: 7/14/2010 12:00:00AM FA Status: Completed
 Resolution: bottom of meter was blown out, had to replace meter. Created another f/a for meter exchange.. kev

Sub Division: 368 MR Route: F4T FA ID : 8014300911
 Account #: 8014300000 Customer Name : GLENWOOD VILLAGE INC Phone #: (407) 770-1748
 Address: WILD HICKORY LN IRRIG CSR: Linda Jones Operator: Leroy Grainger
 Entry Date: 7/8/2010 2:37:51PM SO Type: HIBILL
 Instructions: Re-read meter and check for leaks. Cust complaining of high bill just resodded. Thanks Linda
 Due Date: 7/9/2010 6:00:00PM Resolution Date: 7/9/2010 10:45:00AM FA Status: Completed
 Resolution: no leaks detected...lrg.....new sod will take a lot more watering?

Sub Division: 368 MR Route: F4S FA ID : 8283400996
 Account #: 8283400000 Customer Name : KANTARJIAN,JERRY Phone #: (407) 332-7032
 Address: 99 HICKORY TREE RD CSR: Matthew Chandler Operator: James Swegheimer
 Entry Date: 8/13/2010 8:57:46AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: CUST CALLED IN A STRONG ODOR AND TASTE IN THE WATER. SHE SAYS IT SMELLS LIKE AND INDUSTRIAL CHEMICAL BUT NOT CHLORINE. PAGED TO SCOTT G.THANKS.MC

Due Date: 8/13/2010 6:00:00PM Resolution Date: 8/13/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED ADDRESS AND DID NOT SMELL ANY ODOR. CL2 RESIDUAL WAS AT 2.2 WHICH WAS A LITTLE HIGH. INFORMED CUSTOMER WE WILL MAKE AN ADJUSTMENT ON CL2 AT PLANT AND IF SHE STILL HAS ODOR TO PLEASE CALL BACK.. JS

Sub Division: 368 MR Route: F4G FA ID : 8403610184

Account #: 8403610000 Customer Name : TERPENING,HERBERT W Phone #: (407) 788-3894

Address: 919 RIVERBEND BLVD CSR: Mullins Ryan Operator: Donna Brown

Entry Date: 9/27/2010 3:57:47PM SO Type: HIBILL

Instructions: Re-read meter and check for leaks customer called complaining of high bill/RDM

Due Date: 9/28/2010 6:00:00PM Resolution Date: 9/27/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F5F FA ID : 8376410805

Account #: 8376410000 Customer Name : MILLER,TOMMY Phone #: (407) 788-2416

Address: 118 ESSEX DR CSR: Lori Jones Operator: Leroy Grainger

Entry Date: 8/30/2010 7:13:13AM SO Type: HIBILL

Instructions: Please re-read meter and check for leaks. Customer complaining of high bill. Thank you. LLJ

Due Date: 8/31/2010 6:00:00PM Resolution Date: 8/31/2010 12:00:00AM FA Status: Completed

Resolution: no leaks detected

Sub Division: 368 MR Route: F4G FA ID : 8160800039

Account #: 8160800000 Customer Name : SCHWOB,PETER W Phone #: (407) 786-2680

Address: 211 THISTLEWOOD CIR CSR: Linda Jones Operator: Donna Brown

Entry Date: 8/17/2010 2:51:38PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. CUST COMPLAINING OF HIGH BILL. LSJ PLEASE TAG DOOR WITH INFORMATION.

Due Date: 8/18/2010 6:00:00PM Resolution Date: 8/18/2010 10:50:00AM FA Status: Completed

Resolution: Read. No leaks detected. Tag. DB

Sub Division: 368 MR Route: F5F FA ID : 8566700361

Account #: 8566700000 Customer Name : KNIGHT,BRENDA Phone #: (407) 869-7605

Address: 238 DUNCAN TRL CSR: Linette Orengo Operator: Donna Brown

Entry Date: 9/3/2010 2:18:10PM SO Type: HIBILL

Instructions: Reread meter & check for leaks. Customer called complaining of high bill./LIO FL

Due Date: 9/7/2010 6:00:00PM Resolution Date: 9/7/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: No leaks detected. Spoke to customer. Read. DB

Sub Division: 368

MR Route: F5G

FA ID : 8760210775

Account #: 8760210000

Customer Name : KREISLER,JACQUES

Phone #: (407) 475-0040

Address: 201 CHICHESTER CV

CSR: Brandi Deere

Operator: Jonathan Pennington

Entry Date: 7/19/2010 7:29:47AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: There was a main water break & cust yard was tore up from operator having to search for a shut off valve that controls the community water. Cust wants to know when will his yard be repaired & requesting phone call cell# 407-222-2469, hm# 407-475-0040. bd

Due Date: 7/20/2010 6:00:00PM

Resolution Date: 7/20/2010 12:00:00AM

FA Status:

Completed

Resolution: REPL SOD.J.P.

Sub Division: 368

MR Route: F3Y

FA ID : 9372210647

Account #: 9372210000

Customer Name : DR JOSEPH CANNIZZARO

Phone #: (407) 869-8367

Address: 644 EAST CLUB CIR

CSR: Florida Temp 3

Operator: Leroy Grainger

Entry Date: 9/23/2010 3:57:00PM

SO Type: HIBILL

Instructions: Re-read meter and check for leak. Customer complaining of high bill. Customer requesting someone to come out in the morning because they also want to know where the solenoid valve is. /TMD

Due Date: 9/27/2010 6:00:00PM

Resolution Date: 9/27/2010 9:30:00AM

FA Status:

Completed

Resolution: no leaks detected...spoke with customer and showed him where meter and valve are...lrg

Sub Division: 368

MR Route: F4F

FA ID : 9500310070

Account #: 9500310000

Customer Name : BERNER,BARRY

Phone #: (407) 865-7905

Address: 549 WHISPERWOOD DR

CSR: Linda Jones

Operator: Leroy Grainger

Entry Date: 9/13/2010 3:56:53PM

SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LSJ

Due Date: 9/14/2010 6:00:00PM

Resolution Date: 9/14/2010 9:00:00AM

FA Status:

Completed

Resolution: no leaks detected...spoke with customer about findings.....lrg

Sub Division: 368

MR Route: F5F

FA ID : 9715610242

Account #: 9715610000

Customer Name : CRAMER,CHARLES E

Phone #: (407) 869-6411

Address: 141 HARROGATE PLACE

CSR: Mullins Ryan

Operator: Rodel Hermano

Entry Date: 9/2/2010 1:56:29PM

SO Type: HIBILL

Instructions: re-read meter and check for leak, customer called complaining of high bill/RDM

Due Date: 9/3/2010 6:00:00PM

Resolution Date: 9/3/2010 12:00:00AM

FA Status:

Completed

Resolution: Obtained read..Spoke to the customer and explained to her that the new meter was registering much efficient than the old one. Advised her to check her sprinkler runtime and get it rated on how much she is using...RRH

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5F FA ID : 9305156141
Account #: 9418271089 Customer Name : Wekiva Hunt Club Comm. Assoc. Phone #: (407) 774-6111
Address: 197 N HUNT CLUB BLVD CSR: Brandi Deere Operator: Kevin Cooper
Entry Date: 7/20/2010 12:00:07PM SO Type: M-SIO Request Type: No Water
Instructions: CUST SAYS THEY HAVE NO WATER. PLEASE CHECK. Phone call TO KEVIN COOPER. Contact person is Marcia Holleman #407-774-6111. BND
Due Date: 7/20/2010 6:00:00PM Resolution Date: 7/20/2010 12:00:00AM FA Status: Completed
Resolution: CUSTOMER HAS WATER NOW. SAID IT WENT OFF BRIEFLY. COULD NOT DETERMINE WHY. MAINTENANCE GUY SAID HE DID NOT TURN OFF.. THEY ARE OK NOW.. KEV

Sub Division: 368 MR Route: F4T FA ID : 5239500824
Account #: 1660333444 Customer Name : NORRIS,SHANE Phone #: (407) 786-8652
Address: 657 RIVERPARK CIR CSR: Lorie Mayeski Operator: James Swegheimer
Entry Date: 8/26/2010 11:12:57AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED STATED 'BAD ODOR IN WATER CANNOT DRINK AND ODOR IS SATURATED IN CLOTHES AFTER USING CLOTHES WASHER'. PLEASE INVESTIGATE. 8-26-2010 CALLED OUT TO TOM KEYS. CUST. CELL#321-439-5553-DANETTE.
Due Date: 8/30/2010 6:00:00PM Resolution Date: 8/30/2010 12:00:00AM FA Status: Completed
Resolution: called cust and left a message informing of low chlorine residual in area may have caused odor problem, flushed hydrants in the area and notified that everything should be fine and to call back if not JS

Sub Division: 368 MR Route: F4T FA ID : 5239500371
Account #: 1660333444 Customer Name : NORRIS,SHANE Phone #: (407) 786-8652
Address: 657 RIVERPARK CIR CSR: Linda Jones Operator: Jonathan Pennington
Entry Date: 7/2/2010 3:17:43PM SO Type: M-SIO Request Type: General Investigation
Instructions: Jeanette called advised water pressure low. Thanks Linda (called to Kevin Cooper)
Due Date: 7/2/2010 6:00:00PM Resolution Date: 7/2/2010 12:00:00AM FA Status: Completed
Resolution: CHECKED PRESSURE OUTSIDE HOUSE AT HOSE BIB AND GOT 66 PSI AT HOUSE. NO LEAKS ON METER. SPOKE WITH CUSTOMER AND ADVISED.. JP

