



November 22, 2016

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

RE: Docket No. 160101-WS; Application for an increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida  
Our File No. 30057.227

Dear Ms. Stauffer:

The following are Utilities, Inc. of Florida's responses to Staff's Second Deficiency letter dated November 17, 2016.

1. Rule 25-30.110(2), Florida Administrative Code (F.A.C.), requires that the MFRs shall be consistent and reconcilable with the Utility's 2015 Annual Reports. The following schedules in the MFRs do not reconcile to the Utility's revised 2015 Annual Reports.
  - a. MFR Schedule B-8, Operation & Maintenance Expense Comparison – Wastewater, ERC's (Eagle Ridge)  
**Response:** A revised Annual Report has been sent to the Commission. The affected pages are in Attachment 1 a.
  - b. MFR Schedule D-2, Reconciliation of Capital Structure to Requested Rate Base (Mid-County)  
**Response:** A revised Annual Report has been sent to the Commission. The affected pages are in Attachment 1 b.
2. Rule 25-30.437, F.A.C., requires that each Class A utility applying for a rate increase shall provide the information required by Commission Form PSC/ECR 20 (11/93), entitled "Class A Water and/or Wastewater Utilities Financial, Rate and Engineering Minimum Filing Requirements." The following MFR schedules, as originally filed, do not comply with Rule 25-30.437, F.A.C., and they were not revised in response to staff's first deficiency letter.
  - a. MFR Schedules B-7 and B-8, Operation and Maintenance (O&M) Expense Comparison (Water and Wastewater)

The Utility is required to compare current test year O&M expenses with the account balances approved by the Commission for its prior test year and provide an explanation of all differences which are not attributable to the change in customer growth and the Consumer Price Index - All Urban Consumers (CPI-U). Per these instructions, please make the following revisions.

- i. LUSI, Labrador, Sanlando, Tierra Verde, Longwood, Sandalhaven, UIF-Marion Co., UIF-Pinellas Co., UIF-Orange Co., UIF-Pasco Co., and UIF-Seminole Co. – The CPI-U for December 31, 2015 is incorrect and should be 236.525.

**Response:** See Attachment 2 a. i.

- ii. LUSI, Labrador, Sanlando, Tierra Verde, Longwood, UIF-Marion Co., UIF-Pinellas Co., UIF-Orange Co., UIF-Pasco Co., and UIF-Seminole Co. – The CPI-U for the prior test year is incorrect. It should be the CPI-U from the month ended the test year, not the annual average.

**Response:** See Attachment 2 a. ii.

- iii. Labrador and Sanlando – The O&M expenses in column (2) of MFR Schedules B-7 and B-8 do not tie to the amounts approved in the Utility's prior order.

**Response:** See Attachment 2 a. iii.

- iv. Sandalhaven – MFR Schedule B-8, Column (2), do not tie to the amounts approved in Order No. PSC-07-0865-PAA-SU.

**Response:** See Attachment 2 a. iv.

- v. UIF-Pasco Co. and UIF-Seminole Co. – Individual accounts in column (2) of MFR Schedules B-7 and B-8 do not tie to the amounts approved in the Utility's prior order, even though the total does.

**Response:** See Attachment 2 a. v.

3. Rule 25-30.437, F.A.C., requires that each Class A utility applying for a rate increase shall provide the information required by Commission Form PSC/ECR 20 (11/93), entitled "Class A Water and/or Wastewater Utilities Financial, Rate and Engineering Minimum Filing Requirements." The following MFR schedules, as filed, do not comply with Rule 25-30.437, F.A.C.

- a. MFR Schedule E-2, Revenue Schedule at Present and Proposed Rates

The Utility is required to provide a calculation of revenues at present and proposed rates using the billing analysis. Please make the following revisions.

- i. Eagle Ridge – The total billable residential gallons do not match the consolidated factor at the 10,000-gallon consumption level, which is the gallonage cap on the corresponding MFR Schedule E-14. Please correct MFR Schedule E-2 using the appropriate consolidated factor to calculate the residential revenue.

**Response:** See Attachment 3 a. i.



4. Rule 25-30.440, F.A.C., requires a utility to file additional engineering information. For the following subsections of the Rule, the deficiencies for the identified systems apply.

a. (2) A list of chemicals used for water and wastewater treatment, by type, showing the dollar amount and quantity purchased, the unit prices paid and the dosage rates utilized.

i. Lake Placid, Cypress Lakes, Eagle Ridge (Cross Creek), UIF-Marion Co. (GoldenHills/Crownwood), UIF-Pinellas Co. (Lake Tarpon), and UIF-Orange Co. (Crescent Heights and Davis Shores) – The data was not provided (or it was not labeled).

**Response:** See Attachment 4 a. (2) i. Crescent Heights & Davis Shores purchase water so there are no chemicals to report.

b. (3) The most recent chemical analyses for each water system conducted by a certified laboratory covering the inorganic, organic turbidity, microbiological, radionuclide, secondary and unregulated contaminants specified in Chapter 62-550, F.A.C.

i. The following systems are missing the following tests. If a test is not required, please state the reason.

- LUSI (South) Lake Groves (WW): Missing Lead & Copper

**Response:** See Attachment 4 b. (3) i. There are no lead and copper test requirements for lake Groves WW.

- Lake Utility Services North: Missing Disinfectant Byproducts for Lake Louisa, CR 591, Lake Ridge, and Clermont 2 systems

**Response:** Disinfectant Byproducts testing occurs in the distribution system, not at the WTP, thus there are no Disinfectant Byproduct reports for the individual plants listed. Disinfectant Byproduct reports for the distribution system were include in the engineering MFRs.

- Crystal Lake: Missing Disinfectant Byproducts and Lead & Copper

**Response:** See Attachment 4 b. (3) i.

- Crescent Heights: Missing all except Disinfectant Byproducts and Lead & Copper

**Response:** Purchased Water, so there are no other testing requirements.

- Davis Shores: Missing all except Disinfectant Byproducts and Lead & Copper

**Response:** Purchased Water so there are no other testing requirements.

c. (4) All water and wastewater plant operating reports for the test year and the year proceeding the test year.

i. Labrador – DMR - Part B of July 2014 was given, but should have been July 2015.

**Response:** See Attachment 4 c. (4) i.

d. (10) Provide a list, by customer, of all complaints received during the test year, with an explanation of how each complaint was resolved.

- i. Cypress Lakes, LUSI (South-Lake Groves and LUSI North- Amber Hill, Crescent Bay, CR561, Lake Louisa, The Oranges), Pennbrooke, Sanlando, Longwood, Eagle Ridge (Cross Creek), UIF-Marion Co. (GoldenHills/Crownwood), UIF-Orange Co. (Crescent Heights and Davis Shores), UIF-Pasco Co. (Summertree and Orangewood-Buena Vista Manor), and UIF-Seminole Co.(Weathersfield, Phillips, Crystal Lake, and Jansen), Preston Cove (please provide what main system this is located), and Trailwoods (please provide what main system this is located) – Complaints were provided in a table format with some of the text cut off. Please resend the complaints with the entire information showing.

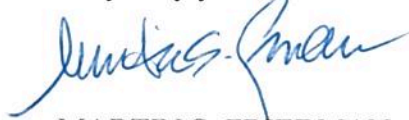
**Response:** See Attachment 4 d. (10) i. for the complaints in table format with some text cut off. Preston Cove is a part of the LUSI north system, and Trailwoods is a part of the Weathersfield system.

- e. (11) Provide a copy of all customer complaints that the utility has received regarding DEP secondary water quality standards during the past five years.
- i. The system is not specified for each DEP complaint. Please provide the system information per DEP complaint.

**Response:** See Attachment 4 e. (11) i.

Should you or Staff have any questions, please do not hesitate to give me a call.

Very truly yours,



MARTIN S. FRIEDMAN  
For the Firm

MSF/

cc: John Hoy (via e-mail, w/o attachments)  
Patrick Flynn (via e-mail, w/o attachments)  
Erik Sayler, Esquire (via e-mail, w/o attachments)  
Walter Trierweiler, Esquire (via e-mail, w/o attachments)

ATTACHMENT 1 a.



UTILITY NAME:

UTILITIES INC OF EAGLE RIDGE

YEAR OF REPORT

31-Dec-15

SYSTEM NAME / COUNTY :

EAGLE RIDGE / LEE

## CALCULATION OF THE WASTEWATER SYSTEM METER EQUIVALENTS

WATER METER SIZE (a)	TYPE OF WATER METER (b)	EQUIVALENT FACTOR (c)	NUMBER OF WATER METERS (d)	TOTAL NUMBER OF METER EQUIVALENTS (c x d) (e)
All Residential		1.0	1,150	1,150
5/8"	Displacement	1.0	11	11
3/4"	Displacement	1.5		0
1"	Displacement	2.5	16	40
1 1/2"	Displacement or Turbine	5.0	36	180
2"	Displacement, Compound or Turbine	8.0	28	224
3"	Displacement	15.0	1	15
3"	Compound	16.0		0
3"	Turbine	17.5		0
4"	Displacement or Compound	25.0		0
4"	Turbine	30.0		0
6"	Displacement or Compound	50.0		0
6"	Turbine	62.5		0
8"	Compound	80.0		0
8"	Turbine	90.0		0
10"	Compound	115.0		0
10"	Turbine	145.0		0
12"	Turbine	215.0		0
Total Wastewater System Meter Equivalents				1,620

**CALCULATION OF THE WASTEWATER SYSTEM  
EQUIVALENT RESIDENTIAL CONNECTIONS**

Provide a calculation used to determine the value of one wastewater equivalent residential connection (ERC).

Use one of the following methods:

(a) If actual flow data are available from the preceding 12 months, divide the total annual single family residence (SFR) gallons sold by the average number of single family residence customers for the same period and divide the result by 365 days.

(b) If no historical flow data are available, use:

$$\text{ERC} = (\text{Total SFR gallons treated (Omit 000)} / 365 \text{ days} / 280 \text{ gallons per day})$$

For wastewater only utilities:

Subtract all general use and other non residential customer gallons from the total gallons treated.

Divide the remainder (SFR customers) by 365 days to reveal single family residence customer gallons per day.

**NOTE:**

Total gallons treated includes both treated and purchased treatment.

ERC Calculation:

$$77.810/365/280=761 \text{ ERC's}$$

UTILITY NAME:

UTILITIES INC OF EAGLE RIDGE

YEAR OF REPORT

31-Dec-15

SYSTEM NAME / COUNTY :

CROSS CREEK/LEE

## CALCULATION OF THE WASTEWATER SYSTEM METER EQUIVALENTS

WATER METER SIZE (a)	TYPE OF WATER METER (b)	EQUIVALENT FACTOR (c)	NUMBER OF WATER METERS (d)	TOTAL NUMBER OF METER EQUIVALENTS (c x d) (e)
All Residential	Master account	1.0		908
5/8"	Displacement	1.0		
3/4"	Displacement	1.5		
1"	Displacement	2.5		
1 1/2"	Displacement or Turbine	5.0		
2"	Displacement, Compound or Turbine	8.0		
3"	Displacement	15.0		
3"	Compound	16.0		
3"	Turbine	17.5		
4"	Displacement or Compound	25.0		
4"	Turbine	30.0		
6"	Displacement or Compound	50.0		
6"	Turbine	62.5		
8"	Compound	80.0		
8"	Turbine	90.0		
10"	Compound	115.0		
10"	Turbine	145.0		
12"	Turbine	215.0		
Total Wastewater System Meter Equivalents				908

CALCULATION OF THE WASTEWATER SYSTEM  
EQUIVALENT RESIDENTIAL CONNECTIONS

Provide a calculation used to determine the value of one wastewater equivalent residential connection (ERC).

Use one of the following methods:

- (a) If actual flow data are available from the preceding 12 months, divide the total annual single family residence (SFR) gallons sold by the average number of single family residence customers for the same period and divide the result by 365 days.

- (b) If no historical flow data are available, use:

$$\text{ERC} = (\text{Total SFR gallons treated (Omit 000)} / 365 \text{ days} / 280 \text{ gallons per day})$$

For wastewater only utilities:

Subtract all general use and other non residential customer gallons from the total gallons treated.

Divide the remainder (SFR customers) by 365 days to reveal single family residence customer gallons per day

**NOTE:**

Total gallons treated includes both treated and purchased treatment.

ERC Calculation:

$$54.161/365/280=530 \text{ ERC's}$$

S-11

GROUP \_\_\_\_\_

SYSTEM Cross Creek

S-11-Cross Creek

ATTACHMENT 1 b.



UTILITY NAME: MID COUNTY SERVICES INC

YEAR OF REPORT  
31-Dec-15

COMPARATIVE BALANCE SHEET  
EQUITY CAPITAL AND LIABILITIES

ACCT. NO. (a)	ACCOUNT NAME (b)	REF. PAGE (c)	PREVIOUS YEAR (d)	CURRENT YEAR (e)
DEFERRED CREDITS				
251	Unamortized Premium On Debt	F-13	\$ -	\$ -
252	Advances For Construction	F-20	-	-
253	Other Deferred Credits	F-21	-	-
255	Accumulated Deferred Investment Tax Credits		-	125,759
Total Deferred Credits			\$ -	\$ 125,759
OPERATING RESERVES				
261	Property Insurance Reserve		\$ -	\$ -
262	Injuries & Damages Reserve		-	-
263	Pensions and Benefits Reserve		-	-
265	Miscellaneous Operating Reserves		-	-
Total Operating Reserves			\$ -	\$ -
CONTRIBUTIONS IN AID OF CONSTRUCTION				
271	Contributions in Aid of Construction	F-22	\$ 3,090,716	\$ 3,154,493
272	Accumulated Amortization of Contributions in Aid of Construction	F-22	2,310,496	2,407,712
Total Net C.I.A.C.			\$ 780,221	\$ 746,781
ACCUMULATED DEFERRED INCOME TAXES				
281	Accumulated Deferred Income Taxes - Accelerated Depreciation		\$ 103,978	\$ 137,674
282	Accumulated Deferred Income Taxes - Liberalized Depreciation		-	-
283	Accumulated Deferred Income Taxes - Other		(89,356)	(136,581)
Total Accumulated Deferred Income Tax			\$ 14,622	\$ 1,093
TOTAL EQUITY CAPITAL AND LIABILITIES			\$ 6,245,537	\$ 6,701,484

UTILITY NAME:

MID COUNTY SERVICES INC

<b>YEAR OF REPORT</b> <b>31-Dec-15</b>
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**SCHEDULE OF CAPITAL STRUCTURE ADJUSTMENTS  
CONSISTENT WITH THE METHODOLOGY USED IN THE LAST RATE PROCEEDING**

CLASS OF CAPITAL (a)	PER BOOK BALANCE (b)	NON-UTILITY ADJUSTMENTS (c)	NON-JURISDICTIONAL ADJUSTMENTS (d)	OTHER (1) ADJUSTMENTS SPECIFIC (e)	OTHER (1) ADJUSTMENTS PRO RATA (f)	CAPITAL STRUCTURE (g)
Common Equity	\$ 201,935,000	\$			\$ (200,102,287)	\$ 1,832,713
Preferred Stock	-					-
Long Term Debt	180,000,000				(178,366,364)	1,633,636
Short Term Debt	17,000,000				(16,845,712)	154,288
Customer Deposits	-					-
Tax Credits - Zero Cost	-					-
Tax Credits - Weighted Cost	-					-
Deferred Inc. Taxes	1,092					1,092
Other (Explain) Short Term Debt	-				-	-
<b>Total</b>	<b>\$ 398,936,092</b>	<b>\$</b>			<b>\$ (395,314,364)</b>	<b>\$ 3,621,728</b>

(1) Explain below all adjustments made in Columns (e) and (f):

NOT APPLICABLE

ATTACHMENT 2 a. i. – iv.



Operation & Maintenance Expense Comparison - Water

Florida Public Service Commission

Company: Utilities, Inc. of Florida - UIF - Seminole County  
Docket No.: 160101-W5  
Schedule Year Ended: December 31, 2015

Schedule: B-7  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/11	(3) Current TY 12/31/15	(4) TY Adj.'s per B-5	(5) Adjusted TY	(6) \$ Difference	(7) % Difference	(8) Explanation
1	601 Salaries & Wages - Employees	111,442	200,534	(60,444)	140,090	28,648	25.71 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	603 Salaries & Wages - Officers, Etc.	22,928	12,845	(4,212)	8,632	(14,296)	(62.35) %	Under benchmark
3	604 Employee Pensions & Benefits	47,907	91,913	(28,361)	63,552	15,645	32.66 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	12,184	68,510	-	68,510	56,326	462.30 %	Loss of Crystal Lake well required the purchase of bulk water until proforma project is completed.
5	615 Purchased Power	33,475	39,389	-	39,389	5,914	17.67 %	Increase in unit power cost and increase in the kwh purchased
6	616 Fuel for Power Purchased	-	-	-	-	-	-	
7	618 Chemicals	29,256	30,642	-	30,642	1,386	4.74 %	Increase in the volume of chlorine and other chemicals used for water treatment
8	620 Materials & Supplies	9,647	17,286	(5,559)	11,727	2,080	21.56 %	Reflects the variance from year to year in repair activities and costs associated with them
9	631 Contractual Services - Engr.	1,446	(1)	-	(1)	(1,447)	(100.04) %	Under benchmark
10	632 Contractual Services - Acct.	3,611	10,904	(3,841)	7,063	3,452	95.60 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	849	(120)	42	(77)	(926)	(109.12) %	Under benchmark
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	-	
13	635 Contractual Services - Testing	14,605	20,946	-	20,946	6,341	43.42 %	Increase in sample analysis; triennial sampling of all Seminole systems
14	636 Contractual Services - Other	20,736	24,840	(8,750)	16,090	(4,646)	(22.41) %	Under benchmark
15	641 Rental of Building/Real Prop.	287	350	(123)	227	(60)	(20.90) %	Under benchmark
16	642 Rental of Equipment	20	53	(19)	34	14	70.20 %	De minimus amount
17	650 Transportation Expenses	15,550	17,373	(5,782)	11,591	(3,959)	(25.46) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	-	
19	657 Insurance - General Liability	-	33,076	(11,651)	21,425	21,425	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	-	-	-	-	-	-	
21	659 Insurance - Other	21,124	7,252	(2,555)	4,698	(16,426)	(77.76) %	Under benchmark
22	660 Advertising Expense	103	-	-	-	(103)	(100.00) %	Under benchmark
23	666 Reg. Comm. Exp. - Rate Case Amort.	53,047	106,640	(5,613)	101,026	n/a	n/a %	
24	667 Reg. Comm. Exp. - Other	7,580	623	(220)	404	(7,176)	(94.67) %	Under benchmark
25	670 Bad Debt Expense	20,660	26,566	(1,387)	25,179	4,519	21.87 %	Reflects nominal variance from year to year
26	675 Miscellaneous Expenses	43,819	83,558	(24,329)	59,230	15,411	35.17 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses
27	<b>TOTAL</b>	<b>470,275</b>	<b>793,180</b>	<b>(162,803)</b>	<b>630,377</b>	<b>112,122</b>	<b>26.87 %</b>	
28	Less:							
29	666 Reg. Comm. Exp. - Rate Case Amort.	(53,047)	(106,640)	5,613	(101,026)	n/a	n/a	Not subject to Index Benchmarking
30								
31	<b>TOTAL</b>	<b>417,228</b>	<b>686,541</b>	<b>(157,190)</b>	<b>529,351</b>	<b>112,122</b>	<b>26.87 %</b>	
32	Total Customers (ERC's)	2,592.5			2,711.5	119.0	4.59 %	
33								
34	Consumer Price Index - U	225.672			236.525	10.853	4.81 %	
35								
36	Benchmark Index: Increase in Customer ERC's					1.0459		
37	Increase in CPI					1.0481		
38								
39						<b>1.0962</b>		

Operation & Maintenance Expense Comparison - Wastewater

Florida Public Service Commission

Company: Utilities, Inc. of Florida - UIF - Seminole County  
Docket No.: 160101-WS  
Schedule Year Ended: December 31, 2015

Schedule: B-8  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/11	(3) Current TY 12/31/15	(4) TY Adj.'s per B-6	(5) Adjusted TY	(6) \$ Difference	(7) % Difference	(8) Explanation
1	701 Salaries & Wages - Employees	59,129	-	76,181	76,181	17,052	28.84 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	703 Salaries & Wages - Officers, Etc.	12,164	-	4,694	4,694	(7,470)	(61.41) %	Under benchmark
3	704 Employee Pensions & Benefits	25,417	-	34,559	34,559	9,142	35.97 %	Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	307,335	275,178	3,687	278,865	(28,470)	(9.26)	Under benchmark
5	711 Sludge Removal Expense	-	0	-	0	0		
6	715 Purchased Power	20,476	8,235	-	8,235	(12,241)	(59.78) %	Under benchmark
7	716 Fuel for Power Purchased	-	-	-	-			
8	718 Chemicals	-	-	-	-		%	
9	720 Materials & Supplies	5,124	75	5,559	5,635	511	9.96 %	Reflects the variance from year to year in repair activities and costs associated with them.
10	731 Contractual Services - Engr.	6	-	-	-	(6)	(100.00) %	Under benchmark
11	732 Contractual Services - Acct.	1,916	-	3,841	3,841	1,925	100.47 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	450	-	(42)	(42)	(492)	(109.35) %	Under benchmark
13	734 Contractual Services - Mgmt. Fees	-	-	-	-			
14	735 Contractual Services - Testing	-	0	-	0	0	%	
15	736 Contractual Services - Other	11,003	-	8,750	8,750	(2,253)	(20.48) %	Under benchmark
16	741 Rental of Building/Real Prop.	152	-	123	123	(29)	(18.78)	Under benchmark
17	742 Rental of Equipment	11	-	19	19	8	68.28 %	De minimus
18	750 Transportation Expenses	8,267	-	6,303	6,303	(1,964)	(23.76) %	Under benchmark
19	756 Insurance - Vehicle	-	-	-	-			
20	757 Insurance - General Liability	-	-	11,651	11,651	11,651	100.00	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
21	758 Insurance - Workman's Comp.	-	-	-	-			
22	759 Insurance - Other	11,207	-	2,555	2,555	(8,652)	(77.21) %	Under benchmark
23	760 Advertising Expense	55	-	-	-	(55)	(100.00) %	Under benchmark
24	766 Reg. Comm. Exp. - Rate Case Amort.	28,302	-	53,884	53,884	n/a	n/a %	
25	767 Reg. Comm. Exp. - Other	4,022	-	220	220	(3,802)	(94.54) %	Under benchmark
26	770 Bad Debt Expense	-	-	1,387	1,387	1,387	100.00 %	Bad debt expense not identified in 2011 TY
27	775 Miscellaneous Expenses	23,277	1,404	24,329	25,733	2,456	10.55 %	Under benchmark
28								
29	<b>TOTAL</b>	<b>\$ 518,312</b>	<b>\$ 284,892</b>	<b>\$ 237,699</b>	<b>\$ 522,591</b>	<b>\$ (21,304)</b>	<b>(4.35) %</b>	
30	<b>Less:</b>							
31	766 Reg. Comm. Exp. - Rate Case Amort.	(28,302)	-	(53,884)	(53,884)	n/a	n/a	Not subject to Index Benchmarking
32								
33	<b>TOTAL</b>	<b>490,010</b>	<b>284,892</b>	<b>183,815</b>	<b>468,707</b>	<b>(21,304)</b>	<b>(4.35) %</b>	
34	Total Customers (ERC's)	1,375.5			1,474.5	99.0	7.20 %	
35								
36	Consumer Price Index - U	225.672			236.525	10.853	4.81 %	
37								
38	Benchmark Index: Increase in Customer ERC's					1.0720		
39	Increase in CPI					1.0481		
40								
41						<u>1.1236</u>		

## Operation &amp; Maintenance Expense Comparison - Water

Florida Public Service Commission

Company: Utilities, Inc. of Florida - UIF - Pinellas County  
Docket No.: 160101-WS  
Schedule Year Ended: December 31, 2015

Schedule: B-7  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/2011	(3) Current TY 12/31/2015	(4) TY Adj.'s per B-5	(5) Adjusted TY	(6) \$ Difference	(7) % Difference	(8) Explanation
1	601 Salaries & Wages - Employees	28,514	26,711	1,846	28,557	43	0.15 %	Under benchmark
2	603 Salaries & Wages - Officers, Etc.	3,786	1,356	51	1,407	(2,379)	n/a %	Under benchmark
3	604 Employee Pensions & Benefits	6,415	9,711	647	10,359	3,944	61.48 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	320	536	-	536	216	67.37 %	De minimus amount
5	615 Purchased Power	2,422	2,223	-	2,223	(199)	(8.23) %	Under benchmark
6	616 Fuel for Power Purchased	-	-	-	-	-	- %	
7	618 Chemicals	1,053	1,310	-	1,310	257	24.38 %	Increase in unit prices and volume of chemicals used
8	620 Materials & Supplies	1,429	1,128	-	1,128	(301)	(21.09) %	Under benchmark
9	631 Contractual Services - Engr.	6	0	-	0	(6)	(99.17) %	Under benchmark
10	632 Contractual Services - Acct.	584	1,152	-	1,152	568	97.22 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	20	(23)	-	(23)	(43)	(215.40) %	Under benchmark
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	- %	
13	635 Contractual Services - Testing	1,355	3,140	-	3,140	1,785	131.70 %	Triennial water testing in 2015
14	636 Contractual Services - Other	(117)	2,357	-	2,357	2,474	(2,114.48) %	Under benchmark
15	641 Rental of Building/Real Prop.	47	37	-	37	(10)	(21.23) %	Under benchmark
16	642 Rental of Equipment	2	6	-	6	4	177.50 %	De minimus amount
17	650 Transportation Expenses	3,040	1,835	55	1,890	(1,150)	(37.82) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	- %	
19	657 Insurance - General Liability	-	3,494	-	3,494	3,494	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	-	-	-	-	-	- %	
21	659 Insurance - Other	3,504	764	-	764	(2,740)	(78.19) %	Under benchmark
22	660 Advertising Expense	8	-	-	-	(8)	(100.00) %	Under benchmark
23	666 Reg. Comm. Exp. - Rate Case Amort.	8,784	-	4,761	4,761	n/a	- %	De minimus amount
24	667 Reg. Comm. Exp. - Other	26	31	-	31	5	19.69 %	De minimus amount
25	670 Bad Debt Expense	356	594	-	594	238	66.81 %	De minimus amount
26	675 Miscellaneous Expenses	6,187	7,794	-	7,794	1,607	25.97 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses.
27	<b>TOTAL</b>	<b>67,741</b>	<b>64,154</b>	<b>7,360</b>	<b>71,514</b>	<b>7,796</b>	<b>13.22 %</b>	
28	Less:							
29	666 Reg. Comm. Exp. - Rate Case Amort.	(8,784)	-	(4,761)	(4,761)	n/a	n/a	Not subject to Index Benchmarking
30								
31	<b>TOTAL</b>	<b>58,957</b>	<b>64,154</b>	<b>2,599</b>	<b>66,753</b>	<b>7,796</b>	<b>13.22 %</b>	
32	Total Customers (ERC's)	430.1			430.1	-	- %	
33								
34	Consumer Price Index - U	225.672			236.525	10.853	4.81 %	
35								
36	Benchmark Index: Increase in Customer ERC's					1.0000		
37	Increase in CPI					1.0481		
38								
39						<b>1.0481</b>		



Operation & Maintenance Expense Comparison - Water

Florida Public Service Commission

Company: Utilities, Inc. of Florida - Ulf - Pasco County  
Docket No.: 160101-WS  
Schedule Year Ended: December 31, 2015

Schedule: B-7  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/2011	(3) Current TY 12/31/2015	(4) TY Adj.'s per B-3	(5) Adjusted TY 12/31/2015	(6) \$ Difference	(7) % Difference	(8) Explanation
1	601 Salaries & Wages - Employees	181,000	254,808	(64,814)	189,994	8,994	4.97 %	De minimus amount
2	603 Salaries & Wages - Officers, Etc.	25,434	12,954	(3,582)	9,373	(16,061)	(63.15) %	Under benchmark
3	604 Employee Pensions & Benefits	53,227	92,702	(23,743)	68,958	15,731	29.56 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	-	-	-	-	-	-	
5	615 Purchased Power	21,669	23,839	-	23,839	2,170	10.02 %	Increase in kwh purchased in the 2015TY and a change in the unit price.
6	616 Fuel for Power Purchased	-	-	-	-	-	-	
7	618 Chemicals	11,249	14,950	(1,242)	13,708	2,459	21.86 %	Increase in the volume of chlorine used in the TY vs. the previous TY.
8	620 Materials & Supplies	16,528	21,902	(4,510)	17,392	864	5.23 %	Reflects the variance from year to year in repair activities and costs associated with them.
9	631 Contractual Services - Engr.	-	88	(27)	61	61	100.00 %	De minimus amount
10	632 Contractual Services - Acct.	4,015	10,996	(3,328)	7,669	3,654	91.00 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	944	248	(75)	173	(771)	(81.65) %	Under benchmark
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	-	
13	635 Contractual Services - Testing	17,371	11,383	-	11,383	(5,988)	(34.47) %	Under benchmark
14	636 Contractual Services - Other	23,266	23,362	(7,070)	16,292	(6,974)	(29.98) %	Under benchmark
15	641 Rental of Building/Real Prop.	320	353	(107)	246	(74)	(22.98) %	Under benchmark
16	642 Rental of Equipment	22	53	(16)	37	15	68.45 %	De minimus amount
17	650 Transportation Expenses	20,475	17,521	(4,936)	12,586	(7,889)	(38.53) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	-	
19	657 Insurance - General Liability	-	33,358	(10,095)	23,263	23,263	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	(848)	-	-	-	-	-	
21	659 Insurance - Other	24,339	7,304	(2,210)	5,094	(19,245)	(79.07) %	Under benchmark
22	660 Advertising Expense	115	-	-	-	(115)	(100.00) %	Under benchmark
23	666 Reg. Comm. Exp. - Rate Case Amort.	59,697	-	31,763	31,763	n/a	n/a	
24	667 Reg. Comm. Exp. - Other	177	298	(90)	208	31	17.42 %	De minimus amount
25	670 Bad Debt Expense	14,894	12,071	(3,653)	8,418	(6,476)	(43.48) %	Under benchmark
26	675 Miscellaneous Expenses	33,860	57,757	8,453	66,210	32,350	95.54 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses.
27	<b>TOTAL</b>	<b>507,753</b>	<b>595,947</b>	<b>(89,280)</b>	<b>506,667</b>	<b>25,999</b>	<b>5.80 %</b>	
28	Less:							
29	666 Reg. Comm. Exp. - Rate Case Amort.	(59,697)	-	(31,763)	(31,763)	n/a	n/a	Not subject to Index Benchmarking
30								
31	<b>TOTAL</b>	<b>448,056</b>	<b>595,947</b>	<b>(121,043)</b>	<b>474,904</b>	<b>25,999</b>	<b>5.80 %</b>	
32	Total Customers (ERC's)	2,883.0			2,869.5	(14)	(0.47) %	
33								
34	Consumer Price Index - U	225.672			236.525	10.853	4.81 %	
35								
36	Benchmark Index: Increase in Customer ERC's					0.9953		
37	Increase in CPI					1.0481		
38								
39						<b>1.0432</b>		