Sub Division: 368 MR Route: F4T FA ID : 1191300262
Account #: 1191300000 Customer Name : GLENWOOD VILLAGE HOA Phone #: (407) 770-1748
Address: 110 HIDDEN OAK DR IRRIG CSR: Linda Jones Operator: Leroy Grainger
Entry Date: 7/8/2010 2:41:37PM SO Type: HIBILL
Instructions: Re-read meter and check for leaks. Ms complaining of high bill. Thanks Linda
Due Date: 7/9/2010 6:00:00PM Resolution Date: 7/9/2010 10:55:00AM FA Status: Completed
Resolution: no leaks detected...lrg

Sub Division: 368 MR Route: F4T FA ID : 8728410887
Account #: 8418936017 Customer Name : CALTRIDER,KENNETH T Phone #: (407) 869-8277

Customer Complaints 01/01/2010 to 12/31/2010

Address: 109 BUTTERNUT LN CSR: Linda Jones Operator: Kevin Cooper
Entry Date: 8/6/2010 10:54:01AM SO Type: M-SIO Request Type: General Investigation
Instructions: Mr called no water service turned on Tuesday. Linda (Called to Kevin)
Due Date: 8/6/2010 6:00:00PM Resolution Date: 8/6/2010 12:00:00AM FA Status: Completed
Resolution: R- 1957270. METER WAS OFF AT CURBSTOP. TURNED ON FOR CUSTOMER AND OUTSIDE HOSE BIB WAS RUNNING. SHUT OFF HOSE BIB AND METER IS NOT RUNNING. KEV

Sub Division: 368 MR Route: F4F FA ID : 8105310454
Account #: 1805965990 Customer Name : VEGA,ANTONIO Phone #: (407) 535-8288
Address: 361 CYPRESS LANDING DR CSR: Brandi Deere Operator: Leroy Grainger
Entry Date: 7/13/2010 1:58:41PM SO Type: HIBILL
Instructions: re-read and check for leak. Cust called complaining of high bill. bnd
Due Date: 7/14/2010 6:00:00PM Resolution Date: 7/14/2010 8:25:00AM FA Status: Completed
Resolution: no leaks detected....but there lawn is very very wet from irrigatingTagged door with findings....lrg

Sub Division: 368 MR Route: F3Y FA ID : 4083710928
Account #: 5773345001 Customer Name : HAUBERT,PEGGY Phone #: (757) 303-8190
Address: 1511 SUZANNE WAY CSR: Brandi Deere Operator: Donna Brown
Entry Date: 9/7/2010 7:26:57AM SO Type: HIBILL
Instructions: re-read meter and check for leak. Cust called concerned of high bill. bnd
Due Date: 9/8/2010 6:00:00PM Resolution Date: 9/8/2010 12:00:00AM FA Status: Completed
Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F3Y FA ID : 1074884483
Account #: 7590401799 Customer Name : CG BELLA VISTA, LLC Phone #: (407) 878-2088
Address: 1228 BELLA VISTA CIR CSR: Leanne Loeffel Operator:
Entry Date: 7/15/2010 11:42:56AM SO Type: M-SIO Request Type: General Investigation
Instructions: we were supposed to repair dip in yard caused by work we did, customer called to inquire when it would be repaired. Paged to John M. Thanks, Leanne
Due Date: 7/16/2010 6:00:00PM Resolution Date: 7/16/2010 12:00:00AM FA Status: Completed
Resolution: replaced 3 dump truck loads of dirt from reuse line hit by someone

Sub Division: 368 MR Route: F5F FA ID : 9028400643
Account #: 1945092502 Customer Name : CRUZ,RAMIRO Phone #: (407) 252-7805
Address: 100 DONNINGTON CT CSR: Andrea Lybarger Operator: Leroy Grainger
Entry Date: 9/22/2010 1:13:41PM SO Type: M-SIO Request Type: General Investigation
Instructions: PLEASE VERIFY WATER IS ON. CUSTOMER CALIMS NO WATER. REQUEST COME OUT IN THE MORNING. THANKS ANDREA
Due Date: 9/23/2010 6:00:00PM Resolution Date: 9/23/2010 10:55:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: meter was off because of leak on customers side...talked with customer and she said she had plumber coming over to do repairs and he would turn water on....lrg

Sub Division: 368 MR Route: F4F FA ID : 7782410208
Account #: 0402425225 Customer Name : VIDEON,TAMI Phone #: (407) 786-4023
Address: 935 WEKIVA SPRINGS RD CSR: Mullins Ryan Operator: Thomas Keys
Entry Date: 8/19/2010 3:23:53PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer says High chlorine in water, called tom keys, said would call customer back 407-862-9000 Her name is Debbie /RDM
Due Date: 8/19/2010 6:00:00PM Resolution Date: 8/20/2010 12:00:00AM FA Status: Completed
Resolution: flushed hydrant in area and notified customer. Customer will call again if problem persists.. tom

Sub Division: 368 MR Route: F4F FA ID : 7782410378
Account #: 0402425225 Customer Name : VIDEON,TAMI Phone #: (407) 786-4023
Address: 935 WEKIVA SPRINGS RD CSR: Kimberly Bennett Operator: Thomas Keys
Entry Date: 8/17/2010 11:27:45AM SO Type: M-SIO Request Type: Taste or Odor in the Water
Instructions: DEBBIE FROM THE ACADEMY PRESCHOOL CALLED DUE TO HIGH CL IN WATER PAGED TO TOM KEYS
Due Date: 8/17/2010 6:00:00PM Resolution Date: 8/17/2010 12:00:00AM FA Status: Completed
Resolution: called and no answer, left message to call and no one ever responded. tom keys

Sub Division: 368 MR Route: F4T FA ID : 8247500824
Account #: 8716154575 Customer Name : SPRINGS COMM ASSOC INC Phone #: (407) 862-3881
Address: 284 SPRINGSIDE RD CSR: Lorie Mayeski Operator: Donna Brown
Entry Date: 8/6/2010 10:15:41AM SO Type: HIBILL
Instructions: Customer called would like to have meter re-read. Customer feels that meter is not being read on a regular basis. I thoroughly went over account history with customer. Knock on door upon arrival (customer's number is 407-328-8690). Leave thorough notes
Due Date: 8/6/2010 10:15:41AM Resolution Date: 8/9/2010 10:00:00AM FA Status: Completed
Resolution: Read meter. No answer at door. Called and spoke to customer. Customer insists we do not read meter. I explained that it is in sandy area and fills up with sand and everything drains to the box.

Sub Division: 368 MR Route: F4S FA ID: 0065410172
Account #: 0065410000 Customer Name: LOPER,THOMAS L Phone #: (407) 767-0399
Address: 211 TOLLGATE TRL CSR: Lorie Mayeski Operator: Shawn Ebert
Entry Date: 11/12/2010 12:00:42PM SO Type: M-SIO Request Type: General Investigation
Instructions: CUSTOMER CALLED STATED HE IS EXPERIENCING A SEWER BACK UP. HE HAD PLUMBING COMPANY OUT AND THEY CLEARED LINE AND THEY STATED THAT THERE IS A PROBLEM WITH 'LATERAL LINE' PLEASE RESPOND. CALLED OUT TO KEVIN COOPER @ 1:00PM LORIE
Due Date: 11/12/2010 6:00:00PM Resolution Date: 11/12/2010 12:00:00AM FA Status: Completed
Resolution: RAN CAMERA DOWN CUSTOMERS LINE AND FOUND ROOT INTRUSION IN CUSTOMERS PVC PIPE. INFORMED CUSTOMER PROBLEM WAS IN THEIR LINE AND IS THEIR RESPONSIBILITY TO REPAIR..

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4T FA ID: 0044600904

Account #: 0044600000 Customer Name: SMITH,SAMUEL Phone #:

Address: 2323 SPRINGS LANDING BLVD CSR: Magic Muncie Operator: Kevin Cooper

Entry Date: 11/17/2010 8:59:43AM SO Type: M-SIO Request Type: General Investigation

Instructions: Please check to see if meter is registering properly and check to see if a leak is registering. Customer said that the plumber said meter was not working properly, because meter was still spinning when he used shut off valve. Knock on door. /MMM

Due Date: 11/17/2010 6:00:00PM Resolution Date: 11/17/2010 12:00:00AM FA Status: Completed

Resolution: MET WITH CUSTOMER WHO HAD THEIR HOUSE REPLUMBED AND SHOWED HIM THAT THE METER WAS WORKING PROPERLY AND CURBSTOP DID SHUT OFF WATER TO HOUSE AND THE PLUMBERS DID INSTALL A HOUSE VALVE FOR CUSTOMER. HE IS SATISFIED FOR NOW... KEV

Sub Division: 368 MR Route: F3Y FA ID: 0190210798

Account #: 0190210000 Customer Name: SLAMAN,ROBERT A Phone #: (407) 865-6594

Address: 1188 COACHWOOD CT CSR: Linda Jones Operator: Donna Brown

Entry Date: 10/13/2010 2:16:06PM SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LINDA

Due Date: 10/14/2010 6:00:00PM Resolution Date: 10/15/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. Do have a new meter. DB

Sub Division: 368 MR Route: F4F FA ID: 0359500048

Account #: 0359500000 Customer Name: COFOID,KENT Phone #: (407) 862-0598

Address: 606 LONGMEADOW CIR CSR: Florida Temp 2 Operator: Rodel Hermano

Entry Date: 10/19/2010 12:19:05PM SO Type: M-EXCHNG

Instructions: Customer called in saying she was told by her plumber the meter is not working. She said it is not turning over. Please check out meter and call the office to set up a meter exchange if necessary. /MMM