## Operation &amp; Maintenance Expense Comparison - Wastewater

Florida Public Service Commission

Company: Utilities, Inc. of Florida - UIF - Pasco County

Docket No.: 160101-WS

Schedule Year Ended: December 31, 2015

Schedule: B-8

Page 1 of 1

Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/2011	(3) Current TY 12/31/2015	(4) TY Adj.'s per B-6	(5) Adjusted TY 12/31/2015	(6) \$ Difference	(7) % Difference	(8) Explanation
1	701 Salaries & Wages - Employees	71,382	-	82,446	82,446	11,064	15.50 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	703 Salaries & Wages - Officers, Etc.	10,031	-	4,067	4,067	(5,964)	(59.45) %	Under benchmark
3	704 Employee Pensions & Benefits	20,992	-	29,924	29,924	8,932	42.55 %	Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	143,773	213,646	4,273	217,919	74,146	51.57 %	Increase in bulk sewer volume.
5	711 Sludge Removal Expense	-	419	-	419	419	100.00 %	De minimus amount, this is expense associated with clean lift station wet wells.
6	715 Purchased Power	5,321	6,548	-	6,548	1,227	23.05 %	Increase in the kwh purchased and used at lift stations.
7	716 Fuel for Power Purchased	-	-	-	-	-		
8	718 Chemicals	-	-	-	-	-		
9	720 Materials & Supplies	4,299	133	4,510	4,642	343	7.99 %	Reflects the variance from year to year in repair activities and costs associated with them.
10	731 Contractual Services - Engr.	5	-	27	27	22	431.34 %	De minimus amount
11	732 Contractual Services - Acct.	1,584	-	3,328	3,328	1,744	110.08 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	373	-	75	75	(298)	(79.85) %	Under benchmark
13	734 Contractual Services - Mgmt. Fees	-	-	-	-	-		
14	735 Contractual Services - Testing	-	(0)	-	(0)	-		
15	736 Contractual Services - Other	9,176	-	7,070	7,070	(2,106)	(22.95) %	Under benchmark
16	741 Rental of Building/Real Prop.	126	-	107	107	(19)	(15.12) %	Under benchmark
17	742 Rental of Equipment	9	-	16	16	7	78.68 %	De minimus amount
18	750 Transportation Expenses	8,075	-	5,461	5,461	(2,614)	(32.37) %	Under benchmark
19	756 Insurance - Vehicle	-	-	-	-	-		
20	757 Insurance - General Liability	-	-	10,095	10,095	10,095	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
21	758 Insurance - Workman's Comp.	(335)	-	-	-	-		
22	759 Insurance - Other	9,599	-	2,210	2,210	(7,389)	(76.97) %	Under benchmark
23	760 Advertising Expense	45	-	-	-	(45)	(100.00) %	Under benchmark
24	766 Reg. Comm. Exp. - Rate Case Amort.	23,581	-	13,783	13,783	n/a	n/a	
25	767 Reg. Comm. Exp. - Other	69	-	90	90	21	30.71 %	De minimus amount
26	770 Bad Debt Expense	-	-	3,653	3,653	3,653	100.00 %	Bad debt expense not identified in 2011 TY
27	775 Miscellaneous Expenses	17,203	16,184	11,547	27,731	10,528	61.20 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses.
28								
29	<b>TOTAL</b>	<b>\$ 325,308</b>	<b>\$ 236,929</b>	<b>\$ 182,682</b>	<b>\$ 419,611</b>	<b>\$ 103,766</b>	<b>34.39 %</b>	
30	<b>Less:</b>							
31	766 Reg. Comm. Exp. - Rate Case Amort.	(23,581)	-	(13,783)	(13,783)	n/a	n/a	Not subject to Index Benchmarking
32								
33	<b>TOTAL</b>	<b>301,727</b>	<b>236,929</b>	<b>168,899</b>	<b>405,828</b>	<b>103,766</b>	<b>34.39 %</b>	
34	Total Customers (ERC's)	1,137.0			1,245.2	108	9.52 %	
35								
36	Consumer Price Index - U	225.672			236.525	10.853	4.81 %	
37								
38	Benchmark Index: Increase in Customer ERC's					1.0952		
39	Increase in CPI					1.0481		
40								
41						<b>1.1479</b>		

Operation & Maintenance Expense Comparison - Water

Florida Public Service Commission

Company: Utilities, Inc. of Florida - UIF - Orange County  
Docket No.:160101-WS  
Schedule Year Ended: December 31, 2015

Schedule: B-7  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/11	(3) Current TY 12/31/15	(4) TY Adj.'s per B-5	(5) Adjusted TY	(6) \$ Difference	(7) % Difference	(8) Explanation
1	601 Salaries & Wages - Employees	14,600	15,038	1,173	16,211	1,611	11.03 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	603 Salaries & Wages - Officers, Etc.	2,661	984	37	1,021	(1,640)	n/a %	
3	604 Employee Pensions & Benefits	4,224	7,036	468	7,504	3,280	77.65 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	45,094	38,886	1,151	40,038	(5,056)	(11.21) %	Under benchmark
5	615 Purchased Power	3	-	-	-	(3)	(100.00) %	Under benchmark
6	616 Fuel for Power Purchased	-	-	-	-	-	- %	
7	618 Chemicals	-	-	-	-	-	- %	
8	620 Materials & Supplies	1,000	1,284	-	1,284	284	28.37 %	Reflects the variance from year to year in repair activities and costs associated with them.
9	631 Contractual Services - Engr.	4	0	-	0	(4)	(99.75) %	Under benchmark
10	632 Contractual Services - Acct.	406	835	-	835	429	105.69 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	18	(17)	-	(17)	(35)	(195.44) %	Under benchmark
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	- %	
13	635 Contractual Services - Testing	1,463	1,277	-	1,277	(186)	(12.68) %	Under benchmark
14	636 Contractual Services - Other	1,846	1,729	-	1,729	(117)	(6.34) %	Under benchmark
15	641 Rental of Building/Real Prop.	32	27	-	27	(5)	(16.22) %	Under benchmark
16	642 Rental of Equipment	-	4	-	4	4	100.00 %	
17	650 Transportation Expenses	1,548	1,331	40	1,371	(177)	(11.41) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	- %	
19	657 Insurance - General Liability	-	2,534	-	2,534	2,534	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	-	-	-	-	-	- %	
21	659 Insurance - Other	2,432	555	-	555	(1,877)	(77.17) %	Under benchmark
22	660 Advertising Expense	6	-	-	-	(6)	(100.00) %	Under benchmark
23	666 Reg. Comm. Exp. - Rate Case Amort.	6,117	-	3,437	3,437	n/a	- %	
24	667 Reg. Comm. Exp. - Other	18	23	-	23	5	26.00 %	
25	670 Bad Debt Expense	4,433	2,923	-	2,923	(1,510)	(34.05) %	Under benchmark
26	675 Miscellaneous Expenses	2,739	6,161	-	6,161	3,422	124.95 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses.
27	<b>TOTAL</b>	<b>88,644</b>	<b>80,611</b>	<b>6,306</b>	<b>86,917</b>	<b>953</b>	<b>1.15 %</b>	
28	<b>Less:</b>							
29	666 Reg. Comm. Exp. - Rate Case Amort.	(6,117)	-	(3,437)	(3,437)	n/a	n/a	Not subject to Index Benchmarking
30								
31	<b>TOTAL</b>	<b>82,527</b>	<b>80,611</b>	<b>2,869</b>	<b>83,480</b>	<b>953</b>	<b>1.15 %</b>	
32	Total Customers (ERC's)	298.5			310.5	12.00	4.02 %	
33								
34	Consumer Price Index - U	225.672			236.525	10.85	4.81 %	
35								
36	Benchmark Index: Increase in Customer ERC's					1.0402		
37	Increase in CPI					1.0481		
38								
39						<b>1.0902</b>		

## Operation &amp; Maintenance Expense Comparison - Water

Florida Public Service Commission

Company: Utilities, Inc. of Florida - UIF - Marion County

Docket No.: 160101-WS

Schedule Year Ended: December 31, 2015

Schedule: B-7

Page 1 of 1

Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/08	(3) Current TY 12/31/15	(4) TY Adj.'s per B-5	(5) Adjusted TY	(6) \$ Difference	(7) % Difference	(8) Explanation
1	601 Salaries & Wages - Employees	20,840	40,120	(2,138)	37,982	17,142	82.26 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	603 Salaries & Wages - Officers, Etc.	(307)	1,978	(159)	1,819	2,126	(692.49) %	Under benchmark
3	604 Employee Pensions & Benefits	7,267	15,275	(863)	14,412	7,145	98.32 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	-	-	-	-	-	-	-
5	615 Purchased Power	15,883	13,379	-	13,379	(2,504)	(15.77) %	Under benchmark
6	616 Fuel for Power Purchased	-	-	-	-	-	-	-
7	618 Chemicals	1,556	6,372	(4,690)	1,683	126	8.13 %	De minimus amount
8	620 Materials & Supplies	5,831	4,437	(302)	4,135	(1,696)	(29.08) %	Under benchmark
9	631 Contractual Services - Engr.	-	0	(0)	0	0	100.00 %	-
10	632 Contractual Services - Acct.	537	1,679	(205)	1,474	937	174.44 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	996	(34)	4	(30)	(1,026)	(102.99) %	Under benchmark
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	-	-
13	635 Contractual Services - Testing	1,688	3,709	-	3,709	2,021	119.70 %	Triennial sampling activity
14	636 Contractual Services - Other	9,377	3,525	(431)	3,094	(6,283)	(67.01) %	Under benchmark
15	641 Rental of Building/Real Prop.	-	54	(7)	47	47	100.00 %	De minimus amount
16	642 Rental of Equipment	-	8	(1)	7	7	100.00 %	De minimus amount
17	650 Transportation Expenses	3,533	2,675	(257)	2,419	(1,114)	(31.53) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	-	-
19	657 Insurance - General Liability	-	5,094	(622)	4,472	4,472	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	-	-	-	-	-	-	-
21	659 Insurance - Other	4,190	1,114	(136)	978	(3,212)	(76.66) %	Under benchmark
22	660 Advertising Expense	3	-	-	-	(3)	(100.00) %	Under benchmark
23	666 Reg. Comm. Exp. - Rate Case Amort.	4,219	-	7,759	7,759	n/a	n/a %	-
24	667 Reg. Comm. Exp. - Other	1,024	45	(6)	39	(985)	(96.18) %	Under benchmark
25	670 Bad Debt Expense	546	851	(4)	847	301	55.16 %	De minimus amount
26	675 Miscellaneous Expenses	20,394	35,569	(2,975)	32,594	12,200	59.82 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses.
27	<b>TOTAL</b>	<b>97,577</b>	<b>135,850</b>	<b>(5,031)</b>	<b>130,818</b>	<b>29,701</b>	<b>31.81 %</b>	
28	Less:							
29	666 Reg. Comm. Exp. - Rate Case Amort.	(4,219)	-	(7,759)	(7,759)	n/a	n/a	Not subject to Index Benchmarking
30								
31	<b>TOTAL</b>	<b>93,358</b>	<b>135,850</b>	<b>(12,790)</b>	<b>123,059</b>	<b>29,701</b>	<b>31.81 %</b>	
32								
33	Total Customers (ERC's)	532.1			548.8	17	3.14 %	
34								
35	Consumer Price Index - U	210.228			236.525	26.30	12.51 %	
36								
37	Benchmark Index: Increase in Customer ERC's					1.0314		
38	Increase in CPI					1.1251		
39								
40						<b>1.1604</b>		

Company: Utilities, Inc. of Florida - UIF - Marion County

Docket No.: 160101-W5

Schedule: B-8  
Page 1 of 1

Schedule Year Ended: December 31, 2015

Prepared: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Prior TY 12/31/08	(3) Current TY 12/31/2015	(4) TY Adj.'s per B-6	(5) Adjusted TY per B-6	(6) Difference \$	(7) Difference %	(8) Explanation
1	701 Salaries & Wages - Employees	3,114	-	5,237	5,237	2,123	68.17 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	703 Salaries & Wages - Officers, Etc.	(46)	-	251	251	297	(645.82) %	Under benchmark
3	704 Employee Pensions & Benefits	1,086	-	1,987	1,987	901	82.97 %	Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	-	-	-	-	-	-	-
5	711 Sludge Removal Expense	4,899	8,882	-	8,882	3,983	81.30 %	Increase in volume of dewatered sludge and unit cost of disposal
6	715 Purchased Power	9,627	3,522	-	3,522	(6,105)	(63.41) %	Under benchmark
7	716 Fuel for Power Purchased	-	-	-	-	-	-	-
8	718 Chemicals	2,339	-	4,847	4,847	2,508	107.22 %	Increase in amount of chlorine used for disinfection
9	720 Materials & Supplies	2,084	1,098	302	1,400	(684)	(32.80) %	Under benchmark
10	731 Contractual Services - Engr.	-	-	0	0	0	100.00 %	De minimus
11	732 Contractual Services - Acct.	79	-	205	205	126	159.49 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	145	-	(4)	(4)	(149)	(102.76) %	Under benchmark
13	734 Contractual Services - Mgmt. Fees	-	1,500	-	-	1,500	(9.03) %	Under benchmark
14	735 Contractual Services - Testing	1,649	-	-	-	(1,649)	(68.72) %	Under benchmark
15	736 Contractual Services - Other	1,378	-	431	431	(947)	100.00 %	De minimus
16	741 Rental of Building/Real Prop.	-	-	7	7	1	100.00 %	De minimus
17	742 Rental of Equipment	-	-	1	1	1	(35.60) %	Under benchmark
18	750 Transportation Expenses	523	-	337	337	(186)	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
19	756 Insurance - Vehicle	-	-	-	-	622	(77.99) %	Under benchmark
20	757 Insurance - General Liability	-	-	622	622	(482)	(100.00) %	Under benchmark
21	758 Insurance - Workman's Comp.	-	-	-	-	(1)	n/a	%
22	759 Insurance - Other	618	-	136	136	(482)	(96.03) %	Under benchmark
23	760 Advertising Expense	1	-	-	-	(145)	(95.12) %	Under benchmark
24	766 Reg. Comm. Exp. - Rate Case Amort.	1,176	-	846	846	(330)	149.99 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses.
25	767 Reg. Comm. Exp. - Other	151	-	6	6	(145)	100.00 %	Under benchmark
26	770 Bad Debt Expense	82	-	4	4	(78)	100.00 %	Under benchmark
27	775 Miscellaneous Expenses	2,492	3,255	2,975	6,230	3,738	149.99 %	Increases in training expense, bank service charges, licensing fees, or other misc. expenses.
28								
29	<b>TOTAL</b>	<b>\$ 31,397</b>	<b>\$ 18,258</b>	<b>\$ 18,189</b>	<b>\$ 36,447</b>	<b>\$ 5,380</b>	<b>17.80 %</b>	
30	Less:							
31	766 Reg. Comm. Exp. - Rate Case Amort.	(1,176)	-	(846)	(846)	n/a	n/a	Not subject to Index Benchmarking
32								
33	<b>TOTAL</b>	<b>30,221</b>	<b>18,258</b>	<b>17,343</b>	<b>35,601</b>	<b>5,380</b>	<b>17.80 %</b>	
34	Total Customers (ERC's)	78.8			76.4	(2)	(3.05) %	
35								
36	Consumer Price Index	210.228			236.525	26.30	12.51 %	
37								
38	Benchmark Index: Increase in Customer ERC's					0.9695		
39	Increase in CPI					1.1251		
40						<u>1.0908</u>		

## Operation &amp; Maintenance Expense Comparison - Wastewater

Florida Public Service Commission

Company: Utilities, Inc. of Florida - Tierra Verde  
Docket No.: 160101 - WS  
Schedule Year Ended: December 31, 2015

Schedule: B-8  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Prior TY	Current TY	TY Adj.'s	Adjusted TY	\$	%		
No.	Account No. and Name	12/31/07	12/31/15	per B-3	Difference	Difference	Explanation	
1	701 Salaries & Wages - Employees	\$ 79,913	\$ 144,574	\$ 9,535	\$ 154,109	\$ 74,195	92.84 % Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.	
2	703 Salaries & Wages - Officers, Etc.	9,863	6,623	248	6,871	\$ (2,992)	(30.34) % Under benchmark	
3	704 Employee Pensions & Benefits	20,574	47,401	3,155	50,556	\$ 29,982	145.73 % Reflects large increases in health care costs since the last TY.	
4	710 Purchased Sewage Treatment	481,578	460,442	21,580	482,022	\$ 444	0.09 % Under benchmark	
5	711 Sludge Removal Expense	18,966	9,665	-	9,665	\$ (9,301)	(49.04) % Under benchmark	
6	715 Purchased Power	5,063	6,005	-	6,005	\$ 941	18.59 % Increase in kwh purchased	
7	716 Fuel for Power Purchased	-	-	-	-		%	
8	718 Chemicals	-	-	-	-		%	
9	720 Materials & Supplies	17,928	17,903	-	17,903	\$ (25)	(0.14) % Under benchmark	
10	731 Contractual Services - Engr.	-	-	-	-		%	
11	732 Contractual Services - Acct.	3,569	5,622	-	5,622	\$ 2,053	57.53 % Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.	
12	733 Contractual Services - Legal	864	(112)	-	(112)	\$ (976)	(112.99) % Under benchmark	
13	734 Contractual Services - Mgmt. Fees	-	-	-	-		%	
14	735 Contractual Services - Testing	-	-	-	-		%	
15	736 Contractual Services - Other	15,000	15,792	-	15,792	\$ 793	5.28 % Under benchmark	
16	741 Rental of Building/Real Prop.	-	181	-	181	\$ 181	100.00 % Nominal variance from year to year	
17	742 Rental of Equipment	-	27	-	27	\$ 27	100.00 % De minimus amount	
18	750 Transportation Expenses	3,329	8,959	269	9,228	\$ 5,899	177.21 % Incorrect posting of fuel and fleet repairs, all should have been allocated across all FL co's.	
19	756 Insurance - Vehicle	-	-	-	-		%	
20	757 Insurance - General Liability	-	17,057	-	17,057	\$ 17,057	100.00 % General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.	
21	758 Insurance - Workman's Comp.	-	-	-	-		%	
22	759 Insurance - Other	18,937	3,733	-	3,733	\$ (15,205)	(80.29) % Under benchmark	
23	760 Advertising Expense	-	-	-	-		%	
24	766 Reg. Comm. Exp. - Rate Case Amort.	46,412	-	11,169	11,169	\$ (35,243)	(75.93) % Under benchmark	
25	767 Reg. Comm. Exp. - Other	-	152	-	152	\$ 152	100.00 % De minimus amount	
26	770 Bad Debt Expense	119	107	-	107	\$ (12)	(9.91) % Under benchmark	
27	775 Miscellaneous Expenses	24,167	18,497	-	18,497	\$ (5,670)	(23.46) % Under benchmark	
28	Total	\$ 746,282	\$ 762,628	\$ 45,956	\$ 808,585	\$ 62,302	8.35 %	
29								
30	766 Reg. Comm. Exp. - Rate Case Amort.	(46,412)	-	(11,169)	(11,169)	n/a	n/a	
31								
32	TOTAL	699,871	762,628	34,787	797,416	62,302	8.90 %	
33								
34	Total Customers (ERC's) reported last filing	1,208.0						
35	Total Customers / Meter Equivalents Per A	1,554.0			1,647.0	93.00	5.98 %	
36								
37	Consumer Price Index - U	210.036			236.525	26.49	12.61 %	
38								
39	Benchmark Index:				1.0598			
40					1.1261			
41					1.1934			

\* Note: Tierra Verde and Mid-County are both provided water service by Pinellas County. In past cases, the number of wastewater customers was provided by the county and that data was used in determining the change in customers from the prior test year to the current test year. The County no longer provides that breakdown, therefore the utility has had to turn to another means of tracking change, not only from the prior test year to the current test year, but also going forward, so that comparisons can be made in a consistent basis. For these two utilities, it has been concluded that meter equivalents, as reported on Sheet S-11 of the annual reports is a viable indicator of change for this schedule.

Operation & Maintenance Expense Comparison - Water

Florida Public Service Commission

Company: Utilities, Inc. of Florida - Sanlando  
Docket No.: 160101 - WS  
Test Year Ended: 12/31/2015

Schedule: B-7  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line No.	(1) Account No. and Name	(2) Adjusted TY 12/31/13	(3) Current TY 12/31/15	(4) TY Adj.'s per B-3	(5) Adjusted TY 12/31/15	(6) \$ Difference	(7) % Difference	(8) Explanation
1	601 Salaries & Wages - Employees	\$ 623,580	\$ 601,799	\$ 64,724	\$ 666,523	\$ 42,943	6.89 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	603 Salaries & Wages - Officers, Etc.	65,720	37,365	1,401	38,766	(26,954)	(41.01) %	Under benchmark
3	604 Employee Pensions & Benefits	189,453	267,627	23,628	291,255	101,802	53.73 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	1,245	3	-	3	(1,242)	(99.76) %	Under benchmark
5	615 Purchased Power	334,828	392,349	26,653	419,002	84,174	25.14 %	Increase in kwh purchased
6	616 Fuel for Power Purchased	-	-	-	-	-	%	
7	618 Chemicals	132,756	184,902	9,521	194,423	61,667	46.45 %	Increase in volume of chlorine and other chemicals used.
8	620 Materials & Supplies	102,455	101,919	-	101,919	(536)	(0.52) %	Under benchmark
9	631 Contractual Services - Engr.	999	3,880	-	3,880	2,881	288.41 %	Nominal variance from year to year.
10	632 Contractual Services - Acct.	20,247	31,725	-	31,725	11,478	56.69 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	305	1,409	-	1,409	1,104	362.08 %	Nominal variance from year to year for legal services.
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	%	
13	635 Contractual Services - Testing	10,311	15,805	-	15,805	5,494	53.28 %	Under benchmark
14	636 Contractual Services - Other	96,438	65,888	-	65,888	(30,550)	(31.68) %	Under benchmark
15	641 Rental of Building/Real Prop.	791	1,494	-	1,494	703	88.92 %	De minimus amount
16	642 Rental of Equipment	12	7,158	(7,158)	-	(12)	(100.00) %	Mis-posted expense to Acct. 642. Should have been posted to Acct. 742.
17	650 Transportation Expenses	64,977	50,896	1,527	52,423	(12,554)	(19.32) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	%	
19	657 Insurance - General Liability	-	96,234	-	96,234	96,234	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	-	-	-	-	-	%	
21	659 Insurance - Other	106,593	21,075	-	21,075	(85,518)	(80.23) %	Under benchmark
22	660 Advertising Expense	-	111	-	111	111	100.00 %	No expense incurred in 2013TY, de minimus amount
23	666 Reg. Comm. Exp. - Rate Case Amort.	50,986	41,083	99,130	140,212	89,226	175.00 %	Not subject to Index Benchmarking
24	667 Reg. Comm. Exp. - Other	7,242	1,983	-	1,983	(5,259)	(72.62) %	Normal variance from year to year
25	670 Bad Debt Expense	11,787	5,360	-	5,360	(6,427)	(54.53) %	Under benchmark
26	675 Miscellaneous Expenses	237,665	167,709	-	167,709	(69,956)	(29.43) %	Under benchmark
27	TOTAL	\$ 2,058,390	\$ 2,097,775	\$ 219,425	\$ 2,317,201	\$ 258,811	12.57 %	
28	Less:							
29	666 Reg. Comm. Exp. - Rate Case Amort.	\$ (50,986)	\$ (41,083)	\$ (99,130)	\$ (140,212)	n/a	n/a	Not subject to Index Benchmarking
30								
31	TOTAL	\$ 2,007,404	\$ 2,056,692	\$ 120,296	\$ 2,176,988	\$ 258,811	12.89 %	
32								
33	Total Customers (ERC's)	11,827.1			13,853.9	2,027	17.14 %	
34								
35	Consumer Price Index - U	233.049			236.525	3.48	1.49 %	
36								
37	Benchmark Index:				1.1714			
38					1.0149			
39								
40					1.1889			



Operation & Maintenance Expense Comparison - Wastewater

Florida Public Service Commission

Company: Utilities, Inc. of Florida - Sanlando  
Docket No.: 160101 - WS  
Test Year Ended: 12/31/2015

Schedule: B-8  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line No.	Account No. and Name	Adjusted TY 12/31/2013	Current TY 12/31/15	TY Adj.'s per B-3	Adjusted TY 12/31/15	\$ Difference	% Difference	Explanation
1	701 Salaries & Wages - Employees	\$ 485,122	\$ 484,089		\$ 484,089	\$ (1,033)	(0.21) %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	703 Salaries & Wages - Officers, Etc.	58,893	30,057		30,057	(28,836)	(48.96) %	Under benchmark
3	704 Employee Pensions & Benefits	148,511	215,280		215,280	66,769	44.96 %	Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	-	-		-	-	%	
5	711 Sludge Removal Expense	125,162	126,174		126,174	1,012	0.81 %	De minimus amount
6	715 Purchased Power	454,927	499,188		499,188	44,261	9.73 %	Increase in kwh purchased
7	716 Fuel for Power Purchased	-	-		-	-	%	
8	718 Chemicals	168,883	148,736	(89)	148,647	(20,236)	(11.98) %	Increase in volume of chlorine and other chemicals used.
9	720 Materials & Supplies	93,632	86,087	(2,773)	83,314	(10,318)	(11.02) %	Under benchmark
10	731 Contractual Services - Engr.	12,944	3,121		3,121	(9,823)	(75.89) %	Under benchmark
11	732 Contractual Services - Acct.	15,965	25,520		25,520	9,555	59.85 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	240	1,134		1,134	894	372.37 %	Nominal variance from year to year for legal services
13	734 Contractual Services - Mgmt. Fees	-	-		-	-	%	
14	735 Contractual Services - Testing	83,211	30,812		30,812	(52,399)	(62.97) %	Increase in the number of samples analyzed and the unit cost of analysis.
15	736 Contractual Services - Other	101,761	52,394		52,394	(49,367)	(48.51) %	Under benchmark
16	741 Rental of Building/Real Prop.	2,648	1,202		1,202	(1,446)	(54.61) %	Under benchmark
17	742 Rental of Equipment	9	5,758		5,758	5,749	63,878.49 %	Pump rental in 2015 while doing maintenance on traveling bridge filters
18	750 Transportation Expenses	51,874	40,941		40,941	(10,933)	(21.08) %	Under benchmark
19	756 Insurance - Vehicle	-	-		-	-	%	
20	757 Insurance - General Liability	-	77,411		77,411	77,411	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
21	758 Insurance - Workman's Comp.	-	-		-	-	%	
22	759 Insurance - Other	84,054	16,952		16,952	(67,102)	(79.83) %	Under benchmark
23	760 Advertising Expense	(2)	89		89	91	(4,558.00) %	Under benchmark
24	766 Reg. Comm. Exp. - Rate Case Amort.*	39,951	33,047	79,740	112,787	72,836	182.31 %	Not subject to Index Benchmarking
25	767 Reg. Comm. Exp. - Other	5,721	1,595		1,595	(4,126)	(72.12) %	Nominal variance from year to year
26	770 Bad Debt Expense	902	4,311		4,311	3,409	377.99 %	Reflects nominal variance from year to year
27	775 Miscellaneous Expenses	59,868	146,887		146,887	87,019	145.35 %	Increase in repair and maintenance activities compared to 2013TY
28	TOTAL	\$ 1,994,277	\$ 2,030,785	\$ 76,878	\$ 2,107,664	\$ 113,388	5.69 %	
29	Less:							
30	766 Reg. Comm. Exp. - Rate Case Amort.*	\$ (39,951)	\$ (33,047)	\$ (79,740)	\$ (112,787)	n/a	n/a	Not subject to Index Benchmarking
31								
32	TOTAL	\$ 1,954,326	\$ 1,997,738	\$ (2,862)	\$ 1,994,876	\$ 113,388	5.80 %	
33								
34	Total Customers (ERC's)	9,332.4			11,145.7	1,813	19.43 %	
35								
36	Consumer Price Index - U	233.049			236.525	3.48	1.49 %	
37								
38	Benchmark Index:				1.1943			
39					1.0149			
40								
41					1.2121			

## Operation &amp; Maintenance Expense Comparison - Wastewater

Florida Public Service Commission

Company: Utilities, Inc. of Florida - Sandalhaven

Schedule: B-8

Docket No.: 160101 - W5

Page 1 of 1

Schedule Year Ended: December 31, 2015

Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

Line	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
		Prior TY	Current TY	TY Adj.'s	Adjusted TY	\$	%	
No.	Account No. and Name	12/31/07	12/31/15	per B-3		Difference	Difference	Explanation
1	701 Salaries & Wages - Employees	\$ 86,047	\$ 135,506	\$ 10,493	\$ 145,999	59,952	69.67 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	703 Salaries & Wages - Officers, Etc.	-	3,849	144	3,993	3,993	100.00 %	Did not incur expense in 2007TY
3	704 Employee Pensions & Benefits	22,074	27,539	1,841	29,380	7,306	33.10 %	Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	113,620	199,356	150,165	349,521	235,901	207.62 %	WWTP decommissioned, flows diverted to Englewood Water District
5	711 Sludge Removal Expense	59,575	13,455	-	13,455	(46,120)	(77.42) %	Under benchmark
6	715 Purchased Power	23,557	23,939	(6,000)	17,939	(5,618)	(23.85) %	Under benchmark
7	716 Fuel for Power Purchased	-	-	-	-	-	%	
8	718 Chemicals	35,016	3,375	(230)	3,145	(31,871)	(91.02) %	Under benchmark
9	720 Materials & Supplies	75,692	92,427	(69,473)	22,954	(52,738)	(69.67) %	Under benchmark
10	731 Contractual Services - Engr.	-	3,321	-	3,321	3,321	100.00 %	Did not incur expense in 2007TY
11	732 Contractual Services - Acct.	1,813	3,268	-	3,268	1,455	80.23 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	1,983	(65)	-	(65)	(2,048)	(103.28) %	Under benchmark
13	734 Contractual Services - Mgmt. Fees	-	-	-	-	-	%	
14	735 Contractual Services - Testing	-	-	-	-	-	%	
15	736 Contractual Services - Other	-	19,174	-	19,174	19,174	100.00 %	Did not incur expense in 2007TY
16	741 Rental of Building/Real Prop.	-	105	-	105	105	100.00 %	De minimus amount
17	742 Rental of Equipment	-	16	-	16	16	100.00 %	De minimus amount
18	750 Transportation Expenses	7,361	5,209	156	5,365	(1,996)	(27.12) %	Under benchmark
19	756 Insurance - Vehicle	-	-	-	-	-	%	
20	757 Insurance - General Liability	-	9,914	-	9,914	9,914	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
21	758 Insurance - Workman's Comp.	-	-	-	-	-	%	
22	759 Insurance - Other	10,060	2,170	-	2,170	(7,890)	(78.43) %	Under benchmark
23	760 Advertising Expense	-	-	-	-	-	%	
24	766 Reg. Comm. Exp. - Rate Case Amort.	35,255	37,384	46,016	83,400	48,145	136.56 %	N/A
25	767 Reg. Comm. Exp. - Other	-	89	-	89	89	100.00 %	De minimus amount
26	770 Bad Debt Expense	832	5,712	-	5,712	4,880	586.59 %	Normal variance from year to year, nominal amount
27	775 Miscellaneous Expenses	38,699	23,208	5,331	28,539	(10,160)	(26.25) %	Under benchmark
28								
29	<b>TOTAL</b>	<b>\$ 511,583</b>	<b>\$ 608,949</b>	<b>\$ 138,444</b>	<b>\$ 747,392</b>	<b>\$ 235,808</b>	<b>46.09 %</b>	
30								
31	Adjustment: Remove Regulatory Exp	\$ (35,255)	\$ (37,473)	\$ (46,016)	\$ (83,489)	\$ (48,234)	n/a	
32								
33	<b>ADJUSTED TOTAL</b>	<b>\$ 476,328</b>	<b>\$ 571,476</b>	<b>\$ 92,428</b>	<b>\$ 663,903</b>	<b>\$ 187,574</b>	<b>39.38 %</b>	
34								
35	Total Customers (ERC's)	1,217.0			1,229.0	12.00	0.99 %	
36								
37	Consumer Price Index - U	210.036			236.525	26.49	12.61 %	
38								
39	Benchmark Index:				1.0099			
40					1.1261			
41								
42					1.1372			

## Florida Public Service Commission

Schedule: B-7  
Page 1 of 1  
Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	
Line No.	Account No. and Name	Adjusted TY 12/31/13	Current TY 12/31/15	TY Adj.'s per B-3	Adjusted TY 12/31/15	\$ Difference	% Difference	Explanation
1	601 Salaries & Wages - Employees	\$ 41,692	\$ 49,720	\$ 3,362	\$ 53,082	\$ 11,390	27.32 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	603 Salaries & Wages - Officers, Etc.	4,688	2,390	90	2,480	(2,208)	(47.09) %	Under benchmark
3	604 Employee Pensions & Benefits	13,145	17,122	1,143	18,265	5,120	38.95 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	-	-	-	-	-	%	
5	615 Purchased Power	5,786	8,052	-	8,052	2,266	39.16 %	Increase in kwh purchased
6	616 Fuel for Power Purchased	-	-	-	-	-	%	
7	618 Chemicals	1,489	5,366	(3,414)	1,952	463	31.11 %	More chemicals used due to increase in water treated compared to 2013TY.
8	620 Materials & Supplies	6,510	4,091	-	4,091	(2,419)	(37.16) %	Under benchmark
9	631 Contractual Services - Engr.	(1)	0	-	0	1	(103.01) %	Under benchmark
10	632 Contractual Services - Acct.	1,318	2,030	-	2,030	712	53.99 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	20	465	-	465	445	2,226.02 %	De minimus amount
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	%	
13	635 Contractual Services - Testing	6,049	3,578	-	3,578	(2,471)	(40.85) %	Under benchmark
14	636 Contractual Services - Other	-	9,301	-	9,301	9,301	100.00 %	Did not incur expense in 2013TY
15	641 Rental of Building/Real Prop.	12,395	28,680	-	28,680	16,285	131.39 %	Increase in lease payments
16	642 Rental of Equipment	1	10	-	10	9	888.94 %	De minimus amount in 2013
17	650 Transportation Expenses	4,285	3,232	97	3,329	(956)	(22.30) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	%	
19	657 Insurance - General Liability	-	6,157	-	6,157	6,157	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	-	-	-	-	-	%	
21	659 Insurance - Other	6,924	1,344	-	1,344	(5,580)	(80.59) %	Under benchmark
22	660 Advertising Expense	21	-	-	-	(21)	(100.00) %	Under benchmark
23	666 Reg. Comm. Exp. - Rate Case Amort.	22,108	16,714	14,515	31,230	9,122	41.26 %	N/A
24	667 Reg. Comm. Exp. - Other	1	966	-	966	965	96,515.42 %	De minimus amount in 2013
25	670 Bad Debt Expense	700	213	-	213	(487)	(69.60) %	Under benchmark
26	675 Miscellaneous Expenses	23,345	13,816	-	13,816	(9,529)	(40.82) %	Under benchmark
27	TOTAL	\$ 150,476	\$ 173,249	\$ 15,793	\$ 189,042	\$ 38,566	25.63 %	
28	Less:							
29	666 Reg. Comm. Exp. - Rate Case Amort.	\$ (22,108)	\$ (16,714)	\$ (14,515)	\$ (31,230)	n/a	n/a	Not subject to Index Benchmarking
30								
31	TOTAL	\$ 128,368	\$ 156,535	\$ 1,278	\$ 157,813	\$ 38,566	30.04 %	
32								
33	Total Customers (ERC's)	764.1			762.7	(1.4)	(0.18) %	
34								
35	Consumer Price Index - U	233.049			236.525	3.48	1.49 %	
36								
37	Benchmark Index: Increase in Customer ERC's					0.9982		
38	Increase in CPI					1.0149		
39								
40						1.0131		

## Florida Public Service Commission

Schedule: B-8

Page 1 of 1

Preparer: Patrick Flynn

Explanation: Complete the following comparison of the applicant's current and prior test year O&M expenses before this Commission. Provide an explanation of all differences which are not attributable to the change in customer growth and the CPI-U. If the applicant has not had a previous rate case, use the year 5 years prior to the test year for comparison. Provide an additional schedule, if necessary, to explain differences.

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Line No.	Account No. and Name	Adjusted TY 12/31/2013	Current TY 12/31/15	TY Adj.'s per B-3	Adjusted TY 12/31/15	\$ Difference	% Difference	Explanation
1	701 Salaries & Wages - Employees	\$ 41,477	\$ 49,324	3,335	\$ 52,659	\$ 11,182	26.96	% Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015
2	703 Salaries & Wages - Officers, Etc.	4,611	2,371	89	2,460	(2,151)	(46.64)	% Under benchmark
3	704 Employee Pensions & Benefits	13,056	16,986	1,134	18,120	5,064	38.79	% Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	-	-	-	-	-	-	%
5	711 Sludge Removal Expense	5,735	6,000	-	6,000	265	4.63	% Increase in annual volume of sludge hauled
6	715 Purchased Power	41,188	37,444	-	37,444	(3,744)	(9.09)	% Under benchmark
7	716 Fuel for Power Purchased	-	-	-	-	-	-	%
8	718 Chemicals	21,291	8,838	2,191	11,029	(10,262)	(48.20)	% De minimus amount
9	720 Materials & Supplies	32,738	6,806	-	6,806	(25,932)	(79.21)	% Under benchmark
10	731 Contractual Services - Engr.	1	0	-	0	(1)	(97.01)	% Under benchmark
11	732 Contractual Services - Acct.	1,295	2,013	-	2,013	718	55.48	% Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	34	461	-	461	427	1,257.34	% De minimus amount
13	734 Contractual Services - Mgmt. Fees	-	-	-	-	-	-	%
14	735 Contractual Services - Testing	-	7,854	-	7,854	7,854	100.00	% Triennial testing expense in 2015
15	736 Contractual Services - Other	17,454	9,227	-	9,227	(8,227)	(47.14)	% Under benchmark
16	741 Rental of Building/Real Prop.	12,361	28,452	-	28,452	16,091	130.18	% Increase in lease payments
17	742 Rental of Equipment	1	10	-	10	9	881.06	% De minimus amount
18	750 Transportation Expenses	4,201	3,207	96	3,303	(898)	(21.39)	% Under benchmark
19	756 Insurance - Vehicle	-	-	-	-	-	-	%
20	757 Insurance - General Liability	-	6,108	-	6,108	6,108	100.00	% General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
21	758 Insurance - Workman's Comp.	-	-	-	-	-	-	%
22	759 Insurance - Other	6,808	1,333	-	1,333	(5,475)	(80.42)	% Under benchmark
23	760 Advertising Expense	21	-	-	-	(21)	(100.00)	% Under benchmark
24	766 Reg. Comm. Exp. - Rate Case Amort.*	21,741	16,581	14,399	30,981	9,240	42.50	% Not subject to Index Benchmarking
25	767 Reg. Comm. Exp. - Other	1	958	-	958	957	95,746	% De minimus amount in previous TY
26	770 Bad Debt Expense	66	211	-	211	145	219.82	% De minimus amount
27	775 Miscellaneous Expenses	4,143	22,479	5,806	28,285	24,142	582.71	% Increase in maintenance and repair activities at the WWTP.
28								
29	TOTAL	\$ 228,223	\$ 226,666	\$ 27,050	\$ 253,716	\$ 25,493	11.17	%
30	Less:							
31	766 Reg. Comm. Exp. - Rate Case Amort.*	\$ (21,741)	\$ (16,581)	\$ (14,399)	\$ (30,981)	n/a	n/a	Not subject to Index Benchmarking
32								
33	TOTAL	\$ 206,482	\$ 210,085	\$ 12,651	\$ 222,735	\$ 25,493	12.35	%
34								
35	Total Customers (ERC's)	751.1			756.7	5.6	0.75	%
36								
37	Consumer Price Index - U	233.049			236.525	3.48	1.49	%
38								
39	Benchmark Index: Increase in Customer ERC's					1.0075		
40	Increase in CPI					1.0149		
41								
42						1.0225		

## Florida Public Service Commission

Schedule: B-8  
Page 1 of 1  
Preparer: Patrick Flynn

Line	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
No.	Account No. and Name	Prior TY 12/31/2008	Current TY 12/31/15	TY Adj.'s per B-3	Adjusted TY	\$	%	
1	701 Salaries & Wages - Employees	\$ 98,925	\$ 131,524	\$ 8,260	\$ 139,784	\$ 40,859	41.30	% Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	703 Salaries & Wages - Officers, Etc.	8,611	5,420	203	5,623	(2,988)	(34.71)	% Under benchmark
3	704 Employee Pensions & Benefits	26,565	38,967	2,575	41,542	14,976	56.38	% Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	-	708	-	708	708	100.00	% Mis-posting of an expense, should be zero.
5	711 Sludge Removal Expense	91,054	21,251	-	21,251	(69,803)	(76.66)	% Under benchmark
6	715 Purchased Power	121,138	106,256	7,147	113,403	(7,735)	(6.38)	% Under benchmark
7	716 Fuel for Power Purchased	-	-	-	-	-		%
8	718 Chemicals	25,677	17,528	(854)	16,674	(9,003)	(35.06)	% Under benchmark
9	720 Materials & Supplies	23,216	9,820	-	9,820	(13,396)	(57.70)	% Under benchmark
10	731 Contractual Services - Engr.	-	0	-	0	0	100.00	% Zero dollars, De minimus amount
11	732 Contractual Services - Acct.	1,757	4,596	-	4,596	2,839	161.54	% Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	680	(92)	-	(92)	(772)	(113.58)	% Under benchmark
13	734 Contractual Services - Mgmt. Fees	-	-	-	-	-		%
14	735 Contractual Services - Testing	6,540	-	-	-	(6,540)	(100.00)	% Under benchmark
15	736 Contractual Services - Other	7,978	9,928	-	9,928	1,950	24.44	% Nominal variance from year to year plus inclusion of testing expense.
16	741 Rental of Building/Real Prop.	-	148	-	148	148	100.00	% De minimus amount
17	742 Rental of Equipment	1	22	-	22	21	2,115.00	% De minimus amount
18	750 Transportation Expenses	11,505	7,331	220	7,551	(3,954)	(34.37)	% Under benchmark
19	756 Insurance - Vehicle	-	-	-	-	-		%
20	757 Insurance - General Liability	-	13,953	-	13,953	13,953	100.00	% General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
21	758 Insurance - Workman's Comp.	-	-	-	-	-		%
22	759 Insurance - Other	14,427	3,047	-	3,047	(11,380)	(78.88)	% Under benchmark
23	760 Advertising Expense	-	-	-	-	-		%
24	766 Reg. Comm. Exp. - Rate Case Amort.	29,006	-	8,443	8,443	(20,563)	(70.89)	% Under benchmark
25	767 Reg. Comm. Exp. - Other	15	121	-	121	106	721.96	% De minimus amount
26	770 Bad Debt Expense	5,657	7,374	-	7,374	1,717	30.35	% Nominal variance from year to year
27	775 Miscellaneous Expenses	71,629	33,821	-	33,821	(37,808)	(52.78)	% There were fewer repair activities and costs in 2015TY compared to the prior TY.
28								
29	TOTAL	\$ 544,381	\$ 411,722	\$ 25,994	\$ 437,716	\$ (106,665)	(19.59)	%
30	Less:							
31	766 Reg. Comm. Exp. - Rate Case Amort.*	\$ (29,006)	\$ -	\$ (8,443)	\$ (8,443)	n/a	n/a	Not subject to Index Benchmarking
32								
33	TOTAL	\$ 515,375	\$ 411,722	\$ 17,551	\$ 429,273	\$ (106,665)	(20.70)	%
34								
35	Total Customers (ERC's)	1,745.0			1,695.5	(49.5)	(2.84)	%
36								
37	Consumer Price Index - U	210.228			236.525	26.30	12.51	%
38								
39	Benchmark Index:					0.9716		
40						1.1251		
41								
42						1.0931		

## Florida Public Service Commission

Schedule: B-7  
Page 1 of 1  
Preparer: Patrick Flynn

Line No.	(1) Account No. and Name	(2) Prior TY 6/30/2010	(3) Current TY 12/31/15	(4) TY Adj.'s per B-3	(5) Adjusted TY 12/31/15	(6) \$ Difference	(7) % Difference	(8) Explanation
1	601 Salaries & Wages - Employees	\$ 500,724	\$ 627,322	\$ 69,151	\$ 696,473	\$ 195,749	39.09 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	603 Salaries & Wages - Officers, Etc.	44,221	36,039	1,360	37,399	(6,822)	(15.43) %	Under benchmark
3	604 Employee Pensions & Benefits	127,666	258,600	24,265	282,865	155,200	121.57 %	Reflects large increases in health care costs since the last TY.
4	610 Purchased Water	-	-	-	-	-	%	
5	615 Purchased Power	395,219	325,653	14,209	339,862	(55,357)	(14.01) %	Under benchmark
6	616 Fuel for Power Purchased	-	-	-	-	-	%	
7	618 Chemicals	139,873	153,123	(33,110)	120,013	(19,860)	(14.20) %	Under benchmark
8	620 Materials & Supplies	65,807	193,930	-	193,930	128,123	194.69 %	Reflects the variance from year to year in repair activities and costs associated with them.
9	631 Contractual Services - Engr.	1,504	457	-	457	(1,047)	(69.59) %	Under benchmark
10	632 Contractual Services - Acct.	7,871	30,619	-	30,619	22,748	289.02 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
11	633 Contractual Services - Legal	5,280	(549)	-	(549)	(5,830)	(110.41) %	Under benchmark
12	634 Contractual Services - Mgmt. Fees	-	-	-	-	-	%	
13	635 Contractual Services - Testing	27,185	38,771	-	38,771	11,586	42.62 %	Triennial sampling in LUSI Four Lakes and Lake Saunders
14	636 Contractual Services - Other	143,756	70,306	-	70,306	(73,450)	(51.09) %	Under benchmark
15	641 Rental of Building/Real Prop.	-	985	-	985	985	100.00 %	Easement payment
16	642 Rental of Equipment	10	148	-	148	138	1,412.20 %	De minimus amount
17	650 Transportation Expenses	85,857	48,806	1,464	50,270	(35,587)	(41.45) %	Under benchmark
18	656 Insurance - Vehicle	-	-	-	-	-	%	
19	657 Insurance - General Liability	-	92,810	-	92,810	92,810	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 21.
20	658 Insurance - Workman's Comp.	-	-	-	-	-	%	
21	659 Insurance - Other	81,172	20,441	-	20,441	(60,732)	(74.82) %	Under benchmark
22	660 Advertising Expense	192	-	-	-	(192)	(100.00) %	Under benchmark
23	666 Reg. Comm. Exp. - Rate Case Amort.	124,314	-	62,576	62,576	(61,737)	(49.66) %	N/A
24	667 Reg. Comm. Exp. - Other	914	1,311	-	1,311	396	43.33 %	De minimus amount
25	670 Bad Debt Expense	47,085	18,932	-	18,932	(28,153)	(59.79) %	Under benchmark
26	675 Miscellaneous Expenses	281,569	186,469	-	186,469	(95,100)	(33.77) %	Under benchmark
27								
28	TOTAL	\$ 2,080,220	\$ 2,104,172	\$ 139,915	\$ 2,244,087	\$ 163,867	7.88 %	
29	Less: 666 Reg Comm Exp	(124,314)	-	(62,576)	(62,576)	61,737	n/a	
30	Adjusted Total	\$ 1,955,906	\$ 2,104,172	\$ 77,339	\$ 2,181,510	\$ 225,605	11.53	
31								
32	Total Customers (ERC's)*	9,188.8			11,739.9	2,551	27.76 %	
33								
34	Consumer Price Index - U	217.965			236.525	18.56	8.52 %	
35								
36	Benchmark Index: Increase in Customer ERC's					1.2776		
37	Increase in CPI					1.0852		
38								
39						1.3865		

## Florida Public Service Commission

Schedule: B-8  
Page 1 of 1  
Preparer: Patrick Flynn

Line No.	(1) Account No. and Name	(2) Prior TY 6/30/2010	(3) Current TY 12/31/15	(4) TY Adj.'s per B-3	(5) Adjusted TY 12/31/15	(6) \$ Difference	(7) % Difference	(8) Explanation
1	701 Salaries & Wages - Employees	165,212	\$ 193,995	\$ 21,385	\$ 215,380	\$ 50,168	30.37 %	Annual average increase of 3% adjusted for impact of vacancies, if any, plus less cap time in 2015.
2	703 Salaries & Wages - Officers, Etc.	14,591	11,145	420	11,565	(3,026)	(20.74) %	Under benchmark
3	704 Employee Pensions & Benefits	42,123	79,970	7,504	87,474	45,351	107.66 %	Reflects large increases in health care costs since the last TY.
4	710 Purchased Sewage Treatment	-	-	-	-	-	%	
5	711 Sludge Removal Expense	22,905	45,647	-	45,647	22,742	99.29 %	Increase in the volume of sludge dewatered and hauled away for disposal.
6	715 Purchased Power	228,313	175,488	7,657	183,145	(45,168)	(19.78) %	Under benchmark
7	716 Fuel for Power Purchased	-	-	-	-	-	%	
8	718 Chemicals	34,777	14,535	24,494	39,028	4,251	12.22 %	Increase in chlorine used for disinfection to meet reuse requirements.
9	720 Materials & Supplies	21,997	73,410	-	73,410	51,413	233.72 %	Reflects the variance from year to year in repair activities and costs associated with them.
10	731 Contractual Services - Engr.	497	141	-	141	(355)	(71.53) %	Under benchmark
11	732 Contractual Services - Acct.	2,597	9,469	-	9,469	6,872	264.60 %	Reflects the allocation of outside audit expense, which was greater in 2015 over previous TY.
12	733 Contractual Services - Legal	1,743	(170)	-	(170)	(1,913)	(109.75) %	Under benchmark
13	734 Contractual Services - Mgmt. Fees	-	-	-	-	-	%	
14	735 Contractual Services - Testing	8,671	19,581	-	19,581	10,910	125.83 %	Additional testing required to meet reuse quality limits and per operating permit
15	736 Contractual Services - Other	47,431	21,742	-	21,742	(25,689)	(54.16) %	Under benchmark
16	741 Rental of Building/Real Prop.	-	304	-	304	304	100.00 %	De minimus amount
17	742 Rental of Equipment	3	46	-	46	43	1,422.94 %	De minimus amount
18	750 Transportation Expenses	28,327	15,093	453	15,546	(12,781)	(45.12) %	Under benchmark
19	756 Insurance - Vehicle	-	-	-	-	-	%	
20	757 Insurance - General Liability	-	28,701	-	28,701	28,701	100.00 %	General liability insurance expense wasn't allocated in this line item in the previous TY. See line 22.
21	758 Insurance - Workman's Comp.	-	-	-	-	-	%	
22	759 Insurance - Other	26,782	6,321	-	6,321	(20,461)	(76.40) %	Under benchmark
23	760 Advertising Expense	63	-	-	-	(63)	(100.00) %	Under benchmark
24	766 Reg. Comm. Exp. - Rate Case Amort.	41,017	-	19,353	19,353	(21,664)	(52.82) %	N/A
25	767 Reg. Comm. Exp. - Other	302	405	-	405	103	34.21 %	De minimus amount
26	770 Bad Debt Expense	15,505	5,855	-	5,855	(9,650)	(62.24) %	Under benchmark
27	775 Miscellaneous Expenses	78,093	58,042	-	58,042	(20,051)	(25.68) %	Under benchmark
28								
29	TOTAL	\$ 780,949	\$ 759,720	\$ 81,265	\$ 840,985	\$ 60,035	7.69 %	
30	Less: 766 Reg Comm Exp	(41,017)	-	(19,353)	(19,353)	21,664	n/a	
31	Adjusted Total	\$ 739,932	\$ 759,720	\$ 61,912	\$ 821,632	\$ 81,699	11.04	
32								
33	Total Customers (ERC's)	3,031.8			3,630.8	599	19.76 %	
34								
35	Consumer Price Index - U	217.965			236.525	18.56	8.52 %	
36								
37	Benchmark Index: Increase in Customer ERC's					1.1976		
38	Increase in CPI					1.0852		
39								
40						1.2996		



ATTACHMENT 3 a. i.

## Revenue Schedule at Test Year Rates - Proof of Revenue

Company: Utilities, Inc. of Florida - Eagle Ridge

Docket No.: 160101-W5

Test Year Ended: 12/31/2015

Interim ☐ Final ☒Water ☐ Sewer ☒

Florida Public Service Commission

Schedule E-2

Page 1 of 1

Preparer: Jared Deason

Explanation: Provide a calculation of revenues at present and proposed rates using the billing analysis. Explain any differences between these revenues and booked revenues. If a rate

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)
			Total Billable Gallons (In 000's)	Test Year Rates Effective	Test Year Revenue	Total Bills	Total Billable Gallons (In 000's)	Test Year Rates Effective	Test Year Revenue	Total Bills	Total Billable Gallons (In 000's)	Test Year Revenue	Present Rates Effective			Revenues at
Line No.	Class/Meter Size	1.1.2015 to 8.31.2015	1.1.2015 to 8.31.2015	6.31.2013	1.1.2015 to 8.31.2015	9.1.2015 - 12.31.2015	9.1.2015 - 12.31.2015	8.31.2015	9.1.2015 - 12.31.2015	Jan - Dec 2015	Jan - Dec 2015	Jan - Dec 2015	6.24.2016	Annualized Revenues	Proposed Rates	Proposed Rates
1	Residential - Base Charge															
2	Flat Rate	7,240		\$26.62	\$192,729	3,620		\$26.83	\$97,125	10,860		\$289,853	\$27.00	\$293,220	\$28.50	\$309,552
3																
4	5/8" Residential	6,112		\$23.91	\$146,138	3,056		\$24.10	\$73,650	9,168		\$219,788	\$24.25	\$222,324	\$25.60	\$234,707
5	1" Residential	8		\$23.91	\$191	4		\$24.10	\$96	12		\$288	\$24.25	\$291	\$25.60	\$307
6	Total Residential Service Base Charge	6,120			\$146,329	3,060			\$73,746	9,180		\$220,075		\$222,615		\$235,015
7	Consumption Charge (per 1,000 Gallons)															
8	Residential Service		28,679	\$5.49	\$157,450		14,340	\$5.53	\$79,298		43,019	\$236,748	\$5.56	\$239,186	\$5.87	\$252,508
9	Total Residential Service Consumption		28,679		\$157,450		14,340		\$79,298		43,019	\$236,748		\$239,186		\$252,508
10	Total Residential Service	6,120	28,679		\$496,508	3,060	14,340		\$250,169	9,180	43,019	\$746,676		\$755,021		\$797,075
11	Average Residential Bill				\$81.13				\$81.75			\$81.34		\$82.25		\$86.83
12																
13	General Service - Base Charge															
14	5/8" General Service	76		\$24.01	\$1,825	38		\$24.20	\$920	114		\$2,744	\$24.35	\$2,776	\$25.71	\$2,931
15	1" General Service	129		\$60.01	\$7,721	64		\$60.48	\$3,891	193		\$11,612	\$60.86	\$11,746	\$64.25	\$12,400
16	1.5" General Service	280		\$120.02	\$33,606	140		\$120.96	\$16,934	420		\$50,540	\$121.72	\$51,122	\$128.50	\$53,970
17	2" General Service	224		\$192.03	\$43,015	112		\$193.53	\$21,675	336		\$64,690	\$194.74	\$65,433	\$205.59	\$69,077
18	3" General Service	11		\$384.06	\$4,353	6		\$387.06	\$2,193	17		\$6,546	\$389.49	\$6,621	\$411.18	\$6,990
19	4" General Service			\$600.09	\$0			\$604.77	\$0	0		\$0	\$608.57	\$0	\$642.47	\$0
20	6" General Service			\$1,200.02	\$0			\$1,209.56	\$0	0		\$0	\$1,217.15	\$0	\$1,284.95	\$0
21	Total General Service Base Facility Charges	720			\$90,519	360			\$45,614	1,080		\$136,133		\$137,698		\$145,368
22																
23	Consumption Charge (per 1,000 Gallons)															
24	General Service		27,352	\$6.60	\$180,523		13,675	\$6.65	\$90,939		41,027	\$271,462	\$6.69	\$274,471	\$7.06	\$289,759
25	Total General Service Consumption		27,352		\$180,523		13,675		\$90,939		41,027	\$271,462		\$274,471		\$289,759
26	Total General Service	720	27,352		\$271,042	360	13,675		\$136,552	1,080	41,027	\$407,595		\$412,169		\$435,127
27	Average General Service Bill				\$376.45				\$379.31			\$377.40		\$381.64		\$402.90
28																
29	Other Miscellaneous Revenues				\$1,158				\$579			\$1,737		\$1,737		\$1,737
30	Miscellaneous Revenues Adjustments per B-3											(2)		(2)		(2)
31	Adjusted Test Year/ Annualized / Proposed Revenues				\$768,708				\$387,300			\$1,156,006		\$1,168,925		\$1,233,937
32																
33	Total Per Books / (* Required Revenues)				\$775,446				\$387,723			\$1,163,170			Required Revenues	\$ 1,234,018
34	Adjustment to allocated miscellaneous revenues per B-3											(2)				
35	Adjustment to remove accrued revenues per B-3, B-4				6,434				(12,245)			(5,811)				
36	Total Adjusted Books				\$781,880				\$375,478			\$1,157,357				
37	Difference				\$13,173				(\$11,822)			\$1,351			Difference	\$81
38	Percentage				1.70%				-3.05%			0.12%				0.01%

ATTACHMENT 4 a. (2) i.

Utilities, Inc. of Florida

formerly Lake Placid Utilities, Inc.