Due Date: 10/20/2010 6:00:00PM Resolution Date: 10/27/2010 12:00:00AM FA Status: Completed

Resolution: METER STUCK NEEDS REPLACED/.....Replaced stuck 1" meter...RRH

Sub Division: 368 MR Route: F4T FA ID: 0729310148

Account #: 0729310000 Customer Name: KRAFT III,KENNETH Phone #: (407) 862-4270

Address: 107 WILD HOLLY LN CSR: Linette Orengo Operator: Kevin Cooper

Entry Date: 11/12/2010 8:31:47AM SO Type: M-SIO Request Type: General Investigation

Instructions: sewer back up in the home. paged John M. /LIO FL

Due Date: 11/12/2010 6:00:00PM Resolution Date: 11/12/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED MAINS AND EVERYTHING FLOWING FINE, NO ONE ELSE HAVING PROBLEM. TRIED TO LOCATE CLEANOUT BUT DID NOT. INFORMED CUSTOMER TO CALL PLUMBER TO CLEAR BLOCKAGE.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4T FA ID: 0701800269
Account #: 0701800000 Customer Name: BROWN,PHILIP Phone #: (407) 862-2025
Address: 2005 SPRINGS LANDING BLVD CSR: Brandi Deere Operator:
Entry Date: 11/9/2010 8:05:42AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST REPORTED PUDDLE OF WATER AT THE END OF DRIVEWAY. PLEASE CHECK. PAGE TO KEVIN
Due Date: 11/9/2010 6:00:00PM Resolution Date: 11/9/2010 12:00:00AM FA Status: Completed
Resolution: customers problem informed KC

Sub Division: 368 MR Route: FA ID: 0709300131
Account #: 0709300000 Customer Name: FOREST LAKE CHURCH Phone #: (407) 869-1301
Address: FOREST LAKE CHURCH CSR: Mullins Ryan Operator: John Marinelli
Entry Date: 11/18/2010 7:58:06AM SO Type: M-SIO Request Type: General Investigation
Instructions: go to 500 education loop, customer has low water pressure at one of buildings on campus, please call (407)619-0830
Due Date: 11/18/2010 6:00:00PM Resolution Date: 11/18/2010 12:00:00AM FA Status: Completed
Resolution: CALLED CONTACT PERSON AT # GIVEN BY OUR OFFICE AND EXPLAINED THAT THE CAMPUS IS FED OFF OF 6" MASTER METER FOR WHOLE CAMPUS AND IF THEY HAVE LOW PRESSURE ONLY IN ONE BLDING IT HAS TO BE AN INTERNAL PROBLEM. THEY WILL CHECK.. KEV

Sub Division: 368 MR Route: F4F FA ID: 1006110650
Account #: 1006110000 Customer Name: GRASSO,JOHN Phone #: (407) 862-2473
Address: 501 RED MULBERRY CT CSR: Lori Jones Operator: Donna Brown
Entry Date: 10/14/2010 10:41:05AM SO Type: HIBILL
Instructions: Please re-read meter and check for leaks. Customer complaining of bill almost double his usual amount.
Due Date: 10/15/2010 6:00:00PM Resolution Date: 10/15/2010 12:00:00AM FA Status: Completed
Resolution: No leaks detected. Tag. DB

Sub Division: 368 MR Route: F4T FA ID: 0832510445
Account #: 0832510000 Customer Name: CRAYTON,GAIL Phone #:
Address: 212 SPRINGRUN CIR CSR: John Tutton Operator: Donna Brown
Entry Date: 12/17/2010 2:15:19PM SO Type: HIBILL
Instructions: re read meter check for leak. cust called complaining of high bill-jwt
Due Date: 12/20/2010 6:00:00PM Resolution Date: 12/20/2010 12:00:00AM FA Status: Completed
Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4G FA ID: 0884310128
Account #: 0884310000 Customer Name: MEEKS,HARRY D. Phone #: (407) 421-9800
Address: 300 E SWEETWATER CREEK DR CSR: Ferrellyn Trovinger Operator:

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 12/7/2010 1:48:15PM SO Type: M-SIO Request Type: Clogged Sewer

Instructions: customer says sewage is backing up into street. call to kevin cooper -jwt

Due Date: 12/7/2010 6:00:00PM Resolution Date: 12/7/2010 12:00:00AM FA Status: Completed

Resolution: rodded from cleanout & Tv'd line for customer - customers problem CREW jam

Sub Division: 368 MR Route: F5G FA ID: 1183210110

Account #: 1183210000 Customer Name: NIXON,MARY Phone #: (407) 788-1553

Address: 189 DURHAM PL CSR: Tara Drury Operator: Shawn Ebert

Entry Date: 11/23/2010 12:06:50PM SO Type: M-REREAD

Instructions: Re-read meter due to high consumption. Please tag door with results. /tmd

Due Date: 11/29/2010 6:00:00PM Resolution Date: 11/29/2010 12:00:00AM FA Status: Completed

Resolution: METER IS SOMEWHAT HARD TO READ GLASS IS FOGGED , BUT STILL WORKING OK , NO LEAKS FOUND , TAGGED DOOR , SME

Sub Division: 368 MR Route: F5G FA ID: 1411100979

Account #: 1411100000 Customer Name: ROMAN,JANIS Phone #: (407) 862-9862

Address: 114 GOLFCLUB DR CSR: Matthew Chandler Operator: Rodel Hermano

Entry Date: 10/25/2010 10:12:28AM SO Type: M-SIO Request Type: Taste or Odor in the Water

Instructions: CUST CALLED IN DUE TO A STRONG SULPHUR SMELL IN WATER ALONG WITH UNEVEN PRESSURE THROUGHOUT HER HOUSE. PLEASE CHK PRESSURE AT METER.

Due Date: 10/25/2010 6:00:00PM Resolution Date: 10/27/2010 12:00:00AM FA Status: Completed

Resolution: Pressure is at 48 psi and is flowing 34 gal/min with the meter pulled. Spoke to the customer and told him that the pressure problem might be his piping inside the house...RRH

Sub Division: 368 MR Route: F4G FA ID: 1570410970

Account #: 1570410000 Customer Name: SHELLHAMMER,ROY G Phone #: (407) 774-0112

Address: 202 LONESOME PINE DR CSR: Lorie Mayeski Operator: Rodel Hermano

Entry Date: 10/19/2010 10:26:53AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST. CALLED STATED WE CAME OUT TO MAKE REPAIRS ON HIS PROPERTY CLEAN UP WAS NOT DONE WELL. PLEASE INVESTIGATE. THANKS, LORIE M. 10-19-2010*CALLED OUT TO KEVIN COOPER @ 11:29 A.M.*

Due Date: 10/19/2010 6:00:00PM Resolution Date: 10/22/2010 12:00:00AM FA Status: Completed

Resolution: Replaced 4 pieces of sod by the mailbox...RRH

Sub Division: 368 MR Route: F4S FA ID: 1519200880

Account #: 1519200000 Customer Name: HEURING,THOMAS Phone #: (407) 767-9519

Address: 152 STONEY RIDGE DR CSR: Lorie Mayeski Operator: Leroy Grainger

Entry Date: 12/21/2010 3:03:31PM SO Type: HIBILL

Instructions: CUSTOMER CALLED PLEASE RE-READ METER. TAG DOOR WITH CURRENT READ. CUSTOMER FEELS THAT SINCE DIRT IS ON TOP OF METER HOW CAN IT BE READ? I EXPLAINED WATER TABLE IN FLORIDA AND DIRT WOULD HAVE TO BE BRUSHED OFF. THANKS, LORIE

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 12/22/2010 6:00:00PM Resolution Date: 12/22/2010 8:00:00AM FA Status: Completed
Resolution: no leaks detected, tagged door, lrg

Sub Division: 368 MR Route: F4F FA ID: 2003400096
Account #: 2003400000 Customer Name: MOSKOWITZ,BARBARA Phone #: (407) 862-1711

Address: 2644 BENT HICKORY CIR CSR: Rodel Hermano Operator: Rodel Hermano

Entry Date: 11/20/2010 1:05:56PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer found a minor leak coming from the top of the curbstop. 1" Curb stop needs to be replaced...RRH

Due Date: 11/22/2010 2:00:00PM Resolution Date: 11/22/2010 12:00:00AM FA Status: Completed

Resolution: Replaced leaking 1" curb stop (meter coupling, 1' of 1" poly)...RRH...SME

Sub Division: 368 MR Route: F4T FA ID: 2168500874
Account #: 2168500000 Customer Name: MORSE,DAVID Phone #: (407) 701-1166

Address: 240 SPRINGSIDE RD CSR: Lori Jones Operator: Kevin Cooper

Entry Date: 10/6/2010 10:50:28AM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer reporting sewage backup. Plumber is at premise, but thinks it is UI line. Customer requesting call before arrival so that he can be sure he's home for the duration of the repairs. Thanks. David - 407-701-1166.