Docket No. 160101

Schedule of Chemicals

Test Year Ended December 31, 2015

Date of Invoice	Sodium Hypochlorite Water		Sodium Hypochlorite Sewer		Total	Monthly Total
	Units	Unit Price	Units	Unit Price		
1/8/2015	30	1.30			39.00	39.00
2/5/2015	30	1.30			39.00	39.00
4/2/2015	65	1.30			84.50	
4/30/2015	20	1.30			26.00	110.50
6/25/2015	30	1.30			39.00	39.00
7/23/2015	20	1.30			26.00	26.00
8/20/2015	15	1.30			19.50	19.50
10/15/2015	42	1.30			54.60	54.60
11/12/2015	25	1.30			32.50	32.50
12/10/2015	30	1.30			39.00	39.00
1/8/2015			175	1.30	227.50	227.50
2/5/2015			85	1.30	110.50	110.50
3/5/2015			100	1.30	130.00	130.00
4/2/2015			100	1.30	130.00	
4/30/2015			100	1.30	130.00	260.00
5/28/2015			100	1.30	130.00	130.00
6/25/2015			75	1.30	97.50	97.50
7/23/2015			150	1.30	195.00	195.00
8/20/2015			100	1.30	130.00	130.00
11/12/2015			175	1.30	227.50	227.50
<b>TOTAL</b>					<b>1,907.10</b>	<b>1,907.10</b>
Quantity Purchased	307		1,160			
Unit of Measure	Gallons		Gallons			
Average Cost/ Unit		1.30		1.30		
Where Used (Water/ Sewer)	Water		Sewer			
Specify Dosage Rate	Disinfecting agent		Disinfecting agent			
Water, total item used	0					
Water, chemical feed rate, ppm	0		N/A			
Volume treated, million gal.	5.469					
Sewer, total item used			1,160			
Sewer, chemical feed rate, ppm	N/A		17			
Volume treated, million gal.			6.843			

Utilities, Inc. of Florida  
 formerly Cypress Lakes Utilities, Inc.  
 Docket No. 160101  
 Schedule of Chemicals  
 Test Year Ended December 31, 2015

Date of Invoice	Sodium Hypochlorite Water		Ammonia AS4000 GL		Sodium Hypochlorite Sewer		Polymer EK 27X		Calcium Hypochlorite 100# Pail		Freight	Tax	Total
	Gal	Unit Price	Gal	Unit Price	Gal	Unit Price	Pounds	Unit Price	100# Pail	Unit Price			
1/7/2015	140	1.30											182.00
1/14/2015	145	1.30											188.50
1/21/2015	145	1.30											188.50
1/21/2015			125	2.25									196.75
1/28/2015	125	1.30											162.50
1/28/2015			60	2.25									135.00
2/4/2015	135	1.30											175.50
2/11/2015	75	1.30											97.50
2/18/2015	120	1.30											156.00
2/25/2015	90	1.30											117.00
2/25/2015			50	2.25									112.50
3/4/2015	100	1.30											130.00
3/11/2015	125	1.30											162.50
3/19/2015	150	1.30											195.00
3/25/2015	95	1.30	80	2.25									303.50
4/1/2015	105	1.30											136.50
4/8/2015	125	1.30											162.50
4/15/2015	140	1.30											182.00
4/22/2015	110	1.30											143.00
4/22/2015			90	2.25									202.50
4/29/2015	190	1.30											247.00
5/6/2015	85	1.30											110.50
5/13/2015	150	1.30											195.00
5/20/2015	100	1.30											130.00
5/27/2015	100	1.30											130.00
6/3/2015	150	1.30											195.00
6/10/2015	115	1.30											149.50
6/17/2015	165	1.30											214.50
6/17/2015			50	2.25									112.50
6/24/2015	125	1.30											162.50
6/30/2015	75	1.30											97.50
7/8/2015	65	1.30											84.50
7/15/2015	55	1.30											71.50
7/21/2015	45	1.30											58.50
7/29/2015	100	1.30											130.00
8/5/2015	65	1.30											84.50
8/12/2015	65	1.30											84.50
8/12/2015			35	2.25									78.75
8/19/2015	50	1.30											65.00
8/26/2015	100	1.30											130.00
9/2/2015	65	1.30											84.50
9/9/2015	100	1.30											130.00
9/15/2015	135	1.30											175.50
9/24/2015	207	1.30	40	2.25									359.10
9/30/2015	120	1.30											156.00
9/30/2015			70	2.25									157.50
10/7/2015	150	1.30											195.00
10/14/2015	100	1.30											130.00
10/21/2015	80	1.30											104.00
10/28/2015	90	1.30											117.00
10/28/2015			95	2.25									213.75
11/4/2015	80	1.30											104.00
11/11/2015	90	1.30											117.00
11/11/2015			40	2.25									90.00
11/19/2015	60	1.30									12.00		90.00
11/24/2015	100	1.30									12.00		142.00
11/24/2015			35	2.25							12.00		90.75
12/2/2015	100	1.30											130.00
12/9/2015	90	1.30											117.00
12/16/2015	175	1.30									12.00		239.50
12/17/2015			70	2.25									157.50
12/23/2015	100	1.30											130.00
12/28/2015	190	1.30											247.00
12/29/2015			60	2.25									135.00
12/23/2014							450.00	1.72				50.31	824.31
1/7/2015							190	1.30					247.00
1/14/2015							190	1.30					247.00

1/14/2015	175	1.30			1	175.00		175.00
1/28/2015	165	1.30						214.50
2/4/2015	175	1.30						227.50
2/11/2015	185	1.30						240.50
2/18/2015	165	1.30						214.50
2/25/2015	185	1.30						240.50
3/4/2015	180	1.30						234.00
3/11/2015	100	1.30						130.00
3/18/2015	130	1.30			2	175.00		519.00
3/19/2015			450.00	1.72			50.31	824.31
3/25/2015	170	1.30						221.00
4/1/2015	175	1.30						227.50
4/8/2015	172	1.30						223.60
4/15/2015	225	1.30						292.50
4/22/2015	215	1.30						279.50
4/29/2015	200	1.30						260.00
5/5/2015			450.00	1.72			50.31	824.31
5/6/2015	200	1.30						260.00
5/13/2015	175	1.30			1	175.00		402.50
5/20/2015	210	1.30						273.00
5/27/2015	160	1.30						208.00
6/3/2015	150	1.30						195.00
6/10/2015	175	1.30						227.50
6/17/2015	180	1.30						234.00
6/24/2015	165	1.30						214.50
6/30/2015	140	1.30						182.00
7/8/2015	215	1.30						279.50
7/15/2015	200	1.30						260.00
7/21/2015	165	1.30						214.50
7/29/2015	165	1.30						214.50
8/5/2015	165	1.30						214.50
8/12/2015	135	1.30						175.50
8/19/2015	165	1.30						214.50
8/26/2015	135	1.30						175.50
9/2/2015	165	1.30						214.50
9/9/2015	135	1.30						175.50
9/9/2015					1	175.00		175.00
9/15/2015	140	1.30						182.00
9/24/2015	195	1.30						253.50
9/30/2015	125	1.30						162.50
10/7/2015	150	1.30						195.00
10/12/2015			450.00	1.72			50.31	824.31
10/14/2015	135	1.30						175.50
10/21/2015	160	1.30						208.00
10/28/2015	210	1.30						273.00
11/4/2015	180	1.30						234.00
11/11/2015	220	1.30						286.00
11/19/2015	235	1.30					12.00	317.50
11/24/2015	150	1.30					12.00	207.00
12/2/2015	110	1.30						143.00
12/9/2015	175	1.30						227.50
12/16/2015	175	1.30					12.00	239.50
12/16/2015					1	200.00		200.00
12/23/2015	50	1.30						65.00
12/29/2015	45	1.30						58.50
1/26/2016			450.00	1.72			50.31	*
<b>TOTAL</b>								<b>25,128.44 2</b>
Quantity Purchased	5,757	900	8,652		6			
Unit of Measure	Gallons		Gallons	Pounds	100# Pail			
Average Cost/ Unit	\$1.30	\$2.25	\$1.30	\$1.72	\$180.00			
Where Used (Water/ Sewer)	Water	Water	Sewer	Sewer	Sewer			
Specify Dosage Rate	Disinfecting agent	Disinfecting agent	Disinfecting agent	Dewatering Aid	Clarifier Maintenance			
Water, total item used	5,757	900						
Water, chemical feed rate, ppm	7	4.5	N/A	N/A	N/A			
Volume treated, million gal.	65.474	65.474						
Sewer, total item used			8,652					
Sewer, chemical feed rate, ppm	N/A	N/A	20	N/A	N/A			
Volume treated, million gal.			36.381					

Note: \*Delivery of polymer typically occurs once per quarter. Due to timing, there were five deliveries of polymer in 2014 but only three in 2015 followed by a delivery in January 2016.

Utilities, Inc. of Florida  
 formerly Utilities, Inc. of Eagle Ridge  
 Docket No. 160101  
 Schedule of Chemicals  
 Test Year Ended December 31, 2015

Date of Invoice	Eagle Ridge Sodium Hypochlorite		Cross Creek Sodium Hypochlorite		Para Block		Misc. Parts & Supplies		Citric Acid		Freight	Tax	Total
	Units	Unit Price	Units	Unit Price	20# Block	Unit Price	Unit	Unit Price	55# Bag	Unit Price			
1/6/2015	410	1.30											533.00
1/6/2015			120	1.30									156.00
1/13/2015	360	1.30											468.00
1/13/2015			190	1.30									247.00
1/16/2015					2	75.95					36.82	9.11	197.83
1/20/2015			200	1.30									260.00
1/27/2015	360	1.30											468.00
1/27/2015			175	1.30									227.50
2/3/2015	315	1.30											409.50
2/3/2015			120	1.30									156.00
2/5/2015					2	75.95	2	66.45			48.60	17.09	350.49
2/10/2015	485	1.30											630.50
2/10/2015			150	1.30									195.00
2/17/2015	400	1.30											520.00
2/17/2015			220	1.30									286.00
2/24/2015	415	1.30											539.50
2/24/2015			300	1.30									390.00
3/3/2015	455	1.30											591.50
3/3/2015			220	1.30									286.00
3/10/2015	440	1.30											572.00
3/10/2015			240	1.30									312.00
3/17/2015	400	1.30											520.00
3/17/2015			250	1.30									325.00
3/24/2015	250	1.30											325.00
3/24/2015			260	1.30									338.00
3/26/2015	275	1.30											357.50
3/31/2015	310	1.30											403.00
3/31/2015			250	1.30									325.00
4/7/2015	415	1.30											539.50
4/7/2015			200	1.30									260.00
4/8/2015					2	75.95	1	26.36			45.54	10.70	234.50
4/13/2015					2	75.95					34.78	9.11	195.79
4/13/2015							2	47.39			17.79	5.69	118.26
4/14/2015	400	1.30											520.00
4/14/2015			250	1.30									325.00
4/21/2015	470	1.30											611.00
4/21/2015			190	1.30									247.00
4/21/2015					1	75.95	1	86.50			45.95	9.75	218.15
4/28/2015	400	1.30											520.00
4/28/2015			150	1.30									195.00
5/5/2015	360	1.30											468.00
5/5/2015			125	1.30									162.50
5/12/2015	310	1.30											403.00
5/12/2015			200	1.30									260.00
5/19/2015	330	1.30											429.00
5/26/2015	365	1.30											474.50
5/26/2015									2	83.00			166.00
5/27/2015					1	75.95	1	145.30			25.50	13.28	260.03
5/29/2015			200	1.30									260.00
6/2/2015	375	1.30											487.50
6/3/2015					2	75.95	2	17.09			34.78	11.16	232.02
6/5/2015							6	31.30			21.32	12.86	221.98
6/8/2015					2	75.95	4	4.84			35.82	10.28	217.36
6/9/2015	390	1.30											507.00
6/9/2015			175	1.30									227.50
6/16/2015	410	1.30											533.00
6/23/2015	375	1.30											487.50
6/23/2015			200	1.30									260.00
6/30/2015	370	1.30											481.00
7/7/2015	380	1.30											494.00
7/7/2015			175	1.30									227.50
7/13/2015					1	75.95					16.62	5.58	98.15
7/14/2015	375	1.30											487.50
7/21/2015	375	1.30											487.50
7/21/2015			200	1.30									260.00
7/28/2015	290	1.30											377.00
7/28/2015					2	75.95					33.23	9.11	194.24

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Utilities, Inc. of Florida  
 Marion County  
 Docket No. 160101  
 Schedule of Chemicals  
 Test Year Ended December 31, 2015

Date of Invoice	Sodium Hypochlorite Water		Sodium Hypochlorite Sewer		Sodium Thiosulfate		Chlorine Sticks		Freight	Total	Monthly Total
	Gallons	Unit Price	Gallons	Unit Price	50# Bag	Unit Price	50# Pail	Unit Price			
1/26/2015	80	1.30								104.00	
1/26/2015			185	1.30						240.50	344.50
2/2/2015					1	70.00				70.00	
2/23/2015	65	1.30								84.50	
2/23/2015			170	1.30						221.00	375.50
3/16/2015			325	1.30						422.50	
3/23/2015	100	1.30								130.00	
3/23/2015			50	1.30						65.00	617.50
4/13/2015	55	1.30								71.50	
4/13/2015					2	70.00	1.00	160.00		300.00	
4/20/2015			200	1.30			1.00	160.00		420.00	791.50
5/18/2015	100	1.30								130.00	
5/18/2015			245	1.30						318.50	448.50
6/15/2015	130	1.30								169.00	
6/15/2015			240	1.30						312.00	481.00
7/13/2015	100	1.30								130.00	
7/13/2015			210	1.30						273.00	403.00
8/10/2015	90	1.30								117.00	
8/10/2015			145	1.30						188.50	305.50
9/8/2015	65	1.30								84.50	
9/8/2015			210	1.30						273.00	357.50
10/5/2015	90	1.30								117.00	
10/5/2015			180	1.30						234.00	
10/5/2015					2	70.00				140.00	
10/5/2015							1.00	150.00		150.00	
10/5/2015							1.00	150.00		150.00	791.00
11/2/2015	120	1.30								156.00	
11/2/2015			195	1.30						253.50	
11/30/2015	150	1.30							12.00	207.00	
11/30/2015			300	1.30					12.00	402.00	1,018.50
12/28/2015	140	1.30								182.00	
12/28/2016			318	1.30						413.40	595.40
<b>TOTAL</b>	<b>1,285</b>		<b>2,973</b>		<b>5</b>		<b>4</b>			<b>6,529.40</b>	<b>6,529.40</b>

Quantity Purchased	1,285		2,973		250		200
Unit of Measure	Gallons		Gallons		Pounds		Pounds
Average Cost/ Unit		1.30		1.30		70.00	155.00
Where Used (Water/ Sewer)	Water		Sewer		Sewer		Sewer
Application	Disinfecting agent		Disinfecting agent		Filter Maintenance		Clarifier Maintenance
Water, total item used	1,285						
Water, chemical feed rate, ppm	2		N/A		N/A		N/A
Volume treated, million gal.	55.701						
Sewer, total item used			2,973				
Sewer, chemical feed rate, ppm	N/A		50		N/A		N/A
Volume treated, million gal.			6.000				

## MARION

252	252129	5480	104.00	1/30/2015	Florida	THE DUMONT COMPANY INC	660483	200159
252	252130	5480	240.50	1/30/2015	Florida	THE DUMONT COMPANY INC	660482	200159
252	252129	5490	70.00	2/6/2015	Florida	THE DUMONT COMPANY INC	661643	200706
252	252129	5480	84.50	2/25/2015	Florida	THE DUMONT COMPANY INC	666298	201938
252	252130	5480	221.00	2/25/2015	Florida	THE DUMONT COMPANY INC	666297	201938
252	252129	5480	130.00	3/30/2015	Florida	DUMONT/A HAWKINS INC COPANY	672974	204208
252	252130	5480	65.00	3/30/2015	Florida	DUMONT/A HAWKINS INC COPANY	672973	204208
252	252130	5480	422.50	4/7/2015	Florida	DUMONT/A HAWKINS INC Hypochlorite	192022	204987
252	252130	5480	71.50	4/22/2015	Florida	DUMONT/A HAWKINS INC Chlorine Hypochlorite	193129	206115
252	252130	5480	160.00	4/22/2015	Florida	DUMONT/A HAWKINS INC Pool Sticks	193129	206115
252	252130	5480	140.00	4/22/2015	Florida	DUMONT/A HAWKINS INC Sodium Thiosulfate	193129	206115
252	252130	5480	260.00	4/28/2015	Florida	DUMONT/A HAWKINS INC Sodium Hypochlorite	193755	206570
252	252130	5480	160.00	4/28/2015	Florida	DUMONT/A HAWKINS INC Pool Sticks	193755	206570
252	252130	5480	130.00	5/28/2015	Florida	DUMONT/A HAWKINS INC COPANY	686626	208852
252	252130	5480	318.50	5/29/2015	Florida	DUMONT/A HAWKINS INC Sodium Hypochlorite	196204	208956
252	252130	5480	169.00	6/23/2015	Florida	DUMONT/A HAWKINS INC COPANY	692940	210942

252	252130	5480	373.00	5/21/2015	Florida	DUMONT/A HAWKINS INC Sodium Hypochlorite	188459	211195
252	252130	5480	130.00	7/21/2015	Florida	DUMONT/A HAWKINS INC COPANY	699357	213159
252	252130	5480	188.50	8/21/2015	Florida	DUMONT/A HAWKINS INC COPANY	707607	216109
252	252130	5480	117.00	8/21/2015	Florida	DUMONT/A HAWKINS INC COPANY	707608	216109
252	252130	5480	273.00	9/14/2015	Florida	DUMONT/A HAWKINS INC Invoice #351122	205377	217948
252	252130	5480	84.50	9/17/2015	Florida	DUMONT/A HAWKINS INC COPANY	713939	218261
252	252130	5480	234.00	10/13/2015	Florida	DUMONT/A HAWKINS INC COPANY	719941	220236
252	252130	5490	150.00	10/13/2015	Florida	DUMONT/A HAWKINS INC COPANY	719942	220236
252	252130	5490	140.00	10/13/2015	Florida	DUMONT/A HAWKINS INC COPANY	719943	220236
252	252130	5480	117.00	10/13/2015	Florida	DUMONT/A HAWKINS INC COPANY	719944	220236
252	252130	5490	150.00	10/13/2015	Florida	DUMONT/A HAWKINS INC COPANY	719945	220236
252	252130	5480	253.50	11/9/2015	Florida	DUMONT/A HAWKINS INC Soldium Hypochlorite	209829	222402
252	252130	5480	156.00	11/12/2015	Florida	DUMONT/A HAWKINS INC COPANY	727425	222740
252	252129	5480	300.00	12/31/2015	Florida	CHEMICAL INV ADJ 2014	CHEMICAL INV ADJ 14	302867
252	252129	5480	200.00	12/31/2015	Florida	FL OV ACCRUALS	ACCR PO 204282	307046
252	252129	5490	140.00	12/31/2015	Florida	FL OV ACCRUALS	ACCR PO 204282	307046
252	252129	5480	402.00	12/31/2015	Florida	DUMONT/A HAWKINS INC	SODIUM HYPOCHLORIT	213577
252	252130	5480	266.00	12/31/2015	Florida	CHEMICAL INV ADJ 2014	CHEMICAL INV ADJ 14	302867
252	252130	5480	(443.00)	12/31/2015	Florida	CHEMICAL INV ADJ 2015	CHEMICAL INV ADJ 15	307003
252	252130	5480	182.00	12/31/2015	Florida	HAWKINS, INC		739553
			<u>6,372.00</u>					226404

Utilities, Inc. of Florida  
Pinellas County  
Docket No. 160101  
Schedule of Chemicals  
Test Year Ended December 31, 2015

Date of Invoice	Sodium Hypochlorite Water		Ammonia AS4000 GL		Freight	Total	Monthly Total
	Units	Unit Price	Units	Unit Price			
1/8/2015	60	1.30				78.00	
1/30/2015			50	2.25		112.50	190.50
2/5/2015	45	1.30				58.50	58.50
3/5/2015	90	1.30				117.00	117.00
4/2/2015	55	1.30				71.50	
4/10/2015			55	2.25		123.75	
4/30/2015	55	1.30				71.50	266.75
5/28/2015	25	1.30	20	2.25		77.50	77.50
7/1/2015	60	1.30				78.00	
7/30/2015	75	1.30				97.50	175.50
8/27/2015	60	1.30				78.00	78.00
9/15/2015			30	2.25		67.50	
9/24/2015	30	1.30				39.00	106.50
10/22/2015	75	1.30				97.50	97.50
11/20/2015	60	1.30			12.00	90.00	90.00
12/16/2015	40	1.30				52.00	52.00
<b>TOTAL</b>						<b>1,309.75</b>	<b>1,309.75</b>

Quantity Purchased	730	155
Unit of Measure	Gallons	Gallons
Average Cost/ Unit	1.30	2.25
Where Used (Water/ Sewer)	Water	Water
Specify Dosage Rate	Disinfecting agent	Disinfecting agent
Water, total item used	730	155
Water, chemical feed rate, ppm	4.6	3.2
Volume treated, million gal.	15.824	15.824

ATTACHMENT 4 b. (3) i.

**Lead and Copper Tap Sample Analysis and Result Ranking**  
**Reporting Format 62-550.730(5)(a)**

System Name: PO 165044/BU#251102

Date Submitted to Lab: 07/23/14

PWS-ID: 3354881

Analysis Date: 07/24/14

Laboratory Name: Flowers Chemical Laboratories, Inc.

Lab Analysis Method: EPA200.8

Lab-ID: E83018

Lead or Copper (list one): Lead

Contact Person: Dr. Jefferson S. Flowers

Method Detection Limit: .001

A	Rank (ascending)	Location Code Number	Lab Sample ID	Date Site Sampled	Lead (mg/L)
	1	16036 Magnolia Hill	241715DW2	06/17/14	0.00100 U
	2	15800 Green Cove Bv.	241715DW8	06/13/14	0.00100 U
	3	15801 Greater Groves Bv.	241715DW26	06/17/14	0.00100 U
	4	15941 Greater Groves Bv.	241715DW24	06/17/14	0.00100 U
	5	15850 Bay Vista Dr.	241715DW13	06/14/14	0.00100 U
	6	15745 Green Cove Bv.	241715DW7	06/19/14	0.00100 U
	7	2218 Dancy Tr.	241715DW27	07/18/14	0.00100 U
	8	15306 Margaux Dr.	241715DW23	06/16/14	0.00100 U
	9	2838 Mayflower Lp.	241715DW14	06/16/14	0.00100 U
	10	15239 Green Cove Bv.	241715DW6	06/18/14	0.00100 U
	11	2323 Pink Grapefruit Tr.	241715DW28	07/18/14	0.00100 U
	12	15330 Margaux Dr.	241715DW22	06/16/14	0.00100 U
	13	15138 Margaux Dr.	241715DW18	06/18/14	0.00100 U
	14	15441 Greater Groves Bv.	241715DW11	06/14/14	0.00100 U
	15	15711 Green Cove Bv.	241715DW5	06/18/14	0.00100 U
	16	15842 Green Cove Bv.	241715DW10	06/16/14	0.00100 U
	17	2137 White Eagle St.	241715DW29	07/4/14	0.00100 U
	18	15426 Margaux Dr.	241715DW21	06/16/14	0.00100 U
	19	15204 Margaux Dr.	241715DW16	06/16/14	0.00100 U
	20	16128 Dogwood Hill	241715DW4	06/15/14	0.00100 U
	21	1612 Westminster Tr.	241715DW30	07/14/14	0.00100 U
	22	14954 Margaux Dr.	241715DW20	06/14/14	0.00100 U
	23	15142 Margaux Dr.	241715DW17	06/20/14	0.00100 U
	24	16017 Magnolia Hill	241715DW3	06/16/14	0.00100 U
	25	15926 Greater Groves Bv.	241715DW25	06/14/14	0.00100 U
	26	2843 Long Leaf Pine St.	241715DW1	06/26/14	0.00100 U
	27	15019 Margaux Dr.	241715DW19	06/16/14	0.00100 U
	28	15219 Margaux Dr.	241715DW15	06/19/14	0.00105
	29	15953 Bay Vista Dr.	241715DW12	06/17/14	0.00113
	30	15836 Green Cove Bv.	241715DW9	06/16/14	0.00204

**Lead and Copper Tap Sample Analysis and Result Ranking**  
**Reporting Format 62-550.730(5)(a)**

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/-100ml). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41, F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

Signature of Authorized Laboratory Representative:

A handwritten signature in black ink, appearing to read 'J. S. Flowers', written over a horizontal line.

Name (Please Print): Jefferson S. Flowers

Title and Date: Technical Director 07/25/14

**Lead and Copper Tap Sample Analysis and Result Ranking**  
**Reporting Format 62-550.730(5)(a)**

System Name: PO 165044/BU#251102

Date Submitted to Lab: 07/23/14

PWS-ID: 3354881

Analysis Date: 07/24/14

Laboratory Name: Flowers Chemical Laboratories, Inc.

Lab Analysis Method: EPA200.8

Lab-ID: E83018

Lead or Copper (list one): Copper

Contact Person: Dr. Jefferson S. Flowers

Method Detection Limit: .001

Phone: (407) 339-5984

90th Percentile Value: 0.268

A	Rank (ascending)	Location Code Number	Lab Sample ID	Date Site Sampled	Copper (mg/L)
	1	15330 Margaux Dr.	241715DW22	06/16/14	0.0116
	2	15019 Margaux Dr.	241715DW19	06/16/14	0.0124
	3	16036 Magnolia Hill	241715DW2	06/17/14	0.0125
	4	15842 Green Cove Bv.	241715DW10	06/16/14	0.0206
	5	2843 Long Leaf Pine St.	241715DW1	06/26/14	0.0216
	6	15138 Margaux Dr.	241715DW18	06/18/14	0.0236
	7	15850 Bay Vista Dr.	241715DW13	06/14/14	0.0303
	8	15953 Bay Vista Dr.	241715DW12	06/17/14	0.0313
	9	15711 Green Cove Bv.	241715DW5	06/18/14	0.0319
	10	15426 Margaux Dr.	241715DW21	06/16/14	0.0327
	11	16128 Dogwood Hill	241715DW4	06/15/14	0.0328
	12	15239 Green Cove Bv.	241715DW6	06/18/14	0.0337
	13	2838 Mayflower Lp.	241715DW14	06/16/14	0.0354
	14	15800 Green Cove Bv.	241715DW8	06/13/14	0.0354
	15	15836 Green Cove Bv.	241715DW9	06/16/14	0.0378
	16	15306 Margaux Dr.	241715DW23	06/16/14	0.0462
	17	15219 Margaux Dr.	241715DW15	06/19/14	0.0486
	18	14954 Margaux Dr.	241715DW20	06/14/14	0.0518
	19	1612 Westminster Tr.	241715DW30	07/14/14	0.0524
	20	16017 Magnolia Hill	241715DW3	06/16/14	0.0539
	21	2137 White Eagle St.	241715DW29	07/4/14	0.0580
	22	15142 Margaux Dr.	241715DW17	06/20/14	0.0607
	23	15941 Greater Groves Bv.	241715DW24	06/17/14	0.0628
	24	15204 Margaux Dr.	241715DW16	06/16/14	0.0752
	25	15441 Greater Groves Bv.	241715DW11	06/14/14	0.0878
	26	15745 Green Cove Bv.	241715DW7	06/19/14	0.136
	27	15926 Greater Groves Bv.	241715DW25	06/14/14	0.268
	28	2218 Dancy Tr.	241715DW27	07/18/14	0.285
	29	2323 Pink Grapefruit Tr.	241715DW28	07/18/14	0.418
	30	15801 Greater Groves Bv.	241715DW26	06/17/14	0.595

**Lead and Copper Tap Sample Analysis and Result Ranking**  
**Reporting Format 62-550.730(5)(a)**

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/-100ml). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41, F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

Signature of Authorized Laboratory Representative:

A handwritten signature in black ink, appearing to read 'Jefferson S. Flowers', written over a set of horizontal lines.

Name (Please Print): Jefferson S. Flowers

Title and Date: Technical Director 07/25/14





**Florida  
Department of Environmental Protection**

**Certification of Training for Homeowners Collecting Tap Samples**

Water System Name: Lake Utilities Services, Inc.

Contact person: Domenic Gentilucci

System type (circle one) CWS or NTNC

Contact phone number: 407.948.9839

Identification Number (PWS-ID): 3354881

Mailing address: 200 Weathersfield Ave.

Population served: 11,106

Altamonte Springs, FL 32714

**PART I SAMPLING INSTRUCTIONS**

Samples are being collected to determine the contribution of faucet fixtures and household pipes and/or solder to the lead and copper levels in tap water. This sampling effort is required by the Florida Department of Environmental Protection, and is being accomplished through the cooperation of homeowners and residents.

A sample is to be collected after an extended period of stagnant water conditions (i.e., no water use during this period) within the interior piping. Due to this requirement, either early mornings or evenings upon returning from work are the best times for collecting samples. The collection procedure is described in more detail below.

1. Prior arrangements will be made with the customer to coordinate the sample collection event. Dates will be set for sample kit delivery and pick-up by water department staff.
2. A minimum of 6-8 hour period which there is no water use must be achieved prior to sampling. The water department recommends that either early mornings or evenings upon returning home are the best sampling times to ensure that the necessary stagnant water conditions exist.
3. A kitchen or bathroom cold-water faucet is to be used for sampling. Place the sample bottle (open) below the faucet and gently open the cold water tap. Fill the sample bottle to FULL and turn off the water.
4. Tightly cap the sample bottle and place in the sample kit provided. Please review the sample kit label at this time to ensure that all information contained on the label is correct.
5. IF ANY PLUMBING REPAIR OR REPLACEMENT HAS BEEN DONE IN THE HOME SINCE YOUR PREVIOUS SAMPLING EVENT, NOTE THIS INFORMATION ON THE LABEL AS PROVIDED.
6. Place the sample kit outside of the residence in the location of the kit's delivery in order that water system staff may pick up the sample kit.
7. Results from this monitoring effort will be provided to participating customers when reports are generated for the State unless excessive lead and/or copper levels are found. In those cases, immediate notification will be provided (usually 10 working days from the time of sample collection).

**CALL: Domenic Gentilucci at 407.948.9839** if you have any questions regarding these instructions. If you fully understand the sample collection procedure, sign the certification on Page 2 of this form.

## Certification of Training for Homeowners Collection Tap Samples

### PART II CERTIFICATION OF TRAINING AND SAMPLING (TO BE COMPLETED BY RESIDENT)

Water was last used:      Time \_\_\_\_\_ Date \_\_\_\_\_

Sample was collected:      Time \_\_\_\_\_ Date \_\_\_\_\_

Sample tap location: \_\_\_\_\_

Homeowner's Signature: \_\_\_\_\_

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - please type or print legibly)

System Name: Crystal Lake PWS I.D. # 3590258

System Type (check one): ☒ Community ☐ Nontransient Noncommunity ☐ Transient Noncommunity

Address: 200 Weathersfield Ave

City: Altamonte Springs ZIP Code: 32714

Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgasmelk@uwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 274514DW1 Sample Date: 8/12/15 Sample Time: 9:05 (AM) PM (Circle One)

Sample Location (be specific): 155 Fairway Dr. Location Code: 155 Fairway Dr.

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): 1.2 mg/L Field pH: \_\_\_\_\_

Sample Type (Check Only One)

- ☒ Distribution  
☐ Entry Point (to Distribution)  
☐ Plant Tap (not for compliance with 62-550)  
☐ Raw (at well or intake)  
☐ Max Residence Time  
☐ Avg Residence Time  
☐ Near First Customer

Reason(s) for Sample (Check all that apply)

- ☒ Routine Compliance (with 62-550) ☐ Replacement (of Invalidated Sample)  
☐ Confirmation of MCL Exceedance\* ☐ Special (not for compliance with 62-550)  
☐ Composite of Multiple Sites \*\* ☐ Clearance (permitting)  
☐ Other: \_\_\_\_\_  
☐ Sampling Procedure Used or Other Comments: \_\_\_\_\_

\* See 62-550.500(6) for requirements and restrictions  
And 62-550.512(3) for nitrate or nitrite exceedances.

\*\* See 62-550.550(4) for requirements and  
attach a results page for each site.

I, Don Hasty (Print Name), LEAD OPERATOR (Print Title), do HEREBY CERTIFY

that the above public water system and collection information is complete and correct.

Signature: Don Hasty Date: 9-1-15  
Certified Operator #: A16625 Phone #: 407 948 4210 Sampler's Fax: 407 682-5713  
Sampler's E-Mail: DHASTY@UFWATER.COM

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

LABORATORY CERTIFICATION INFORMATION (to be completed by lab - please type or print legibly)

Lab Name: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2016

ATTACH CURRENT DOH ANALYTE SHEET\*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? ☐ Yes ☒ No

If yes, please provide DOH certification number(s): \_\_\_\_\_

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB\*

ANALYSIS INFORMATION (to be completed by lab)

Date Sample(s) Received: 08/14/15

PWS ID (From Page 1): 3590258

Sample Number (From Page 1): 274514DW1

Lab Assigned Report # or Job ID: 274514

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

- ☐ All Except Asbestos  
☐ Partial  
☐ Nitrate  
☐ Nitrite  
☐ Asbestos

Synthetic Organics

- ☐ All 30  
☐ All Except Dioxin  
☐ Partial  
☐ Dioxin Only

Volatile Organics

- ☐ All 21  
☐ Partial

Disinfection Byproducts

- ☒ Trihalomethanes  
☒ Haloacetic Acids  
☐ Chlorite  
☐ Bromate

Radionuclides

- ☐ Single Sample  
☐ Qtrly Composite\*\*

Secondaries

- ☐ All 14  
☐ Partial

LAB CERTIFICATION

I, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature: 

Date: 08/25/15

\* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

\*\* Please provide radiological sample dates & locations for each quarter.

CONFIRMATION AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE MCL EXCEEDANCES

NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)

Compliance Determination (to be completed by DEP or DOH - attach notes as necessary)

Sample Collection & Analysis Satisfactory ☐ Yes ☐ No

Replacement Sample or Report Requested (circle or highlight group(s) above)

Person Notified: \_\_\_\_\_ Date Notified: \_\_\_\_\_ DEP/DOH Reviewing Official: \_\_\_\_\_

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

DISINFECTION BYPRODUCTS  
62-550.310(3)

Report Number / Job ID: 274514DW1  
Disinfectant Residual (mg/L): 1.2000000  
PWS ID (From Page 1): PWS359025 Crystal Lake

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Regulatory MRL**	Analysis Date	Analysis Time	DOH Lab Cert #
2450	Monochloroacetic Acid	N/A	ug/L	2.00	U	EPA552.3	2.00	2.0	08/21/15		E83018
2451	Dichloroacetic Acid	N/A	ug/L	13.0		EPA552.3	1.00	1.0	08/21/15		E83018
2452	Trichloroacetic Acid	N/A	ug/L	2.89		EPA552.3	0.500	1.0	08/21/15		E83018
2453	Monobromoacetic Acid	N/A	ug/L	1.00	U	EPA552.3	1.00	1.0	08/21/15		E83018
2454	Dibromoacetic Acid	N/A	ug/L	6.71		EPA552.3	0.500	1.0	08/21/15		E83018
2456	Total Haloacetic Acids (HAA5)	60	ug/L	22.6		EPA552.3	0.500	---	08/21/15		E83018

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Regulatory MRL**	Analysis Date	Analysis Time	DOH Lab Cert #
2941	Chloroform	N/A	ug/L	10.5		EPA524.2	0.500	1.0	08/20/15		E83018
2942	Bromoform	N/A	ug/L	6.63		EPA524.2	0.500	1.0	08/20/15		E83018
2943	Bromodichloromethane	N/A	ug/L	19.2		EPA524.2	0.500	1.0	08/20/15		E83018
2944	Dibromochloromethane	N/A	ug/L	21.8		EPA524.2	0.500	1.0	08/20/15		E83018
2950	Total Trihalomethanes (TTHM)	80	ug/L	58.1		EPA524.2	0.500	---	08/20/15		E83018

\*\* Laboratories are required to adhere to the minimum reporting level (MRL) requirements of 40 CFR 141.131(b)(2)(iv)

\*\*\* Applicable to monitoring as prescribed in 40 CFR 141.132(b)(2)(i)(B) and (b)(2)(ii)

\*\*\*\* Laboratories that use EPA methods 317.0 Revision 2.0, 326.0 or 321.8 must meet a 1.0 ug/L MRL for bromate.

NOTE: Do not round values. Report results to the accuracy, precision, and sensitivity of the analytical method used.

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

PUBLIC WATER SYSTEM INFORMATION (to be completed by sampler - please type or print legibly)

System Name: Crystal Lake PWS I.D. # 3590258

System Type (check one): ☒ Community ☐ Nontransient Noncommunity ☐ Transient Noncommunity  
Address: 200 Weatherfield Ave  
City: Altamonte Springs ZIP Code: 32714  
Phone #: 407-682-5651 Fax #: 407-682-5713 E-Mail Address: sgasndle@vfwater.com

SAMPLE INFORMATION (to be completed by sampler)

Sample Number: 274514DW2 Sample Date: 8/12/15 Sample Time: 9:20 AM PM (Circle One)  
Sample Location (be specific): 421 Lake Dr Location Code: 421 Lake Dr.

Disinfectant Residual (required when reporting trihalomethanes and haloacetic acids): 1.2 mg/L Field pH: \_\_\_\_\_

Sample Type (Check Only One)

- ☒ Distribution  
☐ Entry Point (to Distribution)  
☐ Plant Tap (not for compliance with 62-550)  
☐ Raw (at well or intake)  
☐ Max Residence Time  
☐ Avg Residence Time  
☐ Near First Customer

Reason(s) for Sample (Check all that apply)

- ☒ Routine Compliance (with 62-550) ☐ Replacement (of Invalidated Sample)  
☐ Confirmation of MCL Exceedance\* ☐ Special (not for compliance with 62-550)  
☐ Composite of Multiple Sites \*\* ☐ Clearance (permitting)  
☐ Other: \_\_\_\_\_  
☐ Sampling Procedure Used or Other Comments: \_\_\_\_\_

\* See 62-550.500(6) for requirements and restrictions  
And 62-550.512(3) for nitrate or nitrite exceedances.

\*\* See 62-550.550(4) for requirements and  
attach a results page for each site.

SAMPLER CERTIFICATION

I, Dan Hasty, Lab Operator, do HEREBY CERTIFY  
(Print Name) (Print Title)

that the above public water system and collection information is complete and correct.

Signature: DH Date: 9-1-15  
Certified Operator #: 146625 Phone #: 407 948-4210 Sampler's Fax: 407 682-5713  
Sampler's E-Mail: DHASTY@VFWATER.COM

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

**LABORATORY CERTIFICATION INFORMATION** (to be completed by lab - please type or print legibly)

Lab Name: Flowers Chemical Laboratories, Inc.

Florida DOH Certification #: E83018

Certification Expiration Date: 6/30/2016

ATTACH CURRENT DOH ANALYTE SHEET\*

Address: P. O. Box 150597, Altamonte Springs, FL 32715-0597

Phone #: 407-339-5984

Were any analyses subcontracted? ☐ Yes ☒ No

If yes, please provide DOH certification number(s): \_\_\_\_\_

ATTACH DOH ANALYTE SHEET FOR EACH SUBCONTRACTED LAB\*

**ANALYSIS INFORMATION** (to be completed by lab)

Date Sample(s) Received: 08/14/15

PWS ID (From Page 1): 35912258

Sample Number (From Page 1): 274514DW2

Lab Assigned Report # or Job ID: 274514

Group(s) analyzed and results attached for compliance with Chapter 62-550, F.A.C. (check all that apply)

Inorganics

☐ All Except Asbestos

☐ Partial

☐ Nitrate

☐ Nitrite

☐ Asbestos

Synthetic Organics

☐ All 30

☐ All Except Dioxin

☐ Partial

☐ Dioxin Only

Volatile Organics

☐ All 21

☐ Partial

Disinfection Byproducts

☒ Trihalomethanes

☒ Haloacetic Acids

☐ Chlorite

☐ Bromate

Radionuclides

☐ Single Sample

☐ Qtrly Composite\*\*

Secondaries

☐ All 14

☐ Partial

**LAB CERTIFICATION**

I, Jefferson S. Flowers, Technical Director, do HEREBY CERTIFY that all attached analytical data are correct and unless noted meet all requirements of the National Environmental Laboratory Accreditation Conference (NELAC).

Signature:



Date: 08/25/15

\* Failure to provide a valid and current Florida DOH certification number and a current Analyte Sheet for the attached analysis results will result in rejection of the report and possible enforcement against the public water system for failure to sample, and may result in notification of the DOH Bureau of Laboratory Services.

\*\* Please provide radiological sample dates & locations for each quarter.

**CONFIRMATION AND NOTIFICATION IS REQUIRED WITHIN 24 HRS FOR NITRATE MCL EXCEEDANCES**

**NON-DETECTS ARE TO BE REPORTED AS THE MDL WITH A "U" QUALIFIER. (Non-detects reported as "BDL" or with a "<" are not acceptable.)**

**Compliance Determination** (to be completed by DEP or DOH - attach notes as necessary)

Sample Collection & Analysis Satisfactory ☐ Yes ☐ No

Replacement Sample or Report Requested (circle or highlight group(s) above)

Person Notified: \_\_\_\_\_

Date Notified: \_\_\_\_\_

DEP/DOH Reviewing Official: \_\_\_\_\_

Florida Department of Environmental Protection  
Safe Drinking Water Program Laboratory Reporting Format

DISINFECTION BYPRODUCTS  
62-550.310(3)

Report Number / Job ID: 274514DW2  
Disinfectant Residual (mg/L): 1.2000000  
PWS ID (From Page 1): PWS359025 Crystal Lake

Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Regulatory MRL**	Analysis Date	Analysis Time	DOH Lab Cert #
2450	Monochloroacetic Acid	N/A	ug/L	2.00	U	EPA552.3	2.00	2.0	08/21/15		E83018
2451	Dichloroacetic Acid	N/A	ug/L	10.9		EPA552.3	1.00	1.0	08/21/15		E83018
2452	Trichloroacetic Acid	N/A	ug/L	2.48		EPA552.3	0.500	1.0	08/21/15		E83018
2453	Monobromoacetic Acid	N/A	ug/L	1.00	U	EPA552.3	1.00	1.0	08/21/15		E83018
2454	Dibromoacetic Acid	N/A	ug/L	6.06		EPA552.3	0.500	1.0	08/21/15		E83018
2456	Total Haloacetic Acids (HAA5)	60	ug/L	19.4		EPA552.3	0.500	---	08/21/15		E83018
Contam ID	Contam Name	MCL	Units	Analysis Result	Qualifier*	Analytical Method	Lab MDL	Regulatory MRL**	Analysis Date	Analysis Time	DOH Lab Cert #
2941	Chloroform	N/A	ug/L	8.40		EPA524.2	0.500	1.0	08/20/15		E83018
2942	Bromoform	N/A	ug/L	4.35		EPA524.2	0.500	1.0	08/20/15		E83018
2943	Bromodichloromethane	N/A	ug/L	13.1		EPA524.2	0.500	1.0	08/20/15		E83018
2944	Dibromochloromethane	N/A	ug/L	14.8		EPA524.2	0.500	1.0	08/20/15		E83018
2950	Total Trihalomethanes (TTHM)	80	ug/L	40.6		EPA524.2	0.500	---	08/20/15		E83018

\*\* Laboratories are required to adhere to the minimum reporting level (MRL) requirements of 40 CFR 141.131(b)(2)(iv)

\*\*\* Applicable to monitoring as prescribed in 40 CFR 141.132(b)(2)(i)(B) and (b)(2)(ii)

\*\*\*\* Laboratories that use EPA methods 317.0 Revision 2.0, 326.0 or 321.8 must meet a 1.0 ug/L MRL for bromate.

NOTE: Do not round values. Report results to the accuracy, precision, and sensitivity of the analytical method used.



☐ **Flowers Chemical  
Labs-Keys**  
3980 Overseas Highway  
Ste. 103  
Marathon, FL 33050  
Bus: 305-743-8598  
Fax: 305-743-8598

Client UTILITIES INC OF FL	Public Water System Name CRYSTAL LAKE	
Address 200 WEATHERSFIELD AVE	PWS ID# 3590258	P.O. #
ALTAMONTE SPRINGS, FL 32714	FCL Lab Coordinator ROBERT	Kit #
Phone 407 869-1919	Public Water System Type: <input checked="" type="checkbox"/> Community <input type="checkbox"/> Non-Community <input type="checkbox"/> Non-transient / Non-Community	COMMENTS
Sampled By (PRINT): DON HASTY	<input type="checkbox"/> Limited Use Commercial / Public	

[illegible]

Relinquished By / Affiliation	Date	Time	Accepted By / Affiliation	Date	Time	Relinquished By / Affiliation	Date	Time	Accepted By / Affiliation	Date	Time
						<i>Am</i>	8/14/15	0930	<i>P. L. L. L.</i>	8/14/15	0930

**Lead and Copper Tap Sample Analysis and Result Ranking**  
**Reporting Format 62-550.730(5)(a)**

System Name: BU#252117

PWS-ID: 3590258 Crystal Lake

Laboratory Name: Flowers Chemical Laboratories, Inc.

Lab-ID: E83018

Contact Person: Dr. Jefferson S. Flowers

Date Submitted to Lab: 09/30/15

Analysis Date: 10/1/15

Lab Analysis Method: EPA200.8

Lead or Copper (list one): Lead

Method Detection Limit: .001

A	Rank (ascending)	Location Code Number	Lab Sample ID	Date Site Sampled	Lead (mg/L)
	1	CL4 200 Homewood	278483DW4	08/24/15	0.00100 U
	2	CL5 424 Lake	278483DW5	08/20/15	0.00100 U
	3	CL1 228 Vinewood	278483DW1	08/21/15	0.00100 U
	4	CL3 105 Orange	278483DW3	09/30/15	0.00100 U
	5	CL2 107 Fairway	278483DW2	08/21/15	0.00100 U
	6	CL9 201 Mirror	278483DW9	08/21/15	0.00100 U
	7	CL10 112 Bunker	278483DW10	08/20/15	0.00100 U
	8	CL6 304 Lake	278483DW6	09/30/15	0.00100 U
	9	CL7 208 Vinewood	278483DW7	08/21/15	0.00100 U
	10	CL8 102 Orange	278483DW8	08/25/15	0.00100 U

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/-100ml). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41, F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

Signature of Authorized Laboratory Representative:

Name (Please Print): Jefferson S. Flowers  
Title and Date: Technical Director 10/05/15



**Lead and Copper Tap Sample Analysis and Result Ranking**  
**Reporting Format 62-550.730(5)(a)**

System Name: BU#252117

PWS-ID: 3590258 Crystal Lake

Laboratory Name: Flowers Chemical Laboratories, Inc.

Lab-ID: E83018

Contact Person: Dr. Jefferson S. Flowers

Phone: (407) 339-5984

Date Submitted to Lab: 09/30/15

Analysis Date: 10/1/15

Lab Analysis Method: EPA200.8

Lead or Copper (list one): Copper

Method Detection Limit: .001

90th Percentile Value: 0.0850

A	Rank (ascending)	Location Code Number	Lab Sample ID	Date Site Sampled	Copper (mg/L)
	1	CL2 107 Fairway	278483DW2	08/21/15	0.00100 U
	2	CL9 201 Mirror	278483DW9	08/21/15	0.00100 U
	3	CL6 304 Lake	278483DW6	09/30/15	0.00100 U
	4	CL3 105 Orange	278483DW3	09/30/15	0.00100 U
	5	CL7 208 Vinewood	278483DW7	08/21/15	0.0173
	6	CL8 102 Orange	278483DW8	08/25/15	0.0200
	7	CL4 200 Homewood	278483DW4	08/24/15	0.0208
	8	CL1 228 Vinewood	278483DW1	08/21/15	0.0496
	9	CL10 112 Bunker	278483DW10	08/20/15	0.0850
	10	CL5 424 Lake	278483DW5	08/20/15	0.0973

CERTIFICATION. The tap samples used for lead and copper analyses were submitted by the above PWS. Each sample container had one liter of solution (+/-100ml). All samples were taken properly by the above system and analyzed in accordance with the requirements in Chapter 10D-41, F.A.C. The sampling dates were reported for each sample received. I hereby certify that all data submitted are correct.

Signature of Authorized Laboratory Representative:

Name (Please Print): Jefferson S. Flowers

Title and Date: Technical Director 10/05/15



ATTACHMENT 4 c. (4) i.

# DAILY SAMPLE RESULTS - PART B

Permit Number: FLA012801  
Monitoring Period From: July 1,2015

To July 31,2015

Labrador/Forest Lake Estates WWTF  
Pasco

	Flow (MGD) R-001	CBOD5 (mg/L)	TSS (mg/L)	Fecal Coliform Bacteria (#/100mL)	pH (SU)	TRC (For Disinfect.) (mg/L)	
Code	50050	80082	530.0	74055	00406	50060	Notes
Mon. Site	FLW-01	EFA-01	EFA-01	EFA-01	EFA-01	EFA-01	
1	0.01220				7.90	2.90	
2	0.02540				7.36	7.50	
3	0.02540				7.74	7.00	
4	0.02290				7.48	8.80	
5	0.02290						
6	0.03440				7.56	8.80	
7	0.03680	2.0	1.0	1.0	7.55	1.17	Inf CBOD 170 & T.S.S 230
8	0.03360				7.21	7.50	T.N 11 & T.P 6.2
9	0.02750				7.18	1.80	
10	0.03350				7.63	1.50	
11	0.02220				7.61	8.80	
12	0.02220						
13	0.03130				8.02	5.40	
14	0.03950				7.44	2.80	
15	0.02380				7.35	4.60	
16	0.02620				7.78	2.90	
17	0.03070				7.45	2.40	
18	0.02610				7.56	8.80	
19	0.02610						
20	0.02860				7.84	5.00	
21	0.04290	2.0	1.0	1.0	7.76	3.90	
22	0.02730				8.02	1.20	
23	0.02840				7.70	3.60	
24	0.04820				7.83	4.40	
25	0.05360				7.69	2.70	
26	0.05360						
27	0.02680				7.89	3.60	
28	0.04210				7.77	3.20	
29	0.02640				7.81	4.70	
30	0.04560				7.52	3.70	
31	0.04980				8.01	8.80	
Total	0.9960	4.000	2.000	2.000			
Mo. Avg.	0.031540	2.000000	1.000000	1.000000			

## PLANT STAFFING:

Day Shift Operator	Class: A	Certificate No: 0009151	Name: Lee Neal
Evening Shift Operator	Class:	Certificate No:	Name:
Night Shift Operator	Class:	Certificate No:	Name:
Lead Operator	Class: C	Certificate No: 0013840	Name: Robert Buono

ATTACHMENT 4 d. (10) i.

**Cypress Lakes Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	MR Route	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
8284410000	2118 CYPRESS CROSS DR	12/22/15	Please re read meter and if possible clean off condensation that is on glass for meter. Customer states he is not sure read is accurate as he can not read meter himself. Thank you, Ewan	12/23/15	customer stated that he just had a plumber fix a problem with the water softener, meter is clear, read is 1147050. SAR	F2X	CAMPBELL, DONALD	Ewan Dehnert	HIBILL	12/23/15	8288127130	(863) 816-9681	Sean Reincke	Completed
5205011072	2074 RED CEDAR DR	12/21/15	Please verify read and check for any leaks. IF leak found Please turn off and contact Mrs Phelps @ 606-305-4350 because she is out of town. thanks vfr	12/22/15	no leak indicated, both house, irrigation valves were off, read is 238100. SAR	F2X	PHELPS, LAVONNA	Vanessa Robinson	HIBILL	12/22/15	8059002501	(606) 305-4350	Sean Reincke	Completed
6745333031	9927 KILLDEER LN	12/14/15	Please check meter read and leak indicator, customer states house vacant. Amanda	12/15/15	no leak indicated, read is 448730. SAR	F2Y	YEGGE, RICKY	Amanda Stonebreaker	HIBILL	12/15/15	5662099416	(940) 367-6353	Sean Reincke	Completed
2626410000	9437 ULTRA DR	12/11/15	Customer complaining of high bill. House was vacant prior to 12/5. Please reread meter and check for leaks. Customer home 8-12pm. Thanks, Karyn	12/14/15	meter was misread, the true read is 894510, no leak indicated. SAR	F2Y	RUTKOWSKI, JOHN	Karen Thimmes	HIBILL	12/14/15	2620190360	(716) 310-9006	Sean Reincke	Completed
4853323054	2389 SNOWY PLOVER DR	11/17/15	Customer complaining of high bill. Check for leaks and re read meter. tag with findings. Thank you, Janet/FL	11/18/15	no leak indicated, spoke with customer, recommended to turn off irrigation at the valve not just control box, suspect a malfunction with irrigation read is 174280. SAR	F2Y	STOLTE, DAVID	Yanet Garcia	HIBILL	11/18/15	7441416824	(863) 337-4899	Sean Reincke	Completed
7688672829	9867 CYPRESS LAKES DR	10/23/15	RE-READ METER & CHECK FOR LEAKS, VERIFY IF LEAK. CUSTOMER NOT THERE. /IC	10/26/15	no leak indicated, read is 58280, tagged door with findings. SAR	F2X	JARDINE, MYRA	Isabel Ceballos	HIBILL	10/26/15	6680912481	(209) 402-0922	Sean Reincke	Completed
6213410000	9557 CYPRESS TREE LN	10/23/15	RE-READ METER & CHECK FOR LEAKS. TAG DOOR OR SEE CUSTOMER SHE HAS HAD NO LEAKS. /IC	10/26/15	no leaks indicated, read is 886770, tagged door with findings. SAR	F2X	SMITH, LOIS	Isabel Ceballos	HIBILL	10/26/15	6213859140	(863) 858-3895	Sean Reincke	Completed
4349591356	9968 JAYBIRD DR	10/20/15	Mr. Greco called to report of two months high billing and hadn't changed anything in home. requested to have checked meter for reread and leaking if he has missed. record all information in ccb. lej 10/20	10/21/15	leak was indicated, informed customer to call a plumber, read is 455930. SAR	F2Y	GRECO, MAUREEN	Ingrid Jenkins	HIBILL	10/21/15	2846417062	(863) 853-3583	Sean Reincke	Completed
4852410000	2002 RED CEDAR DR	10/20/15	check for leaks, verify that read is correct, and tag door with findings. Customer also requesting that we mark her meter, she is unsure which one is hers. Thanks, Brooke	10/21/15	leak was indicated, informed customer to contact a plumber, read is 442570. SAR	F2X	LUX, SHIRLEY J	Brooke Storm	HIBILL	10/21/15	4859487985	(863) 858-0576	Sean Reincke	Completed
5812951341	2333 LITTLE CYPRESS DR	10/19/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	10/20/15	no leak indicated while I was there, read is 528980, Tagged door. SAR	F2Y	VALERIO, VICTOR	Glenda Thompson	HIBILL	10/20/15	1405743573	(863) 816-1782	Sean Reincke	Completed
3322971397	1969 BIG CYPRESS BLVD	10/16/15	John # 774-402-4054 sking to have meter checked he is new and is requested to be present when come to check and show him the meter lej 10/19	10/19/15	read is 389640. SAR	F2Y	RYNEARSON, JOHN	Ingrid Jenkins	HIBILL	10/19/15	6385857323	(774) 402-4054	Sean Reincke	Completed
0416410000	2429 SANDCRANE TRL	10/13/15	Ms. Williams 863-853-4757 calling about high usage. No leaks that aware of, no running toilets. Please re-read and check for leak. Tag door with findings. Thank you! Bonnie	10/14/15	found water softener stuck in a regeneration cycle, informed customer, read is 80180. SAR	F2Y	WILLIAMS, JANE	Bonnie Storm	HIBILL	10/14/15	0418919343	(863) 853-4757	Sean Reincke	Completed
0555410000	2212 PAR CIR	09/24/15	Please check meter read and leak indicator. Customer read meter on 09/24. 2342507777 he is concerned about high usage since he as out of town. Robert 863-853-2742. Amanda	09/25/15	no leak indicated, but suspect that irrigation is running because valve for irrigation is on, read is 234410. SAR	F2X	LONG, ROBERT	Amanda Stonebreaker	HIBILL	09/25/15	0556062704	(863) 853-2742	Sean Reincke	Completed
0424410000	9937 CYPRESS LAKES DR	09/22/15	Customer complaining of high bill. Please reread meter and check for leaks. Knock on door. Customer home 8-12pm. Thanks, Karyn	09/23/15	cust called back to adv leak in irrag and was fixed, sylvia	F2X	HARPER, DONALD	Karen Thimmes	HIBILL	09/24/15	0421946008	(863) 853-8388	Sean Reincke	Completed
4194410000	2158 CYPRESS CROSS DR	09/21/15	PLEASE TAKE READ AND CHECK FOR LEAK, USAGE GOING UP EACH MONTH. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	09/22/15	read is 14970, informed customer that she dose have a leak advised to call a plumber. SAR	F2X	RAGO, FRANCES K	Crystal Woolard	HIBILL	09/22/15	4199290602	(863) 859-5264	Sean Reincke	Completed
0494410000	2389 BIG CYPRESS BLVD	09/21/15	Robert #863-859-9516 stating he has turned off meter since June, he says hadn't been any consumption of usage up to now Sept. Please verify that there isn't any issue with the meter showing usage. He stated he has turned off. Verify and advised customer via a tagged lej 9/21	09/21/15	Read is 21260, customer stated that he had forgotten that he had the home washed and a friend watering the plants while they were gone, also he was confused about the billing history. I explained it to him and he understands now. SAR	F2X	WELLS, ROBERT	Ingrid Jenkins	HIBILL	09/22/15	0499461539	(863) 859-9516	Sean Reincke	Completed

Account #	Address	Entry Date	Instructions	Due Date	Resolution	MR Route	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
0554510000	2859 SUNBIRD CT	09/16/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUST HAS HAD A HIGH BILL SINCE JUNE AND THE HOME HAS BEEN EMPTY. JOSEPH 506 654 2930 PLEASE CALL IF THERE IS A LEAK. CUSTOMER LIVES IN CANADA.	09/17/15	No leaks at meter. Call customer and explain. Shut off irrigation at valve. read 533500	F2Y	COMEAU, JOSEPH	LaQuon Huntley	HIBILL	09/17/15	0551434430	(506) 654-2930	Sean Reincke	Completed
3895410000	2435 BOGIE CIR	09/14/15	PLEASE TAKE READ AND CHECK FOR LEAK. CUSTOMER THERE 1/2 MONTH AND USING DOUBLE WHAT A MONTH IS USUALLY. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	09/15/15	Read Meter no leaks talk to customer. They turn off irrigation valve on 9/14/15. Gave them read and said to watch meter. read 43840	F2X	WALKER, BRUCE	Crystal Woolard	HIBILL	09/15/15	3890868290	(863) 858-2221	Sean Reincke	Completed
5806510000	2109 MOORHEN CT	08/28/15	Please re-read meter and check for leaks. There is no one living at the residence and no water being used. Evelyn/Lori Hotchkiss, 863-858-4000. Thank you, Sam	08/28/15	meter was exchanged 5/11/15 there is still no usage on the meter, read is 0000000. SAR	F2Y	HOTCHKISS, EVELYN	Samantha Gongre	HIBILL	08/28/15	5801815230	(863) 858-4000	Sean Reincke	Completed
7261410000	2109 HORSESHOE DR	08/20/15	Please re-read meter and check for leaks. William 863 853 2273 called in to report high bill. tag door with findings	08/21/15	no leak indicated, read is 273270. SAR	F2X	ROWLAND, WILLIAM H	LaQuon Huntley	HIBILL	08/21/15	7264453489	(863) 853-2273	Sean Reincke	Completed
4914285987	9550 ANGLERS WAY	08/19/15	RE-READ METER & CHECK FOR LEAKS. CUSTOMER DISPUTING USAGE TAG DOOR W/FINDINGS. /IC	08/20/15	no leak indicated, tagged door, read is 740280. SAR	F2Y	MONTGOMERY, SYLVIA	Isabel Ceballos	HIBILL	08/21/15	5241765443	(863) 670-9079	Sean Reincke	Completed
3816410000	2413 SANDCRANE TRL	08/18/15	PLEASE RE-READ/CHECK FOR LEAKS. CUSTOMER IS DISPUTING BILL. **TAG DOOR WITH RESULTS. BRITTANY NV	08/19/15	meter was exchanged on 5/7/15 because old meter was running slow or stopped, no leak indicated, read is 10320. SAR	F2Y	STEWART, CAROL	Brittany Warembourg	HIBILL	08/19/15	3817508278	(863) 859-0392	Sean Reincke	Completed
5306047794	2223 COMMON LOON DR	08/18/15	Mr. John called house vacant for almost 3 months. water turned off. Usage showing. Please check reading and for leaks. Mr. John #631-475-5089. Kim-FL	08/18/15	no leak indicated, read is 27740. SAR	F2X	PICCIANO, JOHN M	Kimberly Bennett	HIBILL	08/18/15	9415510377	(631) 754-6377	Sean Reincke	Completed
7602023350	2321 PEAVINE CIR	08/18/15	Mr. Wayne called in due to high usage. Please (read, check and flag meter location) # 863-213-4406 would like to be present. Kim-FL	08/18/15	no leak indicated, read is 35300. SAR	F2Y	LETOURNEAU, ALLISON	Kimberly Bennett	HIBILL	08/18/15	7433490873	(863) 213-4406	Sean Reincke	Completed
8183537736	9762 CYPRESS LAKES DR	07/28/15	PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	07/29/15	no leak indicated, read is 58340, tagged door with findings. SAR	F2X	SCHAEBERLE, SONIA	Crystal Woolard	HIBILL	07/29/15	6062588855	(863) 603-8742	Sean Reincke	Completed
0476654401	2423 SNOWY PLOVER DR	07/28/15	PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	07/29/15	no leak indicated, showed customer how to turn off irrigation at valve, read is 504420. SAR	F2Y	BARBER, BRUCE	Crystal Woolard	HIBILL	07/29/15	5496773281	(813) 842-7556	Sean Reincke	Completed
9607510000	2328 LITTLE CYPRESS DR	07/22/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/23/15	slight leak detected, advised customer that it appeared to be toilet leak, and how to assure that irrigation doesn't run. read is 548980. SAR	F2Y	PRUESS, BERNARD P	Zakia Bouldin	HIBILL	07/23/15	9608016357	(863) 859-7603	Sean Reincke	Completed
0537410000	9473 BIG APPLE LN	07/20/15	Marlene called concerned about high bill. She lives alone and normally doesn't use over 1500 gallons. Please verify read, check for leaks, and tag door with findings. Thanks, Brooke	07/21/15	meter was misread, no leaks indicated, read is 94180. SAR	F2Y	DRENTH, MARLENE	Brooke Storm	HIBILL	07/20/15	0536724088	(863) 815-2867	Sean Reincke	Completed
3149410000	2879 PEAVINE TRL	07/20/15	RE-READ METER & CHECK FOR LEAKS. TAG DOOR OR SEE CUSTOMER. NEW METER HERE. /IC	07/21/15	spoke with customer, no leaks indicated, usage is back to normal this month, read is 12620. SAR	F2Y	WESTGATE, RAY	Isabel Ceballos	HIBILL	07/20/15	3145981062	(863) 858-9863	Sean Reincke	Completed
0624396973	9513 CYPRESS TREE LN	07/17/15	Please check meter read and leak indicator. Customer just moved in and states high usage. I advised usage not high for 2 ppl but she wants to monitor meter herself. Please show her where this is located. Patricia 863-337-6632 or 248-701-6577. Amanda	07/20/15	upon arriving found usage indicated at meter, but it soon stopped, spoke with customer and she couldn't explain usage. showed customer where meter is, and how to read it, also offered possible causes for usage. first observed. read is 153740. SAR	F2X	BRUNO, PATRICIA R	Amanda Stonebreaker	HIBILL	07/20/15	5204659979	(248) 701-6577	Sean Reincke	Completed
0876410000	9365 TOP FLIGHT DR	07/17/15	PLEASE GET A RE READ AND CHECK FOR LEAK. HI BILL COMPLAINT. THANK YOU, CAMMY PLEASE CALL JYCE @ 863-853-1999 WITH RESULTS	07/20/15	no leak indicated, read is 9880. house valve, and irrigation valve are off. SAR	F2Y	KERR, JOYCE	Cammy Iwinski	HIBILL	07/20/15	0876223974	(863) 853-1999	Sean Reincke	Completed
2901501348	9939 KILLDEER LN	07/13/15	CUSTOMER IS CALLING ABOUT HI BILL AT PREMISE. PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST HASN'T MOVED INTO PREMISE YET, SYLVIA	07/14/15	no leak indicated, read is 19750. SAR	F2Y	KENDZIORSKI, ALEXANDER	Sylvia Watier	HIBILL	07/14/15	5402959761	(414) 469-7240	Sean Reincke	Completed
3928920070	2832 CURLEW DR	07/13/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	07/14/15	no leak indicated, read is 392560. SAR	F2Y	DEISS, JEAN	Jessica Bridges	HIBILL	07/14/15	2942596628	(863) 602-1535	Sean Reincke	Completed
9455510000	2534 RED BIRD LN	06/29/15	Please re read meter and check for any leaks. Please tag door with results thanks vfr	06/30/15	no leak indicated, meter was misread on 6/5, actual read today is 764590. SAR	F2Y	CREEVY, JOHN A.	Vanessa Robinson	HIBILL	06/30/15	9451651440	(863) 859-3566	Sean Reincke	Completed