Due Date: 10/6/2010 6:00:00PM Resolution Date: 10/6/2010 12:00:00AM FA Status: Completed

Resolution: PLUMBER HAD Y DUG UP AND EXPOSED. ROOTS GROWING INTO 6" TOP OF Y WHERE CAP SHOULD HAVE BEEN. FOUND THAT PLUMBER HAD REMOVED CAP AND STUFFED A WAD OF PLASTIC INTO TOP OF Y. ROOTS WERE GROWING IN THERE, DUG OUT AND GLUED CAP INTO Y... KEV,MM,JAM

Sub Division: 368 MR Route: F4F FA ID: 2371300194
Account #: 2371300000 Customer Name: MORRIS,WALTER Phone #: (407) 416-1107

Address: 493 SUGAR RIDGE CT CSR: Cristina Harden Operator: Kevin Cooper

Entry Date: 12/21/2010 7:49:43AM SO Type: M-SIO Request Type: General Investigation

Instructions: cust reports water bubbling up from ground at edge of blacktop by gutter directly across street from this home. paged to kevin c. cust #: 407-416-1107. thanks/tina

Due Date: 12/21/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed

Resolution: LEAK ON 3/4" POLY LINE UNDER THE ROAD. DUG UP MAIN AND FOUND CORP, SHUT OFF CORP AND DUG UP ROAD WHERE LINE WAS LEAKING AND REPLACED 3' SECTION OF 3/4" POLY WITH 2 3/4" COMP X COMP FITTINGS. JOHN BUSH ASPHALTED ROAD SAME DAY. KEV

Sub Division: 368 MR Route: F4S FA ID: 2353210278
Account #: 2353210000 Customer Name: KATZ,CHARLES Phone #: (407) 332-6354

Address: 121 FOXRIDGE RUN CSR: Tara Drury Operator: Donna Brown

Entry Date: 10/18/2010 9:33:24AM SO Type: M-SIO Request Type: General Investigation

Instructions: Please investigate water pressure issue. Customer complaining of low water pressure for the past 2 days. Customer will be there after 12:30pm. Please speak with customer or tag door if no one home. /tmd

Due Date: 10/18/2010 6:00:00PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: Tested PSI is 64. Tagged door. DB

Sub Division: 368

MR Route: F4T

FA ID: 2426700068

Account #: 2426700000

Customer Name: FOGLE,MICHAEL J

Phone #: (407) 222-5856

Address: 2065 BILTMORE PT

CSR: John Tutton

Operator: Rodel Hermano

Entry Date: 12/28/2010 3:12:07PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUST HAS HAD LOW WATER PRESSURE FOR THE LAST 3 WEEKS. SAYS PIPES WERE SHAKING IN THE WALLS BECAUSE OF IT - JWT

Due Date: 12/29/2010 6:00:00PM

Resolution Date: 12/29/2010 12:00:00AM

FA Status:

Completed

Resolution: Residual pressure checked at 90psi. Spoke to the customer and she said everything was fine right now, and informed her that it might be the result of the cold weather that her water line froze...RRH

Sub Division: 368

MR Route: F4F

FA ID: 2515210820

Account #: 2515210000

Customer Name: BERNSTEIN,HOWARD

Phone #: (407) 774-7947

Address: 225 S SHADOWBAY BLVD

CSR: Andrea Lybarger

Operator: Leroy Grainger

Entry Date: 10/13/2010 11:46:34AM

SO Type: HIBILL

Instructions: MRS REQUESTS A MORNING APPOINTMENT. BY NOON. CUSTOMER CALLED COMPLAINING OF HIGH BILL. PLEASE CHECK FOR LEAK. PLEASE NOTIFY MRS WITH THE RESULTS. IF SHE IS NOT AT HOME PLEASE CALL HER AT 407-739-7947. THANKS ANDREA

Due Date: 10/14/2010 6:00:00PM

Resolution Date: 10/14/2010 8:55:00AM

FA Status:

Completed

Resolution: no leaks detected...spoke with customer but she still is not satisfied..She will call office again...lrg

Sub Division: 368

MR Route: F4F

FA ID: 2515210054

Account #: 2515210000

Customer Name: BERNSTEIN,HOWARD

Phone #: (407) 774-7947

Address: 225 S SHADOWBAY BLVD

CSR: Linette Orengo

Operator: Matthew Morrell

Entry Date: 10/14/2010 11:03:31AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Cust not satisfied w/reading wants bench test. Please call for apt. Mr./Mrs. Bernstein @ 407-774-7947, stated there was a leak repair but it was only 1-day not much water wasted, pressure washed on 10/7/10 /LIO FL

Due Date: 10/15/2010 6:00:00PM

Resolution Date: 10/20/2010 10:00:00AM

FA Status:

Completed

Resolution: Spoke with cust. Explained to her about the office estimates the last few months and went over there daily usage. Advised to have irrigation checked. Cust is satisfied with explanation. Matt

Sub Division: 368

MR Route: F4G

FA ID: 2633600787

Account #: 2633600000

Customer Name: HAYWARD,NEIL

Phone #: (407) 774-1088

Address: 202 S SWEETWATER COVE BLVD

CSR: Tara Drury

Operator: Kevin Cooper

Entry Date: 11/18/2010 2:38:44PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Please investigate low water pressure. Customer says that it is about half of what it normally is. /tmd

Due Date: 11/18/2010 6:00:00PM

Resolution Date: 11/18/2010 12:00:00AM

FA Status:

Completed

Resolution: CUSTOMER FOUND PROBLEM TO BE ON HIS SIDE AND CALLED OFFICE BACK TO CANCEL TRIP.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F5F FA ID: 2887310840
Account #: 2887310000 Customer Name: BROWN,ELIZABETH Phone #: (407) 774-9718
Address: 127 INGRAM CIR CSR: Jennifer Elliot Operator: Leroy Grainger
Entry Date: 12/23/2010 12:55:14PM SO Type: HIBILL

Instructions: Please reread meter and check for leaks. Elizabeth Brown is complaining of her high water usage going through the meter. She states that she just runs the sprinkler outside just once a week and she states that she is living with her daughter. Jennifer

Due Date: 12/28/2010 6:00:00PM Resolution Date: 12/28/2010 9:20:00AM FA Status: Completed
Resolution: no leaks detected, tagged door with findings and suggested for customer to turn down irrigation timers to save, lrg

Sub Division: 368 MR Route: F4S FA ID: 3122600902
Account #: 3122600000 Customer Name: GREEN,ROGER Phone #: (407) 429-4092
Address: 205 SLADE DR CSR: Isabel Ceballos Operator:
Entry Date: 12/9/2010 10:19:58AM SO Type: M-SIO Request Type: General Investigation

Instructions: Re-read old meter that was pulled. Customer disputing reading & usage of old meter. Customer says per old meter he used 14,550 in eight days. He says that's not correct. /ic

Due Date: 12/10/2010 6:00:00PM Resolution Date: 12/10/2010 12:00:00AM FA Status: Completed
Resolution: reread old meter 2411720 JAM

Sub Division: 368 MR Route: F4S FA ID: 3122600915
Account #: 3122600000 Customer Name: GREEN,ROGER Phone #: (407) 429-4092
Address: 205 SLADE DR CSR: Magic Muncie Operator: Donna Brown
Entry Date: 12/3/2010 2:46:38PM SO Type: HIBILL

Instructions: Please re-read meter and check for leaks. Customer called in complaining of high bill. /MMM

Due Date: 12/6/2010 6:00:00PM Resolution Date: 12/6/2010 12:00:00AM FA Status: Completed
Resolution: Read. No leaks detected. DB

Sub Division: 368 MR Route: F4F FA ID: 3296600725
Account #: 3296600000 Customer Name: PINELESS,HAL Phone #: (407) 256-0070
Address: 559 TIMBER RIDGE DR CSR: Lorie Mayeski Operator: Kevin Cooper
Entry Date: 12/3/2010 9:38:25AM SO Type: M-SIO Request Type: General Investigation

Instructions: MRS. PINELESS CALLED AND STATED THAT 'METER READER' IS NOT PLACING METER LIDS BACK ONTO METER BOX CORRECTLY NOT ONLY AT HER ADDRESS AND ALSO THOSE IN THE NEIGHBORING HOMES. PLEASE CALL MS. PINELESS AT (407)-256-0070. e-mailed John & Kevin

Due Date: 12/3/2010 6:00:00PM Resolution Date: 12/3/2010 12:00:00AM FA Status: Completed
Resolution: SPOKE WITH CUSTOMER AND WENT OUT AND REPLACED METER BOX LIDS ON HER METER AND HER 2 NEIGHBORS. INFORMED METER READER TO MAKE SURE LIDS ARE FITTING BACK ON BOXES.. KEV

Customer Complaints 01/01/2010 to 12/31/2010

Sub Division: 368 MR Route: F4S FA ID: 3274500801
Account #: 3274500000 Customer Name: ARENDALE,JUSTIN Phone #: (407) 740-6449
Address: 975 CITRUSWOOD CT CSR: Linda Jones Operator: Leroy Grainger
Entry Date: 12/17/2010 2:22:44PM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAKS. MR COMPLAINING OF HIGH BILL. LINDA

Due Date: 12/20/2010 6:00:00PM Resolution Date: 12/20/2010 9:00:00AM FA Status: Completed
Resolution: no leaks detected, yard looks well irrigated and some new sod down, tagged door with findings, lrg

Sub Division: 368 MR Route: F3Y FA ID: 3556810497
Account #: 3556810000 Customer Name: BAHL,RAVI Phone #: (407) 682-5454
Address: 2771 CITRON DR CSR: Tara Drury Operator: Leroy Grainger

Entry Date: 11/2/2010 11:49:46AM SO Type: HIBILL
Instructions: Re-read meter and check for leak. Customer complaining of a high bill. Please speak with customer or tag door if no one home. /tmd
Due Date: 11/3/2010 6:00:00PM Resolution Date: 11/3/2010 10:10:00AM FA Status: Completed
Resolution: no leaks detected. Tagged door with findings.