Account #	Address	Entry Date	Instructions	Due Date	Resolution	MR Route	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
1366123251	9818 MOORHEN DR	06/19/15	Please re-read meter and check for leaks. Customer called about high bill. thanks	06/22/15	no leak indicated, tagged door with findings, read is 888130 SAR	F2Y	Blake, Carol	LaQuon Huntley	HIBILL	06/22/15	7222883864	(863) 450-4202	Sean Reincke	Completed
7813036573	2162 FIRESTONE WAY	06/16/15	Ms. Phillips # 970237-2812 large consumption can we check her meter reading and verify not incorrect. check also for leaks. ie)	06/17/15	no leak detected, read is 757770, tagged door with findings SAR	F2X	PHILLIPS, LORA	Ingrid Jenkins	HIBILL	06/17/15	4184670364	(970) 237-2812	Sean Reincke	Completed
8963410000	9503 MANILA CT	06/16/15	Ms. Poa #941-858-0992 asking to have check her meter and for any leaking, noticed that once the meter plate box was replaced that showing large consumption ie) 6/16	06/17/15	no leak detected, read is 281290, tagged door with findings SAR	F2X	POL, ANNA	Ingrid Jenkins	HIBILL	06/17/15	8966975489	(941) 858-0992	Sean Reincke	Completed
5806510000	2109 MOORHEN CT	06/15/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	06/16/15	No leaks at meter tag door with results	F2Y	HOTCHKISS, EVELYN	Zakia Bouldin	HIBILL	06/16/15	5800573384	(863) 858-4000	Sean Reincke	Completed
5027722227	2265 CYPRESS CROSS LOOP	05/28/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS THANKS, GT	05/29/15	meter was recently exchanged because old meter was stuck, no leaks indicated, read is 40860 SAR	F2X	BISHOP, KELLEY	Glenda Thompson	HIBILL	05/29/15	1159862888	(863) 853-3063	Sean Reincke	Completed
6440278673	2941 DOLLAR BONNET LN	05/19/15	Reread meter and check for leak. Contact is Virginia on 863-816-1829. Last month's usage much higher than normal. Used oscillating sprinkler. Carolyn/FL	05/20/15	no leak indicated, read is 509390 SAR	F2Y	DOUTT, HARRY R	Carolyn McVicker	HIBILL	05/20/15	2130411866	(440) 638-9598	Sean Reincke	Completed
1666510000	9852 GRACKLE LOOP	05/18/15	Mr. Prince called to report very high usage this month. Please check reading, verify if any leaks present, and tag door with findings. Thanks, Brooke	05/19/15	no leaks indicated, read is 1153410, spoke with customer about possible irrigation malfunction, showed them how to turn off irrigation SAR	F2Y	PRINCE, SANDRA	Brooke Storm	HIBILL	05/18/15	1662789874	(863) 859-1669	Sean Reincke	Completed
8446410000	9301 TOP FLIGHT DR	05/18/15	Reread meter and check for leaks. Resident lives in IN at this time. Do not tag door. If possible, contact Donald Schroeder on 812-524-7487. Runs irrigation for 15 minutes per zone (3 zones) one time per week. Otherwise, no one is there since 4/9. Carolyn/FL	05/19/15	Talked with Kim - on 5-6-15 company leak. Sean	F2Y	SCHROEDER, DONALD	Carolyn McVicker	HIBILL	05/19/15	8441680281	(863) 853-8188	Sean Reincke	Completed
5395410000	2416 SAND WEDGE CT	05/14/15	Please call the Johnstone's at 519-637-2855. They are concerned that 30 gallons have passed thru the meter since they turned off house valve on 3/21. Advised could have been a misread, someone could have used an outside faucet. Please reread meter and call customer with results. Thanks Haida NV	05/15/15	No leaks, call customer and explain. Tag door. Customer had me turn off irrigation at valve	F2X	JOHNSTONE, BOB	Haida Caruso	HIBILL	05/15/15	5390908263	(863) 853-3293	Sean Reincke	Completed
2135410000	9525 MULLIGAN LN	05/05/15	Call from Daughter Jodine wok # (407)-490-4441 or home (863)-859-4835. Concerned about high consumption. Please re-read meter and check for leaks. If possible call Daughter to let her know. Lorie	05/06/15	leak was indicated, informed customer to call plumber, read is 24940 SAR	F2X	CASKEY, JOANNE	Lorie Mayeski	HIBILL	05/06/15	2133248711	(863) 859-4835	Sean Reincke	Completed
0361817239	2036 RED CEDAR DR	04/22/15	Rec'd call from Ella Fuco (863)-853-2070 slightly higher usage in past month. *Please knock on door upon arrival**Senior Citizen Lives alone. Please re-read and check for leaks. Discuss with customer if not home then tag door. Lorie	04/23/15	no leak indicated, tagged door, read is 927840 SAR	F2X	JOSEPH, RONALD	Lorie Mayeski	HIBILL	04/23/15	7648178976	(705) 484-0876	Sean Reincke	Completed
2299615431	2930 DOLLAR BONNET LN	04/20/15	Please re-read and check for leak.	04/20/15	No leak indicated, read is 382120 SAR	F2Y	WINSTON, SHARON	Ferreilyn Trovinger	HIBILL	04/20/15	2919563032	(610) 216-3556	Sean Reincke	Completed
0541952063	9739 CYPRESS LAKES DR	03/19/15	Tim requested a re read. He feels it isn't being read as it is under water with mud. Please tag door with findings. Thanks Karon	03/20/15	read is 424130 SAR	F2X	ZACK, JACQUELINE	Karon Hinchcliffe	HIBILL	03/19/15	3990935979	(614) 582-7819	Sean Reincke	Completed
2784410000	2138 CYPRESS CROSS DR	02/18/15	Mr. & Mrs. Gordy Luckow is calling regarding the high usage on the last billing - they know of no leaks and I have suggested the food coloring test for the commodes - will you please check the meter and re-read. Tag the door with your findings at 2138 Cypress Cross Dr. phone #863-393-4765. Loretta	02/19/15	No leaks Read meter. Showed customer how to read meter and watch for leaks or high usage when softener recycles. Read 7120	F2X	LUCKOW, GORDY	Loretta Abbott	HIBILL	02/19/15	2787873772	(863) 393-4765	Sean Reincke	Completed
0076510000	9877 GRACKLE LOOP	01/26/15	Please re read meter. Customer states meter read he took was different from read taken on 01/06. Thank you, Ewan	01/27/15	read is 513390, no leaks indicated SAR	F2Y	SCHLICHTING, MEL	Ewan Dehnert	HIBILL	01/27/15	0070202581	(863) 816-1516	Sean Reincke	Completed
5155410000	2395 MULLIGAN DR	01/22/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMER DOES NOT BELIEVE THEY COULD USE THAT MUCH WATER THAT IT SHOWS ON THE BILL. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAH/NV	01/23/15	no leak indicated, meter was exchanged 8/21/14 because the old one was stuck or slow. Told customer at that time the bill would likely go up he forgot to tell his wife. read is 9320 SAR	F2X	SCHUSTER, JOHN	Sarah Locascio	HIBILL	01/22/15	5150543042	(863) 859-5516	Sean Reincke	Completed
6071410000	2169 HORSESHOE DR	01/21/15	CUST CALLING ABOUT VERY HI USAGE, PLEASE RE-READ METER AND CHECK FOR LEAKS, SYLVIA	01/21/15	spoke with customer, no leak indicated, suggested that it could be a possible irrigation malfunction, read is 152590 SAR	F2X	ROMAN, RAMON T	Sylvia Watier	HIBILL	01/21/15	6070596930	(863) 858-5029	Sean Reincke	Completed

Account #	Address	Entry Date	Instructions	Due Date	Resolution	MR Route	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
0732785771	2312 MULLIGAN DR	01/19/15	Mr. Coudriet #810-599-4280 asking for a rereading or verification not leaking or signs of leaking at the meter, I explained that we can reread and check for him, he stated had renters for 2wks and suspects incorrect reading/ please reread and record all information found if customer needs to consult with a plumber please contact him at number on acct iej 1/19	01/20/15	no leaks indicated, read is 370670 SAR	F2X	COUDRIET, DONALD	Ingrid Jenkins	HIBILL	01/19/15	1463198102	(810) 599-4280	Sean Reincke	Completed

Eagle Ridge Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
8284410000	2118 CYPRESS CROSS DR	12/22/15	Please re read meter and if possible clean off condensation that is on glass for meter. Customer states he is not sure read is accurate as he can not read meter himself. Thank you, Ewan	12/23/15	customer stated that he just had a plumber fix a problem with the water softener, meter is clear, read is 1147050. SAR	CAMPBELL, DONALD	Ewan Dehnert	HIBILL	12/23/15	8288127130	(863) 816-9681	Sean Reincke	Completed
5205011072	2074 RED CEDAR DR	12/21/15	please verify read and check for any leaks. IF leak found please turn off and contact Mrs Phelps @ 606-305-4350 because she is out of town. thanks vfr	12/22/15	no leak indicated, both house, irrigation valves were off, read is 238100. SAR	PHELPS, LAVONNA	Vanessa Robinson	HIBILL	12/22/15	8059002501	(606) 305-4350	Sean Reincke	Completed
6745333031	9927 KILLDEER LN	12/14/15	Please check meter read and leak indicator, customer states house vacant. Amanda	12/15/15	no leak indicated, read is 448730. SAR	YEGGE, RICKY	Amanda Stonebreaker	HIBILL	12/15/15	5662099416	(940) 367-6353	Sean Reincke	Completed
2626410000	9437 ULTRA DR	12/11/15	Customer complaining of high bill. House was vacant prior to 12/5. Please reread meter and check for leaks. Customer home 8-12pm. Thanks, Karyn	12/14/15	meter was misread, the true read is 894510, no leak indicated. SAR	RUTKOWSKI, JOHN	Karen Thimmes	HIBILL	12/14/15	2620190360	(716) 310-9006	Sean Reincke	Completed
4853323054	2389 SNOWY PLOVER DR	11/17/15	Customer complaining of high bill. Check for leaks and re read meter. tag with findings. Thank you, JanetFL	11/18/15	recommended to turn off irrigation at the valve not just control box, suspect a malfunction with irrigation.	STOLTE, DAVID	Yanet Garcia	HIBILL	11/18/15	7441416824	(863) 337-4899	Sean Reincke	Completed
7688672829	9867 CYPRESS LAKES DR	10/23/15	RE-READ METER & CHECK FOR LEAKS, VERIFY IF LEAK. CUSTOMER NOT THERE. /IC	10/26/15	no leak indicated, read is 58280, tagged door with findings. SAR	JARDINE, MYRA	Isabel Ceballos	HIBILL	10/26/15	6680912481	(209) 402-0922	Sean Reincke	Completed
6213410000	9557 CYPRESS TREE LN	10/23/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR OR SEE CUSTOMER SHE HAS HAD NO LEAKS /IC	10/26/15	no leaks indicated, read is 886770, tagged door with findings. SAR	SMITH, LOIS	Isabel Ceballos	HIBILL	10/26/15	6213859140	(863) 858-3895	Sean Reincke	Completed
4852410000	2002 RED CEDAR DR	10/20/15	Shirley Lux called concerned about high usage. Please check for leaks, verify that read is correct, and tag door with findings. Customer also requesting that we mark her meter, she is unsure which one is hers. Thanks, Brooke	10/21/15	leak was indicated, informed customer to contact a plumber, read is 442570. SAR	LUX, SHIRLEY J	Brooke Storm	HIBILL	10/21/15	4859487985	(863) 858-0576	Sean Reincke	Completed
4349591356	9968 JAYBIRD DR	10/20/15	Mr. Greco called to report of two months high billing and hadn't changed anything in home. requested to have checked meter for reread and leaking if he has missed. record all information in ccb. lej 10/20	10/21/15	leak was indicated, informed customer to call a plumber, read is 455930. SAR	GRECO, MAUREEN	Ingrid Jenkins	HIBILL	10/21/15	2846417062	(863) 853-3583	Sean Reincke	Completed
5812951341	2333 LITTLE CYPRESS DR	10/19/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	10/20/15	no leak indicated while I was there, read is 528980, Tagged door. SAR	VALERIO, VICTOR	Glenda Thompson	HIBILL	10/20/15	1405743573	(863) 816-1782	Sean Reincke	Completed
3322971397	1969 BIG CYPRESS BLVD	10/16/15	John # 774-402-4054 sking to have meter checked he is new and is requested to be present when come to check and show him the meter lej 10/19	10/19/15	read is 389640. SAR	RYNEARSON, JOHN	Ingrid Jenkins	HIBILL	10/19/15	6385857323	(774) 402-4054	Sean Reincke	Completed
0416410000	2429 SANDCRANE TRL	10/13/15	Ms. Williams 863-853-4757 calling about high usage. No leaks that aware of, no running toilets. Please re-read and check for leak. Tag door with findings. Thank you! Bonnie	10/14/15	found water softener stuck in a regeneration cycle, informed customer, read is 80180. SAR	WILLIAMS, JANE	Bonnie Storm	HIBILL	10/14/15	0418919343	(863) 853-4757	Sean Reincke	Completed
0555410000	2212 PAR CIR	09/24/15	Please check meter read and leak indicator. Customer read meter on 09/24 : 234250???? he is concerned about high usage since he as out of town. Robert 863-853-2742. Amanda	09/25/15	no leak indicated, but suspect that irrigation is running because valve for irrigation is on, read is 234410. SAR	LONG, ROBERT	Amanda Stonebreaker	HIBILL	09/25/15	0556062704	(863) 853-2742	Sean Reincke	Completed
0424410000	9937 CYPRESS LAKES DR	09/22/15	Customer complaining of high bill. Please reread meter and check for leaks. Knock on door. Customer home 8-12pm. Thanks, Karyn	09/23/15	cust called back to adv leak in irrag and was fixed, sylvia	HARPER, DONALD	Karen Thimmes	HIBILL	09/24/15	0421946008	(863) 853-8388	Sean Reincke	Completed
4194410000	2158 CYPRESS CROSS DR	09/21/15	PLEASE TAKE READ AND CHECK FOR LEAK, USAGE GOING UP EACH MONTH. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	09/22/15	read is 14970, informed customer that she dose have a leak advised to call a plumber. SAR	RAGO, FRANCES K	Crystal Woolard	HIBILL	09/22/15	4199290602	(863) 859-5264	Sean Reincke	Completed
0494410000	2389 BIG CYPRESS BLVD	09/21/15	Robert #863-859-9516 stating he has turned off meter since June; he says hadn't been any consumption of usage up to now Sept. please verify that there isn't any issue with the meter showing usage. He stated he has turned off. Verify and advised customer via a tagged. lej 9/21	09/21/15	Read is 21260, customer stated that he had forgotten that he had the home washed and a friend watering the plants while they were gone, also he was confused about the billing history. I explained it to him and he understands now. SAR	WELLS, ROBERT	Ingrid Jenkins	HIBILL	09/22/15	0499461539	(863) 859-9516	Sean Reincke	Completed
0554510000	2859 SUNBIRD CT	09/16/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUST HAS HAD A HIGH BILL SINCE JUNE AND THE HOME HAS BEEN EMPTY. JOSEPH 506 654 2930 PLEASE CALL IF THERE IS A LEAK. CUSTOMER LIVES IN CANADA.	09/17/15	No leaks at meter. Call customer and explain. Shut off irrigation at valve. read 533500	COMEAU, JOSEPH	LaQuon Huntley	HIBILL	09/17/15	0551434430	(506) 654-2930	Sean Reincke	Completed
3895410000	2435 BOGIE CIR	09/14/15	PLEASE TAKE READ AND CHECK FOR LEAK, CUSTOMER THERE 1/2 MONTH AND USING DOUBLE WHAT A MONTH IS USUALLY. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	09/15/15	Read Meter no leaks talk to customer. They turn off irrigation valve on 9/14/15. Gave them read and said to watch meter. read 43840	WALKER, BRUCE	Crystal Woolard	HIBILL	09/15/15	3890868290	(863) 858-2221	Sean Reincke	Completed

Eagle Ridge Test Year 2015 Customer Billing Complaints and Resolutions													
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5806510000	2109 MOORHEN CT	08/28/15	Please re-read meter and check for leaks. There is no one living at the residence and no water being used. Evelyn/Lori Hotchkiss, 863-858-4000. Thank you, Sam.	08/28/15	meter was exchanged 5/11/15 there is still no usage on the meter, read is 0000000. SAR	HOTCHKISS, EVELYN	Samantha Gongre	HIBILL	08/28/15	5801815230	(863) 858-4000	Sean Reincke	Completed
7261410000	2109 HORSESHOE DR	08/20/15	please re-read meter and check for leaks. William 863 853 2273 called in to report high bill. tag door with findings	08/21/15	no leak indicated, read is 273270. SAR	ROWLAND, WILLIAM H	LaQuon Huntley	HIBILL	08/21/15	7264453489	(863) 853-2273	Sean Reincke	Completed
4914285987	9550 ANGLERS WAY	08/19/15	RE-READ METER & CHECK FOR LEAKS. CUSTOMER DISPUTING USAGE TAG DOOR W/FINDINGS /IC	08/20/15	no leak indicated, tagged door, read is 740280. SAR	MONTGOMERY, SYLVIA	Isabel Ceballos	HIBILL	08/21/15	5241765443	(863) 670-9079	Sean Reincke	Completed
3816410000	2413 SANDCRANE TRL	08/18/15	PLEASE RE-READ/CHECK FOR LEAKS. CUSTOMER IS DISPUTING BILL. **TAG DOOR WITH RESULTS. BRITTANY NV	08/19/15	meter was exchanged on 5/7/15 because old meter was running slow or stopped, no leak indicated, read is 10320. SAR	STEWART, CAROL	Brittany Warembourg	HIBILL	08/19/15	3817508278	(863) 859-0392	Sean Reincke	Completed
5306047794	2223 COMMON LOON DR	08/18/15	Mr. John called house vacant for almost 3 months water turned off. Usage showing. please check reading and for leaks. Mr. John #631-475-5089. Kim-FL	08/18/15	no leak indicated, read is 27740. SAR	PICCIANO, JOHN M	Kimberly Bennett	HIBILL	08/18/15	9415510377	(631) 754-6377	Sean Reincke	Completed
7602023350	2321 PEAVINE CIR	08/18/15	Mr. Wayne called in due to high usage please (read, check and flag meter location) # 863-213-4406 would like to be present. Kim-FL	08/18/15	no leak indicated, read is 35300. SAR	LETOURNEAU, ALLISON	Kimberly Bennett	HIBILL	08/18/15	7433490873	(863) 213-4406	Sean Reincke	Completed
8183537736	9762 CYPRESS LAKES DR	07/28/15	PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	07/29/15	no leak indicated, read is 58340, tagged door with findings. SAR	SCHAEFERLE, SONIA	Crystal Woolard	HIBILL	07/29/15	6062588855	(863) 603-8742	Sean Reincke	Completed
0476654401	2423 SNOWY PLOVER DR	07/28/15	PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	07/29/15	no leak indicated, showed customer how to turn off irrigation at valve, read is 504420. SAR	BARBER, BRUCE	Crystal Woolard	HIBILL	07/29/15	5496773281	(813) 842-7556	Sean Reincke	Completed
9607510000	2328 LITTLE CYPRESS DR	07/22/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/23/15	slight leak detected, advised customer that it appeared to be toilet leak, and how to assure that irrigation doesn't run. read is 548980. SAR	PRUESS, BERNARD P	Zakia Bouldin	HIBILL	07/23/15	9608016357	(863) 859-7603	Sean Reincke	Completed
0537410000	9473 BIG APPLE LN	07/20/15	Marlene called concerned about high bill. She lives alone and normally doesn't use over 1500 gallons. Please verify read, check for leaks, and tag door with findings. Thanks, Brooke	07/21/15	meter was misread, no leaks indicated, read is 94180. SAR	DRENTH, MARLENE	Brooke Storm	HIBILL	07/20/15	0536724088	(863) 815-2867	Sean Reincke	Completed
3149410000	2879 PEAVINE TRL	07/20/15	RE-READ METER & CHECK FOR LEAKS. TAG DOOR OR SEE CUSTOMER. NEW METER HERE /IC	07/21/15	spoke with customer, no leaks indicated, usage is back to normal this month, read is 12620. SAR	WESTGATE, RAY	Isabel Ceballos	HIBILL	07/20/15	3149581062	(863) 858-9863	Sean Reincke	Completed
0624396973	9513 CYPRESS TREE LN	07/17/15	Please check meter read and leak indicator. Customer just moved in and states high usage. I advised usage not high for 2 ppl but she wants to monitor meter herself. Please show her where this is located. Patricia 863-337-6632 or 248-701-6577. Amanda	07/20/15	upon arriving found usage indicated at meter, but it soon stopped, spoke with customer and she couldn't explain usage. showed customer where meter is, and how to read it. also offered possible causes for usage first observed. read is 153740. SAR	BRUNO, PATRICIA R	Amanda Stonebreaker	HIBILL	07/20/15	5204659979	(248) 701-6577	Sean Reincke	Completed
0876410000	9365 TOP FLIGHT DR	07/17/15	PLEASE GET A RE READ AND CHECK FOR LEAK. HI BILL COMPLAINT. THANK YOU, CAMMY PLEASE CALL JYCE @ 863-853-1999 WITH RESULTS.	07/20/15	no leak indicated, read is 9880. house valve, and irrigation valve are off. SAR	KERR, JOYCE	Cammy Iwinski	HIBILL	07/20/15	0876223974	(863) 853-1999	Sean Reincke	Completed
3928920070	2832 CURLEW DR	07/13/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	07/14/15	no leak indicated, read is 392560. SAR	DEISS, JEAN	Jessica Bridges	HIBILL	07/14/15	2942596628	(863) 602-1535	Sean Reincke	Completed
2901501346	9939 KILLDEER LN	07/13/15	CUSTOMER IS CALLING ABOUT HI BILL AT PREMISE. PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST HASN'T MOVED INTO PREMISE YET. SYLVIA	07/14/15	no leak indicated, read is 19750. SAR	KENDZIORSKI, ALEXANDER	Sylvia Watler	HIBILL	07/14/15	5402959761	(414) 469-7240	Sean Reincke	Completed
9455510000	2534 RED BIRD LN	06/29/15	Please re-read meter and check for any leaks. Please tag door with results thanks vfr	06/30/15	no leak indicated, meter was misread on 6/5, actual read today is 764590. SAR	CREEVY, JOHN A	Vanessa Robinson	HIBILL	06/30/15	9451651440	(863) 859-3566	Sean Reincke	Completed
1366123251	9818 MOORHEN DR	06/19/15	Please re-read meter and check for leaks. Customer called about high bill. thanks.	06/22/15	no leak indicated, tagged door with findings, read is 888130. SAR	Blake, Carol	LaQuon Huntley	HIBILL	06/22/15	7222883864	(863) 450-4202	Sean Reincke	Completed
8963410000	9503 MANILA CT	06/16/15	Ms. Poa #941-858-0992 asking to have check her meter and for any leaking; noticed that once the meter plate box was replaced that showing large consumption ie) 6/16	06/17/15	no leak detected, read is 281290, tagged door with findings. SAR	POL, ANNA	Ingrid Jenkins	HIBILL	06/17/15	8966975489	(941) 858-0992	Sean Reincke	Completed
7813036573	2162 FIRESTONE WAY	06/16/15	Ms. Phillips # 970237-2812 large consumption can we check her meter reading and verify not incorrect. check also for leaks. ie)	06/17/15	no leak detected, read is 757770, tagged door with findings. SAR	PHILLIPS, LORA	Ingrid Jenkins	HIBILL	06/17/15	4184670364	(970) 237-2812	Sean Reincke	Completed

**Eagle Ridge Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
5806510000	2109 MOORHEN CT	06/15/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	06/16/15	No leaks at meter tag door with results.	HOTCHKISS, EVELYN	Zakia Bouldin	HIBILL	06/16/15	5800573384	(863) 858-4000	Sean Reincke	Completed
5027722227	2265 CYPRESS CROSS LOOP	05/28/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	05/29/15	meter was recently exchanged because old meter was stuck, no leaks indicated, read is 40860. SAR	BISHOP, KELLEY	Glenda Thompson	HIBILL	05/29/15	1159862888	(863) 853-3063	Sean Reincke	Completed
6440278673	2941 DOLLAR BONNET LN	05/19/15	Reread meter and check for leak. Contact is Virginia on 863-816-1829. Last month's usage much higher than normal. Used oscillating sprinkler. CarolynFL	05/20/15	no leak indicated, read is 509390. SAR	DOUTT, HARRY R	Carolyn McVicker	HIBILL	05/20/15	2130411866	(440) 638-9598	Sean Reincke	Completed
8446410000	9301 TOP FLIGHT DR	05/18/15	Reread meter and check for leaks. Resident lives in IN at this time. Do not tag door. If possible, contact Donald Schroeder on 812-524-7487. Runs irrigation for 15 minutes per zone (3 zones) one time per week. Otherwise, no one is there since 4/9. CarolynFL	05/19/15	Talked with Kim -on 5-6-15 company leak. Sean	SCHROEDER, DONALD	Carolyn McVicker	HIBILL	05/19/15	8441680281	(863) 853-8188	Sean Reincke	Completed
1666510000	9852 GRACKLE LOOP	05/18/15	Mr. Prince called to report very high usage this month. Please check reading, verify if any leaks present, and tag door with findings. Thanks, Brooke	05/19/15	no leaks indicated, read is 1153410, spoke with customer about possible irrigation malfunction, showed them how to turn off irrigation. SAR	PRINCE, SANDRA	Brooke Storm	HIBILL	05/18/15	1662789874	(863) 859-1669	Sean Reincke	Completed
5395410000	2416 SAND WEDGE CT	05/14/15	Please call the Johnstone's at 519-637-2855. They are concerned that 30 gallons have passed thru the meter since they turned off house valve on 3/21. Advised could have been a misread, someone could have used an outside faucet. Please reread meter and call customer with results. Thanks Haida NV	05/15/15	No leaks, call customer and explain. Tag door. Customer had me turn off irrigation at valve.	JOHNSTONE, BOB	Haida Caruso	HIBILL	05/15/15	5390908263	(863) 853-3293	Sean Reincke	Completed
2135410000	9525 MULLIGAN LN	05/05/15	Call from Daughter Jodine wok # (407) 490-4441 or home (863)-859-4835. Concerned about high consumption. Please re-read meter and check for leaks. If possible call Daughter to let her know. Lorie	05/06/15	leak was indicated, informed customer to call plumber, read is 24940. SAR	CASKEY, JOANNE	Lorie Mayeski	HIBILL	05/06/15	2133248711	(863) 859-4835	Sean Reincke	Completed
0361817239	2036 RED CEDAR DR	04/22/15	Rec'd call from Ella Fuco (863)-853-2070 slightly higher usage in past month. *Please knock on door upon arrival**Senior Citizen Lives alone. Please re-read and check for leaks. Discuss with customer if not home then tag door. Lorie	04/23/15	no leak indicated, tagged door, read is 927840. SAR	JOSEPH, RONALD	Lorie Mayeski	HIBILL	04/23/15	7648178976	(705) 484-0876	Sean Reincke	Completed
2299615431	2930 DOLLAR BONNET LN	04/20/15	Please re-read and check for leak.	04/20/15	No leak indicated, read is 382120. SAR	WINSTON, SHARON	Ferrellyn Trovinger	HIBILL	04/20/15	2919563032	(610) 216-3556	Sean Reincke	Completed
0541952063	9739 CYPRESS LAKES DR	03/19/15	Tim requested a re read. He feels it isn't being read as it is under water with mud. Please tag door with findings. Thanks Karon	03/20/15	read is 424130. SAR	ZACK, JACQUELINE	Karon Hinchcliffe	HIBILL	03/19/15	3990935979	(614) 582-7819	Sean Reincke	Completed
2784410000	2138 CYPRESS CROSS DR	02/18/15	Mr. & Mrs. Gordy Luckow is calling regarding the high usage on the last billing - they know of no leaks and I have suggested the food coloring test for the commodes - will you please check the meter and re-read. Tag the door with your findings at 2138 Cypress Cross Dr. phone #863-393-4765. Loretta	02/19/15	No leaks Read meter. Showed customer how to read meter and watch for leaks or high usage when softener recycles. Read 7120	LUCKOW, GORDY	Loretta Abbott	HIBILL	02/19/15	2787873772	(863) 393-4765	Sean Reincke	Completed
0076510000	9877 GRACKLE LOOP	01/26/15	Please re read meter. Customer states meter read he took was different from read taken on 01/06. Thank you, Ewan	01/27/15	read is 513390, no leaks indicated. SAR	SCHLICHTING, MEL	Ewan Dehnert	HIBILL	01/27/15	0070202581	(863) 816-1516	Sean Reincke	Completed
5155410000	2395 MULLIGAN DR	01/22/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMER DOES NOT BELIEVE THEY COULD USE THAT MUCH WATER THAT IT SHOWS ON THE BILL. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAHNV	01/23/15	no leak indicated, meter was exchanged 8/21/14 because the old one was stuck or slow. Told customer at that time the bill would likely go up he forgot to tell his wife. read is 9320. SAR	SCHUSTER, JOHN	Sarah Locascio	HIBILL	01/22/15	5150543042	(863) 859-5516	Sean Reincke	Completed
6071410000	2169 HORSESHOE DR	01/21/15	CUST CALLING ABOUT VERY HI USAGE,PLEASE RE-READ METER AND CHECK FOR LEAKS.SYLVIA	01/21/15	spoke with customer, no leak indicated, suggested that it could be a possible irrigation malfunction, read is 152590. SAR	ROMAN, RAMON T	Sylvia Water	HIBILL	01/21/15	6070596930	(863) 858-5029	Sean Reincke	Completed
0732785771	2312 MULLIGAN DR	01/19/15	Mr. Coudriet #810-599-4280 asking for a rereading or verification not leaking or signs of leaking at the meter; I explained that we can reread and check for him; he stated had renters for 2wks and suspects incorrect reading/ please reread and record all information found if customer needs to consult with a plumber please contact him at number on acct. iej 1/19	01/20/15	no leaks indicated, read is 370670.SAR	COUDRIET, DONALD	Ingrid Jenkins	HIBILL	01/19/15	1463198102	(810) 599-4280	Sean Reincke	Completed



**Lake Utility Services - Amber Hill - Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
9147937451	12412 HAMMOCK HILL DR	12/22/15	Please re read meter and check for leaks. Thank you, Ewan	12/22/15	NO LEAKS AT THE METER/ TAGGED DOOR CDW	HILL, ASHLEY	Ewan Dehnert	HIBILL	12/22/15	9141291696	(321) 246-1300	Cedric Watkins	Completed
3134110000	13015 ANTIQUE OAK ST	12/17/15	PLEASE TAKE READ AND CHECK FOR LEAK. CUSTOMER'S USAGE IS DOUBLE THIS TIME LAST YEAR AND GOT WARNING LETTER ABOUT HIGH USAGE. THANKS, CRW	12/18/15	no leaks at the meter/ tagged door cdw	SMITH, RONALD	Crystal Woolard	HIBILL	12/18/15	3136527597	(352) 536-2446	Cedric Watkins	Completed
3540454888	13146 PINYON DR	12/11/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Thanks	12/14/15	no leaks at the meter/ tagged door cdw	NEILSON, JAMES	Zakia Bouldin	HIBILL	12/14/15	2328374212	(407) 223-0558	Cedric Watkins	Completed
5671867480	13244 MOONFLOWER CT	11/20/15	Please re read meter and check for leaks. Thank you, Ewan	11/23/15	current meter read.. tagged door for customer to check their irrigation runtimes and days it's running. JK	ROBERTS, GILDA	Ewan Dehnert	HIBILL	11/23/15	1800058815	(407) 506-5012	James Kilgore	Completed
6901575776	11612 OLD QUARRY DR	11/19/15	Customer complaining of high bills for last 2 months. states only one person living in home. re read meter and check for leaks. Thank you, Janet/FL	11/20/15	PRESENT... GREEN GREEN GREEN YARD...TAGGED DOOR FOR CUSTOMER TO CHECK AND ADJUST THE IRRIGATION SCHEDULE. JK	IGNACIO, CONRADO	Yanet Garcia	HIBILL	11/20/15	3676066545	(847) 830-2047	James Kilgore	Completed
2599272805	11601 OLD QUARRY DR	10/28/15	PLEASE RE-READ AND CHECK FOR LEAKS. SHOWING IN 7 DAYS THAT 11,200 GALLONS WAS USED FROM 9-28/10-5. TAG DOOR WITH RESULTS. THANKS BRITTANY NV	10/29/15	explained how much water irrigation uses, she said her husband already reduced the timer yesterday, I also told her he should read meter before and after sprinkler goes off to see how much is being used. Customer satisfied with explanation. Read meter. BAW	COOPER, JOSEPH	Brittany Warembourg	HIBILL	10/29/15	9385883151	(352) 874-5764	William Willets	Completed
0285038998	13306 CASPIAN LN	10/08/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH USAGE. TAG DOOR WITH RESULTS. THANKS, GT	10/09/15	no leaks at the meter/ tagged door cdw	FULLER, KEITH	Glenda Thompson	HIBILL	10/09/15	1977230059	(352) 484-0811	Cedric Watkins	Completed
9985942157	12149 SAPPHIRE DR	09/30/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please take w/ results. Thanks	10/01/15	no leaks at meter/ tagged door cdw	DOLUNT, KRISTINE	Zakia Bouldin	HIBILL	10/01/15	0165210336	(313) 319-0731	Cedric Watkins	Completed
6267640065	13307 TAMARACK BLVD	08/18/15	PLEASE CALL CUSTOMER, PATTI, 1 HOUR PRIOR TO COMING OUT, CUSTOMER WANTS TO MEET YOU THERE. PLEASE CALL 352-516-6566. THANKS, CRW	08/19/15	no leaks at the meter and spoke with customer. cdw	HENSON, ROBERT	Crystal Woolard	HIBILL	08/19/15	2615898948	(407) 383-8977	Cedric Watkins	Completed
5121840143	12107 GOLDENSTAR LN	08/14/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ findings. Thanks	08/17/15	no leaks at the meter spoke with customer cdw	SANDY, LISA	Zakia Bouldin	HIBILL	08/17/15	9838159021	(256) 520-6242	Cedric Watkins	Completed
9341928490	13445 SILVER LEAF CIR	08/04/15	Customer contacted UI concerned about high usage. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	08/04/15	customer has a leak on his side/ informed customer cdw	JONES, GEORGE	Brooke Storm	HIBILL	08/04/15	7496809175	(321) 331-3676	Cedric Watkins	Completed
3945118850	11848 WINDFLOWER CT	07/20/15	customer called to report higher than normal bills last 2 months, please re-read meter and check for leaks, sylvia	07/21/15	no leaks at the meter and tagged door cdw	HYMAN, EILEEN	Sylvia Watler	HIBILL	07/21/15	7697952900	(646) 530-0284	Cedric Watkins	Completed
8055010000	13215 PINYON DR	06/26/15	Please re-read meter check for leaks, customer is concerned of high bill. Please leave tag on door with findings. Lydia 352-242-4462	06/29/15	No leaks detected, tagged door for customer to check irrigation timer, also suggested they read meter daily to see usage. Read meter. BAW	ORTIZ, LYDIA	Linette Orenge	HIBILL	06/29/15	8057796797	(352) 242-4469	William Willets	Completed
2051312410	13030 ANTIQUE OAK ST	06/17/15	Reread meter and check for leaks. Calandra is contact 352-636-9023. Please tag door. I suggested it may be the irrigation usage...not an uncommon amount for this premise. Wife is not familiar with the irrigation settings. Carolyn/FL	06/18/15	Customer called and canceled. E-Mailed Kim and Sylvia @ 8:08 AM - customer cancelled cdw	DELESIN, CALANDRA	Carolyn McVicker	HIBILL	06/18/15	6686810493	(352) 636-9023	Cedric Watkins	Completed
5833948045	13126 PINYON DR	06/16/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRI ENV	06/17/15	customer has a leak on there side also spoke with customer cdw	THOMAS, YAO WALAK	Jerrie Hoffman	HIBILL	06/17/15	8613251855	(352) 414-8491	Cedric Watkins	Completed
8179960969	12631 HAMMOCK POINTE CIR	06/01/15	Mrs. Pomeroy called to report very high usage this month. She says that previously there was an issue with the irrigation that caused high usage before, but that has since been fixed. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	06/02/15	no leaks and tagged door cdw	POMEROY, STEPHEN	Brooke Storm	HIBILL	06/02/15	5786584889	(318) 572-0287	Cedric Watkins	Completed

6491256640	12035 STILL MEADOW DR	06/01/15	Carmen called very concerned about high bills. She says she's only at the house about 50% of the time and only waters once a week. I have advised her to check for broken heads, check timers, etc, but she insists usage is too high. Please check for leaks, verify reading, tag door with findings. Thanks, Brooke	06/02/15	no leaks at the meter and tag door cdw	SILBERMAN, CARMEN	Brooke Storm	HIBILL	06/02/15	3253963901	(352) 396-2771	Cedric Watkins	Completed
1635591169	12512 HAMMOCK POINTE CIR	05/29/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USAGE REFLECTED ON BILL. DENIES LEAKS ON PREMISE/EXTRA USE/NOT HOME MUCH - WANTS TO HAVE METER CALIBRATED/7/SNR. THANKS, JERRIE NV	06/02/15	no leaks and tag the door cdw	REINAUER, ARTHUR	Jerrie Hoffman	HIBILL	06/02/15	3341072341	(850) 293-0711	Cedric Watkins	Completed
7570584950	12409 HAMMOCK POINTE CIR	05/19/15	please verify read and check for any leaks. Customer concerned with usage on last bill. thanks vfr	05/20/15	no leaks at the meter/ tagged door cdw	LEWIS, LYNDA	Vanessa Robinson	HIBILL	05/20/15	3026801762	(412) 901-8597	Cedric Watkins	Completed
3793875783	12411 HAMMOCK HILL DR	05/18/15	Please re-read meter and check for any signs of a leak. Customer is disputing water usage. It doubled from last month and there are no changes in her watering schedule.	05/19/15	no leaks at the meter/ read cdw	BAILEY, ROSITA	Shona Robinson	HIBILL	05/18/15	4719664776	(347) 755-6260	Cedric Watkins	Completed
9353198653	13233 TAMARACK BLVD	04/22/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	04/23/15	no leaks at the meter/cdw	WEINBERG, LINDA	Zakia Bouldin	HIBILL	04/23/15	0069515775	(847) 367-0336	Cedric Watkins	Completed
3103149783	11738 INDIAN HILLS LN	04/17/15	BILL THIS MONTH. HE SAYS HIS SPRINKLERS ARE ON A WELL - CAN YOU PLEASE CHECK ON THIS. ALSO CHECK THE LAST READING AND SEE IF THERE IS A LEAK. 11738 INDIAN HILLS LN. PHONE 352-404-8292. HE SAYS THE LEAKING SPRINKLER HEAD - HAD NOTHER TO DO WITH THE WATER USAGE. PLEASE TAG THE DOOR WITH YOUR FINDINGS. THANKS, LORETTA	04/20/15	customer has a well that appears that it was not connect right/ customer turn wrong valve on that cause the water to be cross connected instructed customer to leave valve off to block the connection. customer has a irrigation guy that's going to correct this issue who is going to call me to inspect. cdw 4/23/15 at 9:30am	LATIFF, PHULMATIE	Loretta Abbott	HIBILL	04/20/15	8044786655	(914) 752-8597	Cedric Watkins	Completed
5585610716	11639 FOXGLOVE DR	04/15/15	Doesn't know how he used 9600 gallons of water in 24 days, no irrigation on. Please take read and check for leak. Please tag door with results of if read is correct and if leak is found. Thanks, CRW	04/16/15	no leaks at meter and tagged door cdw	SYMPHORIEN, ELY	Crystal Woolard	HIBILL	04/16/15	8908690942	(407) 453-0478	Cedric Watkins	Completed
2033779876	12415 HAMMOCK HILL DR	04/13/15	LEAKS. CUST DISPUTES HIGH BILL. CUST ADMITS TO LEAK IN IRRIGATION THAT HAS BEEN REPAIRED. CUST REQ INVESTIGATION ANYWAY - THANKS, JERRIE NV	04/14/15	no leaks at the meter and tagged door cdw	ORTIZ, JOSELINE	Jerrie Hoffman	HIBILL	04/14/15	8931010018		Cedric Watkins	Completed
4405941394	12253 STILL MEADOW DR	03/23/15	Check for leak. Tag door or speak to customer. Advise if need to contact plumber.	03/24/15	no leaks at the meter/ tagged door cdw		Micah Johnson	HIBILL	03/24/15	8339933299	(352) 250-6511	Cedric Watkins	Completed
3373110000	13016 BAYBROOK LN	03/17/15	Nunziant # 985-297-1486 asking to have appt. set to up to have meter check and shown how to read the meter; states the irrigation/sprinklers are attached to this same meter. He is interested in a separate meter. lej 3/17	03/18/15	no leaks at meter also showed home owner how to read cdw	RINALDO, NUNZIANTE R	Ingrid Jenkins	HIBILL	03/18/15	3371260426	(352) 394-2946	Cedric Watkins	Completed
1898984241	12412 HAMMOCK POINTE CIR	01/28/15	Please re read meter and check for leaks. Thanks Karon	01/29/15	no leaks at the meter and tagged the door cdw	SWANICK, JOHN	Karon Hinchcliff	HIBILL	01/29/15	9013234149	(407) 453-4635	Cedric Watkins	Completed
6561256950	12401 HAMMOCK POINTE CIR	01/20/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS AND PLEASE TAG DOOR WITH RESULTS THANK YOU SARAH/NV	01/21/15	no leaks at the meter/ tagged the door cdw	BAKER, SUSETH A	Sarah Locascio	HIBILL	01/21/15	4969174197	(352) 432-3681	Cedric Watkins	Completed
2108084885	13313 COPPERLEAF WAY	01/12/15	Please check meter read and leak indicator. Customer does have small toilet leak but usage on meter this month is showing only 480gal? Could meter have stopped working? 352-404-8034. Amanda	01/13/15	METER WORKING FINE JPR	NORTHSTAR REALTY SERVICES	Amanda Stonebreaker	HIBILL	01/13/15	7215638552	(407) 341-8766	James Richardson	Completed
1211403255	13039 ANTIQUE OAK ST	01/12/15	PLEASE RE-READ METER AND CHECK FOR LEAKS THE CUSTOMER IS COMPLAINING OF A HIGH BILL	01/13/15	NO LEAKS, READS IN LINE JPR	ABDALLA, BADRU	Jessica Bridges	HIBILL	01/13/15	5322495380	(352) 536-1425	James Richardson	Completed
5763900000	12832 GARNET DR	01/06/15	Please re read meter and check for leaks. Thanks Karon	01/07/15	no leaks and re-read the meter cdw	PORTER, PATTY	Karon Hinchcliff	HIBILL	01/07/15	5761070861	(321) 388-1068	Cedric Watkins	Completed
0641749978	12607 COLONNADE CIR	01/05/15	PLEASE RE-READ METER AND CHECK FOR LEAK. CUSTOMER COMPLAINING OF A HIGH BILL. TAG DOOR W/ RESULTS.	01/06/15	Meter registering a slow leak on customer side. Could be a toilet running. Read meter and tagged door. BAW	TAYLOR, MARY	Zakia Bouldin	HIBILL	01/06/15	3362997950	(321) 217-2403	William Willetts	Completed

Utilities, Inc. of Florida - Pasco County - Buena Vista Manor Test Year 2015 Customer Complaints and Resolutions

Account #	Address	Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
7731810000	2516 FLINTWOOD DR	09/04/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS CUSTOMER READ METER & READ IS CORRECT BUT SHE INSISTS NOT USING THE WATER TAG DOOR OR SEE CUSTOMER /IC	09/08/15	R=858280, no leaks indicated by meter. Cleaned and flipped register dial to make it easier to read. Tagged door.	DRESSER, LAURIE	Isabel Ceballos	HIBILL	09/08/15	7739114765	(727) 937-1917	Ronald Chard	Completed
0115810000	2353 STAGHORN DR	01/07/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	01/08/15	Read is in line, meter not registering leak at this time, left tag and spoke with customer.	BENNETT, JOYCE	Jessica Bridges	HIBILL	01/08/15	0113467856	(727) 943-2663	Ronald Chard	Completed



**Utilities, Inc. of Florida - Pasco County - Buena Vista Trailer Park Test Year 2015 Customer Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
6193000000	2123 SPECK DR	12/14/15	Customer complaining of high bill. she is elderly and lives alone. check for leaks and check for leaks. Thank you, Janet/FL	12/15/15	No leaks registering at meter. Advised customer to cut back on irrigation for a month and see if there's a difference.	HENRY, DON	Yanet Garcia	HIBILL	12/15/15	6192970994	(727) 943-0779	Ronald Chard	Completed
4924243312	2100 LULLABY DR	12/10/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL. CUST ADMITS TO LEAK THAT WAS REPAIRED RIGHT AFTER FOUND. DISPUTES 14,000 GAL ON BILL. PLEASE TAG DOOR WITH RESULTS - THANKS, JERRIE NV	12/11/15	Meter read is correct, todays read is 315330. Meter is not showing any leaks at this time. Tagged house with results. JB	BROWN, JARET	Jerrie Hoffman	HIBILL	12/11/15	0972899063	(727) 809-0266	Jeff Becker	Completed
6399252408	4103 IRONWARE DR	12/09/15	Rec'd E-Mail from customer concerned about high bill. Last read shows high consumption. Please re-read meter and check for leaks. **PLEASE TAG DOOR IF LEAK IS REGISTERING THROUGH METER* need thorough notes on file for UI. Thanks, Lorie	12/10/15	Meter reading is correct, used 17,000 gal since last read. Meter is not showing a leak at the time of my visit. left note for customer to check toilet's for possible flapper hanging open at times or if a garden hose was left on at any point. Tagged house with the results. JB	FAHR, HEATHER	Lorie Mayeski	HIBILL	12/10/15	1091780123	(727) 408-1089	Jeff Becker	Completed
0219658468	1918 SHADY COVE DR	11/09/15	Jan# 607-359-3490 requesting to check her readings says home was empty from April until Oct. 1; showing reading of consumption when no one was to be present at property. please investigate iej 11/9	11/10/15	no leaks customer thinks someone stole her water when she was gone for summer	KNAPP, JAN	Ingrid Jenkins	HIBILL	11/10/15	5868708603	(607) 359-3490	Stephen Habrey	Completed
4691784276	2004 HOYLE DR	11/03/15	BETTY SCOTT IS CALLING REGARDING THE HIGH USAGE ON THE BILLING OF 10/26/15. SHE LIVES ALONE AND SAYS USAGE IS JUST TOO MUCH THIS TIME. PLEASE CHECK FOR LEAKS AND RE-READ AT 2004 HOYLE DR. 989-305-5879. TAG THE DOOR WITH YOUR FINDINGS, PLEASE. LORETTA	11/04/15	No leaks indicated by meter. Read is in line.	KUBON, CHERYL	Loretta Abbott	HIBILL	11/04/15	0413058750	(727) 336-7328	Ronald Chard	Completed
8773000000	2122 SPECK DR	11/03/15	Please re-read meter check for leaks, customer is concerned of the high bill. No leaks, no resent repairs, no irrigation. Please tag door with findings. Christiania ph# 727-938-6838	11/04/15	On 10/19 the read was 149040, today the read is 149940. It's likely the read on the 19th was mis-keyed. There are no leaks indicated and 16 days later the usage should show more than 900 gallons. In the 5 months prior to October the average usage was about 4000 gallons a month, that's 133 gallons a day. Meter should be showing about 2000 gallons usage since last read. Spoke with customer and told her to call office tomorrow to discuss findings.	CAUDILL, CHRISTINA	Linette Orenge	HIBILL	11/04/15	8779262883	(727) 938-6838	Ronald Chard	Completed
0660753831	2117 MELODY DR	09/29/15	Please obtain reading and check for leaks per customer he locked of meter and turned off house valve. Customer has been made aware that he is not supposed to lock off our meter. Please verify reading. Kim-FL	09/30/15	METER READER ERROR. The last read matches the premise directly behind this one. The customer's lock is still on and water is off. R=31270 the same as when the customer left.	ADAMS, PATRICK M	Kimberly Bennett	HIBILL	09/30/15	7824026017	(517) 937-1552	Ronald Chard	Completed
0707000000	2030 HOLIDAY DR	09/14/15	cust calling about hi bill please re-read meter and check for leaks, cust said is not at premise, sylvia	09/15/15	Meter is not indicating a leak at this time. Read appears in line. Not sure if anyone is living here but the back door to the home was hanging open for my visit. No one answered the door. This area is heave with homeless sleeping in the area behind the residence (alley) usage may be due to theft if no one is home for periods of time. Customer should consider locking off hose bibs and locking down the home.	LENTZ, STEVE	Sylvia Watier	HIBILL	09/15/15	0701837502	(727) 945-3847	Ronald Chard	Completed

Utilities, Inc. of Florida - Pasco County - Buena Vista Trailer Park Test Year 2015 Customer Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
0444974121	4254 BUENA VISTA LN	09/10/15	Mr. Hart 727-938-7773 calling about high bill. While reviewing the acct I noticed that this cust has been billed for zero usage over the past almost 12 mos although the property has been occupied. Is this high read a "catch up" read for the unbilled usage? Note: cust has a "friendly" dog. Please verify read and tag door with findings. Thank you! Bonnie	09/11/15	REMOTE READ IS 155000, METER IS 135640. THERE ARE NO HOSE BIBS TO CHECK IF METER IS WORKING FROM READS METER DOESNT APPEAR TO BE WORKING PROPERLY. METER SHOULD BE REPLACED. JB	HART, JEFF	Bonnie Storm	HIBILL	09/11/15	0211123980	(727) 938-7773	Jeff Becker	Completed
1754651667	1752 KEPNER DR	09/04/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUSTOMER IS DISPUTING USAGE. TAG DOOR WITH RESULTS. THANKS, GT	09/08/15	R=548540 @ 10:43AM. No one is home and meter is turning slowly. Customer has a leak somewhere on his side of service.	ODOM, MICHAEL	Glenda Thompson	HIBILL	09/08/15	3523199337	(813) 562-1098	Ronald Chard	Completed
4608620883	3936 SILHOUETTE LN	09/01/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER IS VERY SURE THAT HE HASN'T USED VERY MUCH WATER. PLEASE TAG DOOR WITH RESULTS. THANKS BRITTANY NV	09/01/15	Meter is registering a very slow leak on customer's side of service. Over time this will add up.	Tellechea, Alberto	Brittany Warembourg	HIBILL	09/01/15	2697675725	(305) 510-2526	Ronald Chard	Completed
3011100000	4406 BUENA VISTA LN	08/24/15	Pastor David Horton called about high bill. Current bill is a system estimate which is much more than normal usage. Please provide current read. Thank you! Bonnie	08/25/15	R=307720	HARVEST TIME CHURCH	Bonnie Storm	HIBILL	08/25/15	3019813361	(727) 934-6445	Ronald Chard	Completed
4462412174	4115 CLUSTER DR	08/11/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS. PREVIOUS CUSTOMER AT THIS ADDRESS IS DISPUTING THEIR USAGE FROM 06/18 TO 07/16. PLEASE CALL RON AT 516 486-5250 WITH RESULTS THANK YOU SARAH/NV	08/11/15	R=243830 Meter is turning slowly and no one is answering the door at the residence so there may be a leak on the customers side. Tagged door.	LEVIN, PAUL	Sarah Locascio	HIBILL	08/12/15	7028231844	(813) 841-5583	Ronald Chard	Completed
1074754418	2103 SPECK DR	08/06/15	Please check meter read and leak indicator. Customer usage up to over 7000gal. States no irrigation and no visible leaks. Chris 305-417-1239. Amanda	08/07/15	CHECKED FOR LEAKS, NO APPEARENT LEAKS OR MISREADS. TALKED TO CUSTOMER HE WAS SATISFIED. JB	HARVISON, CHRISTOPHER	Amanda Stonebreaker	HIBILL	08/07/15	8890544330	(305) 417-1239	Jeff Becker	Completed
1734397810	3947 SILHOUETTE LN	08/04/15	Please re read meter and check for leaks. Customer is requesting a 30min phone call prior to going out to see if he is home as he would like to be there to see meter read and check. Contact David 727-487-3486. Thank you, Ewan	08/05/15	Meter indicates a slow leak on customer's side of service. Called and notified customer of findings.	SWINGLE, DAVID	Ewan Dehnert	HIBILL	08/04/15	5225330927	(727) 487-3486	Ronald Chard	Completed
9816425579	1752 ORANGE DR	08/03/15	PLEASE GET A RE READ AND CHECK FOR LEAKS PLEASE CALL HAZEL@ 727-943-8936 WITH RESULTS. THANK YOU, CAMMY	08/04/15	NO LEAKS FOUND. TALKED TO CUSTOMER. MAY HAVE A LEAKING FLAPPER EXPLAINED HOW TO CHECK IT. JB	GALLAGHER, MARY HELEN	Cammy Iwinski	HIBILL	08/04/15	9080690425	(727) 940-7549	Jeff Becker	Completed
6374195157	1906 MELODY DR	07/17/15	Mr. Metaxas (514) 729-0029 called about high bill. Vacation home is vacant. Please re-read and check for leak. Please also check for lawn watering. Thank you! Bonnie	07/20/15	No leaks indicated. The read on 6/18, 7/17 & 7/20 is 127200 so there has been no usage since 6/18 for lawn watering or leaks. The meter is not locked off and there is no past FA for seasonal off. Water may have been stolen as the hose bib is accessible. The only way to assure no usage, is for customer to have us lock off the meter for the season.	METAXAS, BASIL	Bonnie Storm	HIBILL	07/20/15	1260052181	(514) 729-0029	Ronald Chard	Completed
1100100000	4036 IRONWARE DR	06/04/15	Carol # 603-731-5540 says two months larger than usual says home along now and hasn't changed the watering since March ; investigate and advised of findings please leave notice on the door lej 6/4	06/05/15	Read is inline and meter is indicating no leaks at this time. Advised customer to check plumbing for intermittent leaks like a fouled toilet chain or flapper or a sticking PRV on the water heater. I also advised the customer to get locks for the hose bibs to deter theft and advised that when she leaves town she have the water turned off for seasonal.	Young, Carol	Ingrid Jenkins	HIBILL	06/05/15	1106794559	(603) 731-5540	Ronald Chard	Completed
9897810000	1702 HOLIDAY DR	05/21/15	Dawn Elliott #727-326-3667 that it's showing last 3mths higher consumption. check due to her meter was filled with dirt and not visible to be read. also can we verify that not leaking and record the reading lej 5/21	05/22/15	Read is in line, excavated meter, replaced meter box lid. Tagged door. Usage may have been a leak that was repaired or theft through an external hose bib.	ALEXANDER, WILLIAM F	Ingrid Jenkins	HIBILL	05/22/15	9896746285	(727) 226-5663	Ronald Chard	Completed
1165000000	1916 HOLIDAY DR	05/04/15	Please check meter read and leak indicator. Michelle 727-934-4546. Amanda	05/05/15	No leaks indicated by the meter. Customer may have had a toilet flapper or valve not fully shut last month to throw off the read.	LEININGER, MICHELLE	Amanda Stonebreaker	HIBILL	05/05/15	1161907725	(727) 934-4546	Ronald Chard	Completed