Sub Division: 368 MR Route: F3Y FA ID: 3557710502
Account #: 3557710000 Customer Name: FRANKLIN,STEVE Phone #: (407) 468-2421
Address: 2400 JENNIFER HOPE BLVD CSR: Magic Muncie Operator: Donna Brown

Entry Date: 11/10/2010 3:06:48PM SO Type: M-RECON
Instructions: Please reconnect service. Waiver is on file at office. Paged to Donna B. /MMM
Due Date: 11/10/2010 6:00:00PM Resolution Date: 11/10/2010 4:10:00PM FA Status: Completed
Resolution: On. DB

Sub Division: 368 MR Route: F3Z FA ID: 3529310383
Account #: 3529310000 Customer Name: POTTINGER,KIM Phone #: (407) 774-2728
Address: 1850 BEAR CREEK CV CSR: Lorie Mayeski Operator: Donna Brown

Entry Date: 12/2/2010 2:33:38PM SO Type: HIBILL
Instructions: CUSTOMER CALLED REQUESTED METER BE RE-READ. CUSTOMER READ METER WHILE I WAS ON PHONE HE READ 5946610. CUSTOMER FEELS THAT SOMETHING IS WRONG WITH METER ALTHOUGH ADMITS TO USING 'IRRIGATION'. LET CUSTOMER KNOW WHEN YOU ARRIVE.
Due Date: 12/2/2010 2:33:38PM Resolution Date: 12/3/2010 12:00:00AM FA Status: Completed
Resolution: No leaks detected. Read. Tag. DB

Sub Division: 368 MR Route: F4S FA ID: 3701200567

CMRP0008

SANLANDO

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 3701200000 Customer Name: SPRINGWOOD VILLAGE Phone #: (407) 462-9015
Address: 160 SPRINGWOOD CIR CSR: Lori Jones Operator: Kevin Cooper
Entry Date: 11/24/2010 8:49:56AM SO Type: HIBILL
Instructions: Please re-read and check for leaks. Customer complaining about high bill, it has increased over the past 5 months. He is also requesting someone speak with him to explain how a compound meter works.
Larry - 407-462-9015. Thanks. LLJ

Due Date: 11/29/2010 6:00:00PM Resolution Date: 11/30/2010 12:00:00AM FA Status: Completed
Resolution: Read meter and spoke with Larry and informed him of how meter works and meter was worked on a few months back and Kathy had meter tested and is registering 99 percent but was not registering correctly before repair. They are also using irrigation.. kev

Sub Division: 368 MR Route: F4S FA ID: 3858300319
Account #: 3858300000 Customer Name: VINCENT,GEORGE Phone #: (407) 767-2980
Address: 244 TOLLGATE TRL CSR: Batch System Operator: Shawn Ebert

Entry Date: 10/12/2010 8:01:59PM SO Type: M-EXCHNG
Instructions: MR ID: 385837380524, MR REMARK: MF
Due Date: 10/12/2010 8:01:59PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed
Resolution: meter cannot be read, replaced 5/8" meter... sme

Sub Division: 368 MR Route: F4G FA ID: 4122300330
Account #: 4122300000 Customer Name: PRATT,EVELYN G Phone #: (407) 862-6470
Address: 100 PALM LAKE CT CSR: Lori Jones Operator: Donna Brown

Entry Date: 11/16/2010 9:26:51AM SO Type: HIBILL
Instructions: Please re-read meter and check for leaks. Customer complaining about consumption about twice as much as the average. Thanks. LLJ
Due Date: 11/17/2010 6:00:00PM Resolution Date: 11/17/2010 12:00:00AM FA Status: Completed
Resolution: No leaks detected. Read. DB

Sub Division: 368 MR Route: F3Z FA ID: 3950110761
Account #: 3950110000 Customer Name: SERSEA,ELENA Phone #: (407) 788-9779
Address: 1608 RUTLEDGE RD CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 10/5/2010 12:43:25PM SO Type: HIBILL
Instructions: TEST METER FOR LEAKS AND LET CUSTOMER KNOW. CUSTOMER COMPLAINING OF HIGH BILL.
Due Date: 10/6/2010 6:00:00PM Resolution Date: 10/6/2010 11:15:00AM FA Status: Completed
Resolution: no leaks detected....tagged door with findings...lrg

Sub Division: 368 MR Route: F4S FA ID: 4189510242
Account #: 4189510000 Customer Name: KANALEY,MADELEINE Phone #: (407) 260-5977
Address: 107 WINDMILL WAY CSR: Isabel Ceballos Operator: Donna Brown

Customer Complaints 01/01/2010 to 12/31/2010

Entry Date: 10/22/2010 11:30:48AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer says new meter installed is upside down? Please check this out. Get new reading. /ic
Due Date: 10/25/2010 6:00:00PM Resolution Date: 10/25/2010 12:00:00AM FA Status: Completed
Resolution: Meter is installed right. This is a new meter and customer is upset that she is actually being charged for what she is using. Read. DB

Sub Division: 368 MR Route: F4S FA ID: 4550510982
Account #: 4550510000 Customer Name: VORAN,ROSELLE C Phone #: (407) 754-9383
Address: 620 CAMBRIDGE CT CSR: Andrea Lybarger Operator: Shawn Ebert

Entry Date: 11/18/2010 12:18:44PM SO Type: HIBILL
Instructions: CUSTOMER COMPLAINED OF HIGH BILL. PLEASE CHECK FOR LEAK. CUSTOMER WANTS TO BE THERE.THANKS ANDREA
Due Date: 11/19/2010 6:00:00PM Resolution Date: 11/19/2010 12:00:00AM FA Status: Completed
Resolution: READ AND FOUND NO LEAKS , TALKED WITH CUSTOMER ABOUT FINDINGS , SME

Sub Division: 368 MR Route: F4G FA ID: 4502210508
Account #: 4502210000 Customer Name: NOLTE,GLADYS H Phone #: (407) 862-9682
Address: 500 MEADOW LN CSR: Magic Muncie Operator: Jonathan Pennington

Entry Date: 10/28/2010 2:29:19PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called in complaining about meter lid not fitting properly and it may be broken. Can you make sure the proper lid is on the meter and it fits snug. /MMM
Due Date: 10/29/2010 6:00:00PM Resolution Date: 11/1/2010 12:00:00AM FA Status: Completed
Resolution: REPLACED METER BOX.J.P.

Sub Division: 368 MR Route: F4T FA ID: 4809400365
Account #: 4809400000 Customer Name: DAVISON,BARBARA Phone #: (407) 620-5626
Address: 2140 WOODBRIDGE RD CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 11/29/2010 12:15:50PM SO Type: HIBILL
Instructions: CUSTOMER COMPLAINING OF HIGH BILL. PLEASE RE-READ AND CHECK FOR LEAKS.
Due Date: 11/30/2010 6:00:00PM Resolution Date: 11/30/2010 9:40:00AM FA Status: Completed
Resolution: no leaks detected,lrg

Sub Division: 368 MR Route: F5F FA ID: 5171410887
Account #: 5171410000 Customer Name: QUILIS,RISA Phone #: (407) 788-6478
Address: 116 CAMBRIDGE DR CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 11/29/2010 3:03:11PM SO Type: HIBILL
Instructions: CUSTOMER COMPLAINED OF HIGH BILL. PLEASE RE-READ AND CHECK FOR LEAKS.
Due Date: 11/30/2010 6:00:00PM Resolution Date: 12/1/2010 10:55:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: No leaks detected. Her yard is very wet, maybe cut down on irrigating. Tagged door,lrg

Sub Division: 368

MR Route: F4S

FA ID: 5084200300

Account #: 5084200000

Customer Name: BERGER,GEORGE

Phone #: (407) 332-7949

Address: 182 TOLLGATE TRL

CSR: Tara Drury

Operator: Leroy Grainger

Entry Date: 11/18/2010 12:16:57PM

SO Type: HIBILL

Instructions: Re-read meter and check for leak. Customer complaining of a high bill. Please speak to customer or tag door if no one home. Customer would like to be shown how to read the meter if they are present when you are out there. /tmd

Due Date: 11/19/2010 6:00:00PM Resolution Date: 11/19/2010 9:20:00AM FA Status: Completed

Resolution: no leaks detected, spoke with customer and showed him how to read meter....lrg

Sub Division: 368

MR Route: F4F

FA ID: 5884310809

Account #: 5884310000

Customer Name: FRIEDMAN,JANET

Phone #: (407) 389-8906

Address: 353 CYPRESS LANDING DR

CSR: Linette Orengo

Operator: Leroy Grainger

Entry Date: 10/5/2010 11:18:38AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Please replace meter box lid. Cust sent email "The in-ground cover to my water meter is broken. I am concerned that someone may step into the hole and get injured. Can you replace the broken cover".

Due Date: 10/5/2010 6:00:00PM Resolution Date: 10/6/2010 8:30:00AM FA Status: Completed

Resolution: replaced meter box lid....lrg

Sub Division: 368

MR Route: F3Y

FA ID: 5761000103

Account #: 5761000000

Customer Name: MEGHDADI,GHOLAMALI Phone #: (407) 774-5411

Address: 1749 VISCAYA COVE

CSR: Mullins Ryan

Operator: Donna Brown

Entry Date: 10/7/2010 10:25:02AM

SO Type: HIBILL

Instructions: Re-read meter, check for leaks, customer called complaining of high bill, please tag door with results/RDM

Due Date: 10/8/2010 6:00:00PM Resolution Date: 10/8/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. Glass fogged and could not get reading.
Create FA for meter exchange. DB

Sub Division: 368

MR Route: F4G

FA ID: 6157200271

Account #: 6157200000

Customer Name: CASTLE,JUDITH A

Phone #: (407) 788-8649

Address: 214 HICKORY DR

CSR: Linda Jones

Operator: Donna Brown

Entry Date: 12/15/2010 2:51:52PM

SO Type: HIBILL

Instructions: RE-READ METER AND CHECK FOR LEAKS. MS COMPLAINING OF HIGH BILL. LINDA

Due Date: 12/16/2010 6:00:00PM Resolution Date: 12/16/2010 12:00:00AM FA Status: Completed

Resolution: Meter moving very slowly. Customer says nothing running. Found irrigation not repaired correctly and still leaking. Advised customer. Read. DB

Sub Division: 368

MR Route: F4S

FA ID: 6259700595

Customer Complaints 01/01/2010 to 12/31/2010

Account #: 6259700000 Customer Name: G G HOLDINGS INC Phone #: (407) 421-7947
Address: LONGWOOD MED ARTS/BLDG CSR: Tara Drury Operator: Shawn Ebert
Entry Date: 10/25/2010 10:46:02AM SO Type: M-SIO Request Type: General Investigation
Instructions: Please investigate water pressure issue. Customer complaining of lower water pressure. It has been slowly declining over the past couple of weeks. Point of contact: 407-421-7947 Richard Goble. /tmd
Due Date: 10/25/2010 6:00:00PM Resolution Date: 10/25/2010 12:00:00AM FA Status: Completed
Resolution: TALKED WITH CUSTOMER , its A MULTIPLE UNIT COMMERCIAL BUILDING , NO LEAKS AROUND METER OR BUILDING , INFORMED CUSTOMER TO CHECK WITH A PLUMBER , SME

Sub Division: 368 MR Route: F4G FA ID: 6468710457
Account #: 6468710000 Customer Name: JORQUERA,JOHN P Phone #: (321) 262-9232
Address: 851 SWEETWATER ISLAND CIR CSR: Linda Jones Operator: Matthew Morrell
Entry Date: 12/16/2010 2:16:43PM SO Type: M-SIO Request Type: General Investigation
Instructions: MS WANTS METER TEST NOT HAPPY WITH RE-READ- CONTACT # 3212629232. LINDA
Due Date: 12/23/2010 6:00:00PM Resolution Date: 12/23/2010 12:00:00AM FA Status: Completed
Resolution: Checked meter and it is working fine. Spoke with cust and advised her to check her irrig system. She will look at it. Matt

Sub Division: 368 MR Route: F4G FA ID: 6983700137
Account #: 6983700000 Customer Name: HUTCHISON,HOLLY H Phone #: (407) 869-0933
Address: 208 SMOKERISE BLVD CSR: Linette Orengo Operator: Rodel Hermano
Entry Date: 11/12/2010 9:30:32AM SO Type: M-EXCHNG
Instructions: Cust. wants meter & shut off valve replaced. Informed him we don't replace unless we know for sure it's broken/not working correctly. He claims he can't turn the valve & the needle on meter is shaking./LIO FL
Due Date: 11/15/2010 6:00:00PM Resolution Date: 11/15/2010 12:00:00AM FA Status: Completed
Resolution: Meter failed flow test, the meter is stuck at the low flow. Passed pressure test at 60psi....Matt..SME

Sub Division: 368 MR Route: F4S FA ID: 7004610540
Account #: 7004610000 Customer Name: SELF,EDDIE Phone #: (407) 353-4331
Address: 148 TARRYTOWN TRL CSR: Andrea Lybarger Operator: Kevin Cooper
Entry Date: 10/19/2010 8:33:22AM SO Type: M-SIO Request Type: General Investigation
Instructions: CUST SAID TREE IN OUR PROPERTY IS NOW PUSHING DOWN HIS CINDERBLOCK FENCE AND WOULD LIKE US TO REMOVE IT. REACH HIM AT 407.353.4331IF YOU HAVE ANY QUESTIONS.
Due Date: 11/2/2010 6:00:00PM Resolution Date: 11/2/2010 12:00:00AM FA Status: Completed
Resolution: PER BRIAN GONGRE, WE WILL CONTINUE TO MONITOR TREE BUT IT IS UNKNOWN AT THIS TIME IF THE WALL IS OURS IR BELONGS TO HOA.. KEV

Sub Division: 368 MR Route: F3Z FA ID: 6863310518
Account #: 6863310000 Customer Name: JONES,RONALD Phone #: (407) 333-0966
Address: 2013 W CROWLEY CIR CSR: Linda Jones Operator: Donna Brown
Entry Date: 10/7/2010 9:13:08AM SO Type: HIBILL

Customer Complaints 01/01/2010 to 12/31/2010

Instructions: RE-READ METER AND CHECK FOR LEAKS. MS COMPLAINING OF HIGH BILL. IF LEAKS PLEASE TAG DOOR.

Due Date: 10/8/2010 6:00:00PM Resolution Date: 10/8/2010 12:00:00AM FA Status: Completed

Resolution: No leaks detected. DB

Sub Division: 368

MR Route: F4S

FA ID: 7108310335

Account #: 7108310000 Customer Name: PARROT DEVELOPMENT INC

Phone #: (407) 299-8113

Address: 1920 BOOTHE CIR IRRIG

CSR: Brandi Deere

Operator: Kevin Cooper

Entry Date: 10/13/2010 8:30:14AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: cust says that water is not on. Page to Kevin c.

Due Date: 10/13/2010 6:00:00PM Resolution Date: 10/13/2010 12:00:00AM FA Status: Completed

Resolution: WATER METER IS ON AND I EVEN TURNED ON TEST PORT ON BACKFLOW TO MAKE SURE THEY HAD WATER AND METER WAS RUNNING... KEV

Sub Division: 368

MR Route: F4S

FA ID: 7456300128

Account #: 7456300000

Customer Name: REEDER,ROBERT

Phone #: (407) 260-8827

Address: 115 ROSE BRIAR DR

CSR: Kimberly Bennett

Operator: Kevin Cooper

Entry Date: 12/22/2010 12:58:06PM

SO Type: M-SIO

Request Type: Discolored Water

Instructions: CUSTOMER CALLED DUE TO BROWN WATER. PAGED TO ALLEN FINCH

Due Date: 12/22/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed

Resolution: PER PLANT OPERATOR ALAN FINCH... CHECKED CUSTOMERS HOUSE AND PROBLEM WAS IN CUSTOMERS LINE, HE HAD HIS WATER SOFTENER SERVICED THE DAY BEFORE. INFORMED CUSTOMER TO FLUSH HIS LINE.. KEV

Sub Division: 368

MR Route: F4G

FA ID: 7517500426

Account #: 7517500000
657-1742

Customer Name: DELLORUSSO,EDWARD C

Phone #:(407)

Address: 103 S SMOKERISE BLVD

CSR: Florida Temp 2

Operator: Jonathan Pennington

Entry Date: 10/18/2010 2:40:14PM

SO Type: M-SIO

Request Type: General Investigation

Instructions: Customer is complaining of very low water pressure. Please check out. Paged

Due Date: 10/18/2010 6:00:00PM Resolution Date: 10/19/2010 12:00:00AM FA Status: Completed

Resolution: SPOKE WITH CUSTOMER,50 P.S.I. @ HOUSE SPICKET AND @ METER.20 GS GOIN.P.M. @ METER.JOHN M. IS GOING TO GET IN TOUCH WITH CUSTOMER ABOUT REPLACING WATER METER.CUSTOMER STATES PRESSURE LOW WHEN NEIGHBOR IS IRRIGATING LAWN.J.P.

Sub Division: 368

MR Route: F4S

FA ID: 7418310011

Account #: 7418310000

Customer Name: WOXBERG,RONALD E

Phone #: (407) 332-8508

Address: 95 SWEETBRIAR BR

CSR: Lorie Mayeski

Operator: Kevin Cooper

Entry Date: 12/22/2010 8:17:37AM

SO Type: M-SIO

Request Type: General Investigation

Instructions: CUSTOMER CALLED STATED IS EXPERIENCING A 'SIGNIFICANT DROP IN WATER PRESSURE'. PLEASE INVESTIGATE. THANKS, LORIE *CALLED OUT TO K. COOPER @ 9:18 A.M.*

Customer Complaints 01/01/2010 to 12/31/2010

Due Date: 12/22/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed

Resolution: FOUND PIPE ON CUSTOMERS SIDE BEHIND FENCE NEAR POOL PUMP THAT WAS COMPLETELY SEPERATED AND THAT WAS WHAT WAS CAUSING THE LOW PRESSURE. TURNED METER OFF AND TAGGED DOOR THAT LEAK WAS ON THEIR SIDE AND TO CALL PLUMBER... KEV, RRH

Sub Division: 368 MR Route: F3Z FA ID: 7611510247

Account #: 7611510000 Customer Name: JOHNSON,JOYCELYN Phone #: (407) 333-0674

Address: 1842 LONG POND DR CSR: Isabel Ceballos Operator: Leroy Grainger

Entry Date: 11/5/2010 10:32:47AM SO Type: HIBILL

Instructions: Customer insists there's something wrong with new meter. (old meter not recording, obviously why it was changed out) She states she's not using this amount of water. Re-read meter & tag door or see customer. /ic

Due Date: 11/8/2010 6:00:00PM Resolution Date: 11/8/2010 8:30:00AM FA Status: Completed

Resolution: no leaks detected...tagged door with read and findings, also suggested to customer to maybe cut back on timers on irrigation to save....lrg

Sub Division: 368 MR Route: F4S FA ID: 7860610214

Account #: 7860610000 Customer Name: ISHANI,FARIBORZ Phone #: (407) 339-1881

Address: 8 HORSEMAN CV CSR: Linette Orengo Operator: Kevin Cooper

Entry Date: 11/15/2010 3:40:10PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer stated he can't turn off the meter & 2 other people tried & said the shut off valve needs to be replaced. Informed him he needs to call us whenever he needs it shut off./LIO FL

Due Date: 11/16/2010 6:00:00PM Resolution Date: 11/16/2010 12:00:00AM FA Status: Completed

Resolution: valve at meter not operational. Replaced 3/4" curb stop and meter coupling with new meter gaskets.. kev, rrh

Sub Division: 368 MR Route: F4G FA ID: 8388500513

Account #: 8388500000 Customer Name: TIFT,LAWRENCE Phone #: (407) 353-7062

Address: 203 SMOKERISE BLVD CSR: Lori Jones Operator: Kevin Cooper

Entry Date: 11/15/2010 12:34:11PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer reporting sewage backup in front of their home. If needed: Mr. Tift 407-869-0656. LLJ

Due Date: 11/15/2010 6:00:00PM Resolution Date: 11/15/2010 12:00:00AM FA Status: Completed

Resolution: THIS IS AN ONGOING PROBLEM SPINNING BACK ABOUT 3 YEARS. CLEANED AND CLEARED BLOCKAGE. THERE WAS NO DAMAGES INSIDE HOME. WE CLEANED THIS LINE MONTHLY.. KEV

Sub Division: 368 MR Route: F5F FA ID: 8430700110

Account #: 8430700000 Customer Name: MOFFETT,LINDA Phone #: (407) 862-4639

Address: 183 DUNCAN TRL CSR: Ferrellyn Trovinger Operator:

Entry Date: 10/21/2010 11:49:51AM SO Type: M-SIO Request Type: Lawn Repair for Sewer Breaks

Instructions: Ms. Moffett complained that we repaired a leak on her property about 6 months ago. She said only 1/2 of the sod destroyed was replaced and that it died within 3 weeks. Please check out and tag door with findings. Thanks, FLT

Due Date: 10/21/2010 8:00:00PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed

Customer Complaints 01/01/2010 to 12/31/2010

Resolution: Went to the property and took pictures & showed it to John M. JM will talk to the customer about the situation...RRH

Sub Division: 368 MR Route: F5F FA ID: 8505800268
 Account #: 8505800000 Customer Name: GOLDBERG,INGRID Phone #: (407) 682-2658
 Address: 256 COBLE DR CSR: Magic Muncie Operator: Kevin Cooper
 Entry Date: 11/10/2010 7:41:41AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer called in complaining of a sulfur smell after doing laundry or running the dishwasher. Customer will be home. Please check out. Paged to Tom Keys. /MMM
 Due Date: 11/10/2010 6:00:00PM Resolution Date: 11/12/2010 12:00:00AM FA Status: Completed
 Resolution: PER PLANT OPERATOR, CALLED CUSTOMER 11/10/10 AND SHE INFORMED SHE HAD A SULPHUR SMELL IN HOT WATER. INFORMED HER TO FLUSH HOT WATER HEATER AND SHE WILL CALL BACK IF SHE STILL NOTICES IT

Sub Division: 368 MR Route: F4F FA ID: 9140510568
 Account #: 9140510000 Customer Name: RIDGWAY,CHARLES Phone #: (407) 788-3888
 Address: 275 W SABAL PALM PL CSR: Mullins Ryan Operator: Donna Brown
 Entry Date: 11/15/2010 7:11:33AM SO Type: HIBILL
 Instructions: re-read meter and check for leaks, customer called complaining of high bill/RDM
 Due Date: 11/15/2010 7:11:34AM Resolution Date: 11/16/2010 12:00:00AM FA Status: Completed
 Resolution: Meter running. Went to door and found note saying "water man" turn water off. We have a leak and need to repair. Turned off. Tag to call office before 4pm to have turned on. Easy curb stop to turn. DB

Sub Division: 368 MR Route: F5F FA ID: 8998610755
 Account #: 8998610000 Customer Name: QUAYLE,KERRI Phone #: (407) 774-1483
 Address: 238 SELKIRK WAY CSR: Mullins Ryan Operator: Donna Brown
 Entry Date: 12/6/2010 10:08:42AM SO Type: HIBILL
 Instructions: re-read meter and check for leaks, customer called complaining of high bill/RDM
 Due Date: 12/7/2010 6:00:00PM Resolution Date: 12/7/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. Meter reads could have been off for the past couple of months due to GF. DB

Sub Division: 368 MR Route: F5G FA ID: 9281600864
 Account #: 9281600000 Customer Name: HOLZWORTH,MARY Phone #: (407) 869-9894
 Address: 123 E BERKSHIRE CIR CSR: Tara Drury Operator: Rodel Hermano
 Entry Date: 10/22/2010 7:15:11AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please investigate low water pressure. Customer says that it is in the house but it is mainly affecting the sprinkler system outside also. Customer, Mary Holzworth, is at work but can be reached at 407-493-4949 if needed. /tmd
 Due Date: 10/22/2010 6:00:00PM Resolution Date: 10/22/2010 12:00:00AM FA Status: Completed
 Resolution: Water pressure is ok at 52psi and 28 gal/min with meter pulled out of the ground. Spoke to the customer to have

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a plumber check her lines because there might be something restricting the flow..RRH

Sub Division: 368 MR Route: F3Z FA ID: 0915500139
 Account #: 9901811078 Customer Name: Shanmughan,Sampath Phone #: (407) 444-2704
 Address: 429 VISTA OAK DR CSR: Ferrellyn Trovinger Operator: Donna Brown
 Entry Date: 12/16/2010 9:42:54AM SO Type: HIBILL
 Instructions: RE-READ METER AND CHECK FOR LEAKS. CUST CALLED COMPLAINING OF HIGH BILL. BG
 Due Date: 12/17/2010 6:00:00PM Resolution Date: 12/17/2010 12:00:00AM FA Status: Completed
 Resolution: No leaks detected. DB

Sub Division: 368 MR Route: F4T FA ID: 4691400501
 Account #: 6070642851 Customer Name: JOHNSON,JAMES Phone #: (321) 246-5914
 Address: 2215 SPRINGS LANDING BLVD CSR: Mullins Ryan Operator: Shawn Ebert
 Entry Date: 12/6/2010 12:59:15PM SO Type: M-SIO Request Type: General Investigation
 Instructions: customer says meter is leaking a lot of water/RDM
 Due Date: 12/6/2010 6:00:00PM Resolution Date: 12/6/2010 12:00:00AM FA Status: Completed
 Resolution: Found customers pvc line broken just outside the meter box. Turned off meter for customer to make repairs.SME

Sub Division: 368 MR Route: F3Z FA ID: 7668110086
 Account #: 7668110000 Customer Name: BLACK,MICHAEL Phone #: (407) 920-1446
 Address: 1494 GRACE LAKE CIR CSR: Magic Muncie Operator: Kevin Cooper
 Entry Date: 11/18/2010 9:14:36AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Please check meter. Customer called in saying meter's glass was broken and wanted to make sure it was working properly. Paged to Kevin C. /MMM
 Due Date: 11/18/2010 6:00:00PM Resolution Date: 11/18/2010 12:00:00AM FA Status: Completed
 Resolution: REGISTER IS BROKEN AND NOT REGISTERING AND METER IS OLD AND NEEDS TO BE CHANGED OUT. PLEASE GENERATE FA TO CHANGE OUT METER. THANK YOU.. KEV

Sub Division: 368 MR Route: F5G FA ID: 2599000222
 Account #: 5673645291 Customer Name: HOROVITZ,SELMA Phone #: (407) 788-7880
 Address: 140 GOLFCLUB DR CSR: Ferrellyn Trovinger Operator: Thomas Keys
 Entry Date: 10/29/2010 8:33:52AM SO Type: M-SIO Request Type: Water Quality
 Instructions: Customer complaining of black dots in water. Wants water tested. Speak with Customer or call her at 407-788-7880. Thank you, FLT
 Due Date: 10/29/2010 12:00:00AM Resolution Date: 10/29/2010 12:00:00AM FA Status: Completed
 Resolution: Met with customer and found that he has stainless steel braided line in kitchen where the black specs are present, also asked him to flush hot water heater and did notice odor when hot water was on.. tom keys

Sub Division: 368 MR Route: F5F FA ID: 3125710170
 Account #: 7867359503 Customer Name: Grass,Jason Phone #: (907) 242-9606

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Address: 229 CANTERCLUB TRL CSR: Andrea Lybarger Operator: Rodel Hermano

Entry Date: 12/9/2010 12:10:44PM SO Type: M-EXCHNG

Instructions: MR SAID LEAK AT OUR METER. CALLED TO JOHN THANKS ANDREA

Due Date: 12/10/2010 6:00:00PM Resolution Date: 12/10/2010 12:00:00AM FA Status: Completed

Resolution: Found gasket leaking on the service side of the meter. Meter broke when unhooking the meter because nut is very tight. Replaced damaged 5/8" meter and meter coupling...RRH

Sub Division: 368 MR Route: F3Z FA ID: 0202310855

Account #: 9357330182 Customer Name: Catala,Estrella Phone #: (407) 221-5709

Address: 1869 E CROWLEY CIR CSR: Andrea Lybarger Operator: Leroy Grainger

Entry Date: 10/4/2010 8:30:09AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUSTOMER REQUESTS US TO CHECK METER IT IS DAMAGED AND HER PLUMBER IS UNABLE TO TURN OFF WATER TO DO WORK IN THE HOUSE.THANKS ANDREA

Due Date: 10/5/2010 6:00:00PM Resolution Date: 10/5/2010 2:10:00PM FA Status: Completed

Resolution: lubricated and exercised valve ..No damage to valve....tagged door with findings...lrg

Sub Division: 368 MR Route: F5G FA ID: 8684329612

Account #: 1796435807 Customer Name: KEMP,TRAVIS Phone #: (321) 795-8912

Address: 3903 OAKINGTON PL CSR: Lorie Mayeski Operator: Donna Brown

Entry Date: 12/13/2010 8:56:37AM SO Type: M-SIO Request Type: General Investigation

Instructions: CUST. CALLED A REP FROM LENNAR HOMES WAS THERE AND STATED THERE WAS A LEAK THAT COULD POSSIBLY BE A U.I. ISSUE PLEASE CHECK. CUST. STATED HE WANTS METER LEFT ON IF IT'S NOT U.I. SO HE CAN FIX. LORIE

Due Date: 12/13/2010 6:00:00PM Resolution Date: 12/13/2010 12:00:00AM FA Status: Completed

Resolution: Could not find leak anywhere. No answer at customer's door. Meter not running. DB

Sub Division: 368 MR Route: F5F FA ID: 9088500480

Account #: 9234542697 Customer Name: BADENHORST,LUAN Phone #: (407) 766-9349

Address: 104 STAG RIDGE CT CSR: Isabel Ceballos Operator: Kevin Cooper

Entry Date: 11/29/2010 3:37:09PM SO Type: M-SIO Request Type: General Investigation

Instructions: Customer says it's very wet around meter, it has been that way for about a month. Please check out. /ic

Due Date: 12/1/2010 6:00:00PM Resolution Date: 12/1/2010 12:00:00AM FA Status: Completed

Resolution: CHECKED METER AND SERVICE AND THERE ARE NO LEAKS ON HIS OR HIS NEIGHBORS METER AND NO LEAKS ON OUR SIDE. POSSIBLE IRRIGATION KEEPING AREA DAMP, IT IS SHADED. SPOKE WITH CUSTOMER AND HE IS SATISFIED.. KEV

Sub Division: 368 MR Route: F4T FA ID: 7402400215

Account #: 5471912362 Customer Name: COUNTESS,KENNETH Phone #: (407) 869-1212

Address: 2209 SPRINGS LANDING BLVD CSR: Florida Temp 2 Operator: Matthew Morrell

Entry Date: 10/15/2010 2:50:59PM SO Type: M-SIO Request Type: Clogged Sewer

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Instructions: Customer called in about a sewage blockage on our side. Please check out issue. Paged Kevin Coop. /MMM

Due Date: 10/15/2010 6:00:00PM Resolution Date: 10/15/2010 12:00:00AM FA Status: Completed

Resolution: Spoke with the customer and plumber and advised them both of the company policy on sewer backups, our line and neighbor's line to double service was clear..MM

Sub Division: 368 MR Route: F4S FA ID: 7060210486

Account #: 2758909583 Customer Name: 7 INVESTMENTS LLC Phone #: (407) 260-0715

Address: 1213 ROXBORO RD CSR: Lorie Mayeski Operator: Donna Brown

Entry Date: 12/9/2010 8:26:15AM SO Type: HIBILL

Instructions: CUSTOMER CALLED STATED HIGH USAGE. HOME IS VACANT. CANNOT BELIEVE USAGE. PLEASE RE-READ AND CHECK FOR LEAKS. TAG DOOR WITH CURRENT READ AND FINDINGS. THANKS, LORIE M. 12-09-2010

Due Date: 12/10/2010 7:00:00PM Resolution Date: 12/10/2010 12:00:00AM FA Status: Completed

Resolution: House is vacant and meter not running but this home was vacant for a long time and has undergone major renovation including pool. At one time there was a leak on the property. A lot of new plants also. DB

Sub Division: 368 MR Route: F3Z FA ID: 6903410618

Account #: 9412645162 Customer Name: McConaghy,Patrick & Monica Phone #: (407) 325-7208

Address: 2085 JUDITH PL CSR: Linette Orengo Operator: Matthew Morrell

Entry Date: 12/10/2010 12:27:49PM SO Type: M-SIO Request Type: General Investigation

Instructions: Please schedule a meter test cust. Feels readings are too high thinks something might be wrong with meter. Patrick# 407-222 4631

Due Date: 12/23/2010 6:00:00PM Resolution Date: 12/22/2010 12:00:00AM FA Status: Completed

Resolution: Checked meter and it is working fine. Found no leaks. Spoke with cust, He said that he has not used his irrig since Oct - Nov. Reads are back to normal for him. He will continue to keep eye on it and check his irrig. Matt

Sub Division: 368 MR Route: F4T FA ID: 4902510281

Account #: 4441189881 Customer Name: LOPEZ,ANGIE Phone #: (407) 456-2402

Address: 200 SPRINGRUN CIR CSR: Magic Muncie Operator: Rodel Hermano

Entry Date: 11/19/2010 2:42:44PM SO Type: M-SIO Request Type: General Investigation

Instructions: Person called in saying there is a whole in the road in front of premise and they are worried it may have caused main break. Person can be reached at 4078623881 if you need directions. His name is Skip. Paged to Kevin C. /MMM

Due Date: 11/19/2010 6:00:00PM Resolution Date: 11/19/2010 12:00:00AM FA Status: Completed

Resolution: Notified The Springs Community Association about the problem. It's the storm drain crossing the street and its the HOA responsibility...RRH

Sub Division: 368 MR Route: F5F FA ID: 1807810021

Account #: 8101349136 Customer Name: WILINSKI,ROBERT Phone #: (407) 770-9542

Address: 141 HABERSHAM DR CSR: Lori Jones Operator: Leroy Grainger

Entry Date: 11/1/2010 7:22:54AM SO Type: HIBILL

Instructions: Please re-read meter and check for leaks. Customer complaining of higher than normal usage. She

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says the home is now empty, but still has irrig setup. Thanks. LLJ

Due Date: 11/2/2010 6:00:00PM Resolution Date: 11/2/2010 9:45:00AM FA Status: Completed
Resolution: no leaks detected....somebody is living there, dog barking form inside house...tagged door with findings...lrg

Sub Division: 368 MR Route: F4G FA ID: 7168700239
Account #: 5408103695 Customer Name: Mullins,Lauren Phone #: (321) 402-9043
Address: 111 OAK LEAF LN CSR: Linda Jones Operator: Donna Brown

Entry Date: 10/15/2010 8:36:21AM SO Type: HIBILL
Instructions: RE-READ METER AND CHECK FOR LEAK. MR COMPLAINING OF HIGH BILL. LINDA
Due Date: 10/18/2010 6:00:00PM Resolution Date: 10/18/2010 12:00:00AM FA Status: Completed
Resolution: Can tell that customer had something going on and had dug up and reconnected to our meter. No leaks detected. DB

Sub Division: 368 MR Route: F4S FA ID: 4294510279
Account #: 5507592826 Customer Name: FOOTE,JAMES Phone #: (303) 406-8681
Address: 1344 N MARCY DR CSR: Matthew Chandler Operator: Matthew Morrell

Entry Date: 10/20/2010 12:59:11PM SO Type: M-SIO Request Type: General Investigation
Instructions: NEIGHBOR CALLED IN A LARGE LEAK AT THE METER AT THIS ADDRESS. PAGED TO KEVIN C.
Due Date: 10/20/2010 6:00:00PM Resolution Date: 10/20/2010 2:00:00PM FA Status: Completed
Resolution: Found PVC coupler cracked on cust side. It was replaced yesterday by tech that changed out meter. Replaced PVC coupler and plumbed cust's line back in. Matt.

Sub Division: 368 MR Route: F4G FA ID: 2151500172
Account #: 7630517499 Customer Name: Christian,Brooke Phone #: (407) 862-1755
Address: 107 STONEBROOK CT CSR: Tara Drury Operator: Leroy Grainger

Entry Date: 11/4/2010 9:34:23AM SO Type: HIBILL
Instructions: Re-read meter and check for leak. Customer complaining that the meter is not reading consumption and that they are getting high use when they are out of town. Please speak with customer or tag door if no one is home. /tmd
Due Date: 11/5/2010 6:00:00PM Resolution Date: 11/5/2010 9:20:00AM FA Status: Completed
Resolution: no leaks detected, tagged door with findings...lrg

Sub Division: 368 MR Route: F4F FA ID: 8543310705
Account #: 9716809834 Customer Name: Mancuso,Tom Phone #: (407) 592-0135
Address: 2844 SPYGLASS CV CSR: Magic Muncie Operator: Kevin Cooper

Entry Date: 11/2/2010 10:13:44AM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called in complaining of water running down her driveway. Please check out as soon as possible. Paged to Kevin Cooper. /MMM
Due Date: 11/2/2010 6:00:00PM Resolution Date: 11/2/2010 12:00:00AM FA Status: Completed
Resolution: LEAK ON 1.5" POLY LINE GOING TO METERS. REPAIRED WITH 1.63 REPAIR CLAMP... KEV,RRH

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Sub Division: 368 MR Route: F4S FA ID: 9855410721
Account #: 0125578741 Customer Name: KRAUSE,ROBERT Phone #: (941) 567-9163
Address: 580 CHELSEA RD CSR: Mullins Ryan Operator: Donna Brown
Entry Date: 12/3/2010 9:12:03AM SO Type: HIBILL
Instructions: re-read meter and check for leak, customer called complaining of high bill/RDM
Due Date: 12/6/2010 6:00:00PM Resolution Date: 12/6/2010 12:00:00AM FA Status: Completed
Resolution: water was turned off on 12/3/10 an meter was not running. DB