**Utilities, Inc. of Florida - Pasco County - Buena Vista Trailer Park Test Year 2015 Customer Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
1355000000	1811 HOLIDAY DR	05/04/15	*Please knock on door upon arrival! Reread meter and check for leaks. Actual meter reading for 4/17 was 99440. Previously 9 months of Office Estimates due to a Locked Gate. Last bill was for 38K gallons (probably catchup for the low estimates for 9 months). Pls Contact Dawn Lewis on 727-222-7654 as she is assisting Christine Struble. *Discuss Remote Installation Option with Customer* Thank You, Carolyn/FL	05/05/15	The read is in line. The meter did not indicate any leaks. The problem is with access to even install a remote. The meter is in the yard at 1810 Hess. We can't always get access. We will try and get in and install a remote in the next few days depending on access. They seem to be using about 277 gallons per day since the last read on the 17th. They may have more people living there than they used to.	STRUBLE, CHRISTINE	Carolyn McVicker	HIBILL	05/05/15	1357555977	(727) 222-7654	Ronald Chard	Completed
1622383465	1942 PLEASURE DR	04/01/15	Customer complaining of high bill, please reread meter and check for leaks. Customer home 8-12, please knock on door with results. Thanks, Karyn	04/02/15	Meter indicating leak on customers side. Spoke with customer advised her to contact a plumber to resolve. Showed her several leaks at couplings in above ground plumbing that feeds her hose bibs.	SHECTER, DENISE	Karen Thimmes	HIBILL	04/02/15	0781582872	(727) 940-5665	Ronald Chard	Completed
9880100000	4343 BUENA VISTA LN	03/16/15	Please re-read meter check for leaks customer is concerned of high bill/usage. Jeff ph# 727-938-7773	03/17/15	Meter is locked off. Looks like read on 2/4/15 is a typo there is an extra 4 in the read. The read has remained unchanged and there is no usage or leaks	HART, JEFF	Linette Orenge	HIBILL	03/17/15	9888485344	(727) 938-7773	Ronald Chard	Completed
0707000000	2030 HOLIDAY DR	03/09/15	Mrs. Lentz called to report extremely high usage this month. Last FA for re-read has no comments if leak present or not. Please verify if leaking and re-read. Please tag door with findings. Thanks, Brooke	03/10/15	Read is in line. NO leaks indicated by meter. Tagged post by door there is no door knob.	LENTZ, STEVE	Brooke Storm	HIBILL	03/10/15	0709141836	(727) 945-3847	Ronald Chard	Completed
6066165033	2036 MELODY DR	03/03/15	PLEASE RE-READ METER AND CHECK FOR LEAK. CUST COMPLAINING OF A HIGH BILL. PLEASE TAG DOOR W/ FINDINGS. THANKS	03/04/15	Previous read incorrect. Meter is reading 10500. No leaks.	CHAPMAN, RONALD	Zakia Bouldin	HIBILL	03/04/15	5628753712	(727) 938-7680	Ronald Chard	Completed
4364877612	4030 DARLINGTON RD	02/11/15	RE READ METER AND CHECK FOR LEAK	02/11/15	Saw customer enter home upon arrival. Repeated knocking resulted in no response from the customer. Back gate is closed with dogs in yard. Have been bitten by this dog in the past. Cannot read or access meter. However the leak on the side of the house that was first spotted has been repaired.	WARREN, LAWRENCE	Micah Johnson	HIBILL	02/11/15	6060832836		Ronald Chard	Completed
1027492032	4043 SCARLET MAPLE DR	01/14/15	Please re read meter and check for leaks. Customer states they don't know how the water usage jumped in usage. Thank you, Ewan	01/15/15	Customer has a leaking toilet. I advised her of the usage and urged her to call a plumber.	HUTCHERSON, CHERYL	Ewan Dehnert	HIBILL	01/15/15	0421634317	(770) 896-0101	Ronald Chard	Completed
2869331860	4037 DALWOOD DR	01/09/15	Please re read meter and check for leaks. Brenda said no leaks or running toilets. karon	01/12/15	Read is in line. Meter indicates a leak on customers side of service. Spoke with customer and explained the usage and the leak.	LAMBROS, FRANK	Karon Hinchcliffe	HIBILL	01/12/15	9385002557	(727) 939-9679	Ronald Chard	Completed

Lake Utility Services - Crescent Bay Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
5079800000	11112 SKYWAY DR	12/08/15	Please re-read meter check for leaks. Customer is concerned of high usage/bill. No irrigation for 2 months. Only 2 people living in the home. Please tag door with findings. Nelson ph# 407-928-2571	12/09/15	no leaks at the meter/ tagged door cdw	GUTIERREZ, LILIA C	Linette Orengo	HIBILL	12/09/15	5073355623	(407) 928-2571	Cedric Watkins	Completed
0917787466	11049 CRESCENT BAY BLVD	08/21/15	David #321-231-0770 asking to have meter verified reading and checked for any signs of leaking; advised of the services and he says he does have a pool and watering system ; record all information in ccb. iej 8/21	08/24/15	no leaks at the meter/ tagged door cdw	ARENAS, DAVID	Ingrid Jenkins	HIBILL	08/24/15	4935749529	(321) 231-0770	Cedric Watkins	Completed
2688800000	11030 WIND CHIME CIR	05/27/15	Please re-read and check for leaks. Customer complaining of high usage. Please tag w/ findings. Thanks	05/28/15	No leaks, by the looks of the green grass it is most likely irrigation usage, suggested they check timer and read meter before and after watering to see usage. Read meter. BAW	FULLER, RON	Zakia Bouldin	HIBILL	05/28/15	2684880445	(352) 243-0885	William Willetts	Completed
4370760252	11138 CRESCENT BAY BLVD	01/27/15	Mr. and Mrs. Dinello had a higher read this month than last month. They don't believe they used more water. They do water yard twice a week, but don't believe they used 13000 gallons. Please reread meter and check for leaks. Tag door with results. Thanks Haida NV	01/28/15	NO LEAKS.SHOWED HIM HOW TO READ BEFORE AND AFTER IRRIGATING JPR	DINELLO, CHARLES	Haida Caruso	HIBILL	01/28/15	0204392669	(954) 261-9138	James Richardson	Completed

**Utilities, Inc. of Florida - Orange County - Crescent Heights Test Year 2015 Customer Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
0691413883	6214 W MELBOURNE AVE	08/20/15	PLEASE CHECK FOR LEAKS AT 6214 W MELBOURNE AVE. MARCELLA ALBERT FEELS SHE MAY HAVE ONE - DUE TO THE USAGE. 321-442-5824. LORETTA	08/20/15	Checked meter no leaks# 14287904 , read 121950 gl	HOLDEN, DARLENE	Loretta Abbott	HIBILL	08/20/15	5401730409	(407) 203-3204	Greg Liggons	Completed
0169300000	6224 W AMELIA ST	08/18/15	customer calling about hi bill,please re-read meter and check for leaks,sylvia	08/19/15	Reread meter checked for leaks no leaks#29761069, read 699790 gl	VICTOR, DIANE	Sylvia Watler	HIBILL	08/19/15	0162036241	(407) 293-0051	Greg Liggons	Completed
4389300000	6002 W HARWOOD ST	07/20/15	Rec'd E-Mail from Latarsha Burke (E-Mail Address latarsha.burke@yahoo.com) stated high consumption with no reason. Please obtain current read and check for leaks. **PLEASE**Tag Door with findings and current read. Need thorough notes on FA for Customer Service & Record. Lorie	07/21/15	Reread meter checked for leaks#12273600,read245040gl customer has a leak talked to customer	BURKE, Lатарsha G	Lorie Mayeski	HIBILL	07/21/15	4385829592	(407) 459-3079	Greg Liggons	Completed
4920400000	6224 W LIVINGSTON ST	06/18/15	Please re-read meter and check for leaks. Customer has high usage with no explanation. Tag Door with findings. Thanks, Lorie	06/19/15	Spoke with customer no leak detected# 14692643 ,read55650gl	VELEZ, MINERVA	Lorie Mayeski	HIBILL	06/19/15	4922636012	(407) 219-7270	Greg Liggons	Completed
5200400000	6106 W HARWOOD AVE	06/16/15	CUST CALLING ABOUT HIGHER THAN NORMAL BILL. PLEASE RE-READ METER AND CHECK FOR LEAKS,SYLVIA	06/17/15	Checked meter for leaks# 11106602 ,read415000gl spoke with customer they dew not have a leak!	HARI PAUL, LALADHAR	Sylvia Watler	HIBILL	06/17/15	5200696876	(407) 299-3998	Greg Liggons	Completed
1361400000	6124 W ROBINSON ST	05/19/15	please reread meter and check for leaks . tag door with results. thanks, gt	05/20/15	Check meter for leak. Did not find any leak. Made contact with customer. Mtr. R- 1211820 JSM	ANDERSON, WINZEL R	Glenda Thompson	HIBILL	05/20/15	1367058713	(407) 295-8430	Jeff A Metheney	Completed
0691413883	6214 W MELBOURNE AVE	02/13/15	Please re read meter and check for leaks. Thank you. Ewan	02/16/15	I RE READ HTE METER ,CHECKED FOR A LEAK. THERE NO SIGN OF ANY LEAKS , READ IS 57480 MAF	HOLDEN, DARLENE	Ewan Dehnert	HIBILL	02/16/15	5400244723	(407) 203-3204	Mike Finnegan	Completed

**Lake Utility Services - Crescent West (CR561) Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
7746097502	10595 LAKE HILL DR	11/30/15	Please check meter read and leak indicator, said no way he used this amount of water in 10 days. David 813-757-0264. Amanda	12/01/15	no leaks at the meter/ tagged door cdw	PRATHER,DAVID	Amanda Stonebreaker	HIBILL	12/01/15	9737979968	(813) 757-0264	Cedric Watkins	Completed
2344900000	10511 LAKE HILL DR	08/28/15	please re-read and check for leaks at location. Customer has had a high bill for the last 2months. Nicholas 352.394.1245 thanks. tag door with findings.	08/31/15	no leaks/ meter appears to have been mis read/ tagged door cdw	DROZDYK,NICHOLAS	LaQuon Huntley	HIBILL	08/31/15	2348225378	(352) 394-1245	Cedric Watkins	Completed
3734900000	10603 LAKE HILL DR	01/02/15	RE-READ METER AND CHECK FOR LEAKS. CUSTOMER STATED IRRIGATION HAS BEEN OFF SINCE NOVEMBER. PLEASE TAG DOOR WITH CURRENT READ AND FINDINGS. NEED THOROUGH COMMENTS ON FA. THANKS, LORIE M. 1-2-14	01/05/15	no leaks at meter/ tagged door cdw	HINN,GARRY	Lorie Mayeski	HIBILL	01/05/15	3739230067	(352) 394-7954	Cedric Watkins	Completed

Utilities, Inc. of Florida - Marion County - Crownwood Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
5655041634	7296 NW 44TH LN	09/21/15	Reread meter and check for leaks. Mark is single in a condo and is not responsible for irrigation. He did note a wet spot in the back. Carolyn/FL	09/22/15	CHECKED PREMISE WHILE TALKING TO CUST. DIDNT FIND ANY LEAKS IN OR AROUND METER. ALL EVENTS WERE NORMAL MR	BONANSINGA, JULIE	Carolyn McVicker	HIBILL	09/22/15	7075664953	(217) 592-6186	Marlin Richardson	Completed
8596110000	7309 NW 44TH LN	03/25/15	Mrs Crupi 352-427-1598 called about high bill. Possible mis-read? Please re-read and check for leak. Thank you! Bonnie	03/26/15	Obtain current read, customer has only used 20 gal since previous read on 2/27, no leaks at this time and tagged door. MGS	CRUPI, EDITH	Bonnie Storm	HIBILL	03/26/15	8593155434	(352) 427-1598	Michael Schwades	Completed

Utilities, Inc. of Florida - Seminole County - Crystal Lake Test Year 2015 Customer Billing Complaints and Resolutions														
SUB	Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
091	2691635221	222 HOMEWOOD DR	09/15/15	PLEASE CALL 1 HOUR PRIOR TO COMING OUT AT 407-407-360-4566 OR 407-385-9309. LEAVE MSG IF NO ONE ANSWERS WITH A PHONE NUMBER TO RETURN THE CALL. SAID THAT THERE'S 2 METERS, INTERNAL AND EXTERNAL. HIGH USAGE ON LAST 3 READS. CUSTOMER WILL BE HOME. PLEASE KNOCK ON DOOR THANKS, CRW	09/16/15	Reread meter no leaks called customer#18574146, read 147500 gl	BAKLOR, ERIKA	Crystal Woolard	HIBILL	09/16/15	8254878672	(407) 800-9988	Greg Liggins	Completed
091	9393000000	212 SUNSET DR	09/02/15	Please check meter read and leak indicator, Mark 407-314-4052. Amanda	09/03/15	Reread meter no leak didn't have time to call customer#29320087, read 763840 gl	CAHILL, MARK	Amanda Stonebreaker	HIBILL	09/03/15	9390583880	(407) 314-4052	Greg Liggins	Completed
091	7571810000	404 LAKE BLVD	09/01/15	MR. Lavin # 407-302-1967 asking to have appt to see why changed meter and he suspects we are not reading the new meter accurate; Mr. Lavin is asking to meet with him to show meter and explain. iej 9/1	09/01/15	Reread meter talk to Mr Lavin it appears he has a slow leak #12644913, read 11280 gl	LAVIN, JAMES	Ingrid Jenkins	HIBILL	09/02/15	7576922624	(407) 302-1967	Greg Liggins	Completed
091	1530184790	210 HOMEWOOD DR	07/08/15	Please re-read meter check sure the correct meter is being read and double check for leaks. Customer is very concerned especially when no one has lived here for 3 years. John ph# 407-463-4860	07/09/15	Reread meter no leaks 3rd time coming out meter# 13061185 ,read124490gl double check everything gl	NOTHNGEL, MEGAN	Linette Orenge	HIBILL	07/09/15	4930603847	(407) 483-2183	Greg Liggins	Completed
091	2555000000	107 BUNKER LN	07/01/15	Customer asking to verify no signs of leaking around her meter and that reading is accurate, showing more consumption and nothing has changed. record all information in ccb. iej 7/1	07/02/15	Reread meter no leaks#34167800,read358770gl	MASCARO, BEVERLY S	Ingrid Jenkins	HIBILL	07/02/15	2554790515	(407) 321-6055	Greg Liggins	Completed
091	1070810000	213 RIDGE DR	06/10/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please speak w/ customer, if not home tag door. Thanks	06/11/15	Reread meter checked for leaks no leaks#97498948,read4435550gl	MCADAM, LAWRENCE	Zakia Bouldin	HIBILL	06/11/15	1074354789	(407) 321-0376	Greg Liggins	Completed



Utilities, Inc. of Florida - Orange County - Davis Shores Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
1525400000	67 N MAIN ST	11/02/15	MRS. EPSTEIN IS CALLING ABOUT THE HIGH BILLS - SINCE THE MAY BILLING THE BILLS HAVE INCREASED THEY ARE NOW OVER \$300.00 DOLLARS. SHE KNOWS OF NO LEAKS AND THEY HAVE NEW COMMODOES. THE WATER PRESSURE IS VERY LOW ALSO. PLUS SAND, GRIT IN THE WATER AND THEY HAVE TO KEEP CLEANING OUT THE FILTERS. PLEASE CHECK THE METER AND TAG THE DOOR WITH YOUR FINDINGS. THIS PROBLEM STARTED AFTER YOU HAD THE LINES SHUT DOWN, RECENTLY. THEY DO NOT HAVE A WATER SOFTNER. LORETTA	11/03/15	No leaks re read meter for billing read 1380940 gl....	EPSTEIN, LAWRENCE M	Loretta Abbott	HIBILL	11/03/15	1521603583	(407) 649-7220		Completed

Lake Utility Services - Four Lakes Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Entry Date	FA ID	Phone	Operator	FA Status
9446801976	16153 HARBAR OAKS DR	12/15/15	Kim is concerned because her bill is steadily increasing. She is now up to over 47,000 gals a month. Also wants her water checked, it taste like it has a lot of chemicals in it. Please tag door with findings....Thanks	12/16/15	customer has a leak on there side 1gpm and cl2=1.0 per mike s cdw	COOPER , KIM	Shona Robinson	HIBILL	12/15/15	8212368984	(407) 408-5224	Cedric Watkins	Completed

Utilities, Inc. of Florida - Marion County - Golden Hills Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
9482836421	5310 NW 78TH CT	12/14/15	Lesley # 978-590-1218 and then showing double consumption on her meter this cycle stating she wasn't present for 2wks. could we double check the reading and also check for meter suspected leaking; states her sprinkler runs only 2wk. record the information in ccb and leave a tag on the door. lej 12/14	12/15/15	CHECKED PREMISE, NO LEAKS FOUND TAGGED DOOR.MR	ALLEN,LESLEY	Ingrid Jenkins	HIBILL	12/15/15	7422976430	(978) 590-1218	Marlin Richardson	Completed
5202676888	5800 NW 80TH AVENUE RD	12/14/15	please obtain reading check meter # and if any leaks. Tag with findings. Kim-FL	12/15/15	CHECKED PREMISE, NO LEAKS DETECTED.TAGGED DOOR.MR	PALMER,MERAL	Kimberly Bennett	HIBILL	12/15/15	0763768917	(352) 789-6666	Marlin Richardson	Completed
6957010000	4640 NW 80TH CT	12/14/15	Please obtain reading check for leak customer is 1 person stated usage is incorrect - Please tag with findings. Thanks. Kim-FL	12/15/15	CHECKED PREMISE, SPOKE WITH HOMEOWNER. NO LEAKS DETECTED MR	CASSONE,SHARON	Kimberly Bennett	HIBILL	12/15/15	6950641467	(352) 629-7452	Marlin Richardson	Completed
9290000000	7766 NW 49TH STREET RD	09/16/15	Reread meter and check for leaks. Edgar is the contact on 802-343-8537. PLEASE DO NOT TAG DOOR. CUSTOMER IN VERMONT. House Vacant for over a year. CarolynVFL	09/18/15	CHECKED PREMISE AND FOUND METER IN THE OFF POSITION. NO LEAKS WERE DETECTED ANYWHERE.MR	WELCH,EDGAR A	Carolyn McVicker	HIBILL	09/18/15	9296100765	(802) 985-9433	Marlin Richardson	Completed
2542200000	4575 NW 78TH AVE	08/11/15	Reread meter and check for leaks. Page Falconer is contact on 352-369-4559. Last month showed a reading of over 102,000 gallons...no known leak and no one home for majority of that period. Thanks for checking...pls tag door. CarolynVFL	08/12/15	CHECKED PREMISE AND OBTAINED METER READ MR	FALCONER,PAGE E	Carolyn McVicker	HIBILL	08/12/15	2545170320	(352) 369-4559	Marlin Richardson	Completed
6054200000	5078 NW 76TH CT	06/17/15	please investigate and check for leaks. Mrs Wagner has a high bill 352.624.3234. thanks.	06/18/15	CHECKED PREMISE, DIDNT FIND ANY LEAKS IN OR NEAR THE METER BOX.MR	WAGNER,WILLIAM C	LaQuon Huntley	HIBILL	06/18/15	6054259418	(352) 624-3234	Marlin Richardson	Completed
0252200000	5189 NW 76TH CT	05/13/15	Robert called due to vey high usage billed this month. Please verify reading, check for leaks, and tag door with findings. Thanks, Brooke	05/14/15	CHECKED PREMISE, NO LEAKS WERE DEDEDCTED.TAGGED DOOR AND SPOKE WITH H/O.MR	KENT,ROBERT	Brooke Storm	HIBILL	05/14/15	0251416688	(352) 622-3707	Marlin Richardson	Completed
8578544434	4939 NW 82ND CT	04/13/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER CALLED TO COMPLAIN ABOUT A HIGH BILL. PLEASE CALL HAROLD SHARP @ 352-622-7550 or 352 895-5177 BEFORE ARRIVING. HE WOULD LIKE TO SPEAK WITH THE TECH.	04/14/15	CHECKED PREMISE, ON ARRIVAL FOUND METER IN THE OFF POSITION. COMPLETED A PREMISE CHECK WITH CUST. AND NO LEAKS WERE DETECTED. EXPLAINED THAT A PAYMENT WAS NEEDED.MR	SOLOMON,ARI	Jessica Bridges	HIBILL	04/14/15	3791667783	(617) 777-8859	Marlin Richardson	Completed

Lake Utility Services - Highland Point (CR561) Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Entry Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
1239010000	10715 POINT OVERLOOK DR	11/24/15	RE-READ METER & CHECKS FOR LEAKS TAG DOOR W/FINDINGS /JC	11/24/15	no leaks at meter tag door cdw	ADAMS, JOHN	Isabel Ceballos	HIBILL	11/25/15	1234812812	(352) 394-7848	Cedric Watkins	Completed
5315751856	10730 PARKWAY DR	06/17/15	Reread meter and check for leaks Kenneth Blair is the contact on 352 989-2825 Very high usage 72K gallons He is checking his irrigation Thanks, Carolyn/FL	06/17/15	re read meter checked for leaks customer has a leak on there side talked to customer and let him know what I found RC	BLAIR, KENNETH	Carolyn McVicker	HIBILL	06/18/15	6959003337	(352) 989-2825	Robert Callahan	Completed
9334151791	10833 BRONSON RD	03/02/15	Ms Zagame 352-536-01 concerned about bill for 44,000 gal for two week period Suggested checking irrig timers as contractor had usage 100,000+ from watering Cust would like read checked and leak check Tag door with results Thank you! Bonnie	03/02/15	NO LEAKS,IRRIGATION PROBABLY ,TAGGED DOOR JPR	ZAGAME, GRETCHEN	Bonnie Storm	HIBILL	03/03/15	4377154361	(352) 536-0100	James Richardson	Completed

**Utilities, Inc. of Florida - Seminole County - Jansen Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
6451740287	2843 ORANOLE WAY	12/04/15	Reread meter and check for leaks. Advised customer to check her irrigation system. Last 3 months usage is consistent and 55K gallons. Contact # is 407-952-0269 is Sheri Grace. Carolyn/FL	12/07/15	No leaks reread meter read 2271300 gl...	GRACE, ANGEL	Carolyn McVicker	HIBILL	12/07/15	8136300673	(407) 952-0269		Completed
7832210000	6047 LINNEAL BEACH DR	09/15/15	RE-READ METER AND CHECK FOR LEAKS,SYLVIA	09/16/15	Reread meter high bill# 14287775 , read 217500 gl talked to customer no leaks gl....	HELM, GEORGE	Sylvia Watler	HIBILL	09/16/15	7839794253	(407) 808-2099	Greg Liggons	Completed
5292509944	2816 ORANOLE WAY	08/27/15	Kim # 407-257-5484 requesting verified her reading and functioning of her meter showing large amt. of consumption no changes in home. record all information in ccb. ie/ 8/27	08/27/15	Read is correct. No leak detected, New read is 82430 Notified customer with findings.RH	BROWN, MATT	Ingrid Jenkins	HIBILL	08/27/15	3205143813	(407) 952-9552	Rodel Hermano	Completed
9262210000	6016 LINNEAL BEACH DR	06/15/15	Please obtain reading and check for leaks per customer she do not think meter is being read she read after the meter reader and dirt still in meter. Please read and tag with reading and findings. Mrs. Amy #407-462-4740. Kim-FL	06/16/15	Reread meter no leaks spoke to customer reread meter# 29696595 ,read331710gl	BERNARD, AMY	Kimberly Bennett	HIBILL	06/16/15	9266368960	(407) 462-4740	Greg Liggons	Completed
3514210000	6590 BRENDA DR	05/12/15	CUSTOMER CALLING ABOUT VERY HI BILL,PLEASE RE-READ METER AND CHECK FOR LEAKS,HIS TN IS 321-689-6401, THANKS,SYLVIA	05/13/15	Reread meter no leaks detected tag the door,#29064013 read is 2810110 gl mf	CALIFAR, KELLY A	Sylvia Watler	HIBILL	05/13/15	3513518681	(407) 702-5587		Completed
2332210000	6031 LINNEAL BEACH DR	03/16/15	MARY ANN JOHNSON'S SON-IN-LAW. CAME INTO THE OFFICE SAYING THEY HAVE HAD A PLUMBER, NO LEAKS FOUND, HE SUGGESTED A LAEK DETECTION COMPANY, NO LEAKS. THEY HAD THE IRRIGATION COMPANY CHECK THE LINES, HEADS - NO LEAKS. COULD THERE BE SOMETHING WRONG WITH THIS NEW METER. ONE PERSON, 85 YEARS OLD, LIVING THERE. I TOLD HIM SOMETHING IS USING ALOT OF WATER THAT IN 5 DAYS IT WAS ALMOST 6,500 GALLONS. DO YOU HAVE ANY SUGGESTIONS? MAYBE A METER TEST??? I DID NOT MENTION THIS TODAY. ANDY MCDONALD IS THE SON-IN-LAW PHONE 407-492-8110. PLEASE CALL HIM - THANKS, LORETTA	03/17/15	I read the meter checked for a leak the meter is registering a leak I tried to call mr mcdonald any got no answer , but I did speak with mrs Johnson I show her that the meter is spinning ,she does want the meter tested , I told to her to call the office maf	JOHNSON, MARY ANN	Loretta Abbott	HIBILL	03/17/15	2333468926	(407) 293-1754	Mike Finnegan	Completed
2332210000	6031 LINNEAL BEACH DR	03/05/15	Mary Ann called concerned of high usage. Meter just changed on 1/28, was new meter mis-read? Shows over 19,000 gallons when customer usually uses 1000-2000. Please re-read and tag door with findings. Thanks, Brooke	03/06/15	Check for leaks and reread meter. leak is on customer side tag door #28800 FT	JOHNSON, MARY ANN	Brooke Storm	HIBILL	03/06/15	2330978070	(407) 293-1754	Frank Turner	Completed
8868200000	9494 SHORTLEAF CT	03/03/15	Please re read meter and check for leaks. Customer Donald 407-718-0299 requests a call 1 hour prior when going to check meter to make sure he is there. Thank you, Ewan	03/04/15	I read the meter the meter is registering a leak and I spoke with mr smyth told him to check the plumbing read is 1376020 maf	SMYTH, DONALD	Ewan Dehnert	HIBILL	03/04/15	8868836999	(407) 291-9557	Mike Finnegan	Completed

Labrador Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
3720942216	6313 JESSUP DR	12/22/15	RE-READ METER AND CHECK FOR LEAKS CUSTOMER SAYS NO ONE HAS BEEN THERE SINCE APRIL TAG DOOR W/FINDINGS /C	12/23/15	that they have a leak that was indicator by the meter leak indicator so I turned off the valve by the meter & tagged the door	ZIMMERMAN, ROBERT	Isabel Ceballos	HIBILL	12/23/15	9310422250	(231) 935-7807	Robert Buono	Completed
2426483294	6232 FOREST LAKE DR	12/17/15	please reread meter and check for leaks. customer was only in home 3 days during billing cycle.	12/18/15	read & checked for leaks there were no leaks	FREEMAN, JERRY	LaQuon Huntley	HIBILL	12/18/15	6366056376	(813) 715-2744	Robert Buono	Completed
8928929073	6126 UTOPIA DR	11/30/15	Please re-read meter and check for leaks. Wilfred Buckle, 709-630-1950, called due to high bill. He does not believe this is a true reflection of his usage. It is just him and his wife at the home. Please leave detailed notes of investigation on tag on door and in notes of FA. Thank you, Sam.	12/01/15	meter indicating no leaks & tagged door with findings	BUCKLE, WILFRED	Samantha Gongre	HIBILL	12/01/15	4550397647	(709) 630-1950		Completed
8519917639	5716 VIAU WAY	11/23/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUSTOMER CALLED ABOUT HIGH BILL AND STATES THE METER READ IS INCORRECT. CAREY 813.788.0645.	11/24/15	reread meter & found no leaks	NICKERSON, CAREY	LaQuon Huntley	HIBILL	11/24/15	0716365107	(813) 788-0645	Robert Buono	Completed
4046800000	41086 BREAM CIR	11/12/15	CUST ASKING TO HAVE METER REREAD HOME HAS BEEN EMPTY SINCE SEPT. 1, 2015 CAN WE VERIFY METER ISN'T SHOWING ANY CONSUMPTION PLEASE INVESTIGATE AND IF SHOWING SIGNS OF LEAKING CUSTOMER GIVES PERMISSION TO TURN OFF HE IS IN CANADA. lej 11/12	11/13/15	customer did have a leak, the meter reader turn meter off after he knock the door and no one was home.	SHAW, LENA	Ingrid Jenkins	HIBILL	11/13/15	4046603463	(905) 458-5027	Israel Rojas	Completed
7681900000	5841 TWILIGHT DR	10/28/15	Reread meter and check for leaks. Looks like meter read is a 9 instead of a 6. Will probably need a corrected bill. Pls advise. Thank You, Carolyn/FL	10/29/15	yes it was a 6 instead of a 9 so you need to fix it	HARMES, PAUL	Carolyn McVicker	HIBILL	10/29/15	7682905013	(813) 788-5323	Israel Rojas	Completed
5782900000	6051 UTOPIA DR	10/28/15	PLEASE GET A RE READ AND CHECK FOR LEAK AND CALL RAYMOND @813-783-2577 WITH RESULTS.THANK YOU,CAMMY	10/29/15	found on leaks	GADD, RAYMOND	Cammy Iwinski	HIBILL	10/29/15	5780107098	(813) 783-2577		Completed
5227513479	5939 BENZ PL	09/25/15	Please read meter check for leaks per customer they turned off water at the house and meter. Customer will call back on Tuesday 9/29/15 go get findings. Kim- FL	09/29/15	read & checked for found no leaks & valve @ meter is off	MOORE, CYNTHIA	Kimberly Bennett	HIBILL	09/29/15	7541683306	(705) 706-0328		Completed
5571900000	5866 NAPLES DR	08/19/15	Customer complaining of high bill, please reread meter and check for leaks. Tag door with results. Thanks, Karyn	08/20/15	No leaks were found ,I check the meter and one of the numbers was miss read the read is 628770 customer will like to be re bill for the correct amount	GIESE, LAVONNE D	Karen Thimmes	HIBILL	08/19/15	5574870502	(813) 782-2175	Israel Rojas	Completed
7732900000	5641 VIAU WAY	08/18/15	RE-READ METER & CHECK FOR LEAKS CUSTOMER WAS READING METER BUT TRANSPPOSED NUMBERS. SEE CUSTOMER OR TAG W/FINDINGS /C	08/19/15	no leaks were found ,spoke with customer and he told me that everything was ok that he had mist a number when he read the meter	KOHANSKI, FRANCIS J	Isabel Ceballos	HIBILL	08/19/15	7730189731	(813) 783-7365	Israel Rojas	Completed
2540900000	5917 TWILIGHT DR	08/13/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT .... CUST IS CONCERNED THAT WE'RE READING THE WRONG METER... PLEASE VERIFY METER # ASSOCIATED WITH THIS ADDRESS	08/14/15	read & checked for there was no leaks found gone on the 8/14/15	COOPER, DONNA B	Glenda Thompson	HIBILL	08/17/15	2540795670	(813) 469-3819	Israel Rojas	Completed
9430900000	5934 UTOPIA DR	07/24/15	Please check meter read and leak indicator. Customer states turned water off to the home 05/21 and should be 0.00 usage. I advised customer 30 gal used. George 303-641-3155 Amanda	07/27/15	read & checked for leaks there are no leaks But I checked hose bib on the side for the house and water came out of it	WATSON, GEORGE KENNETH	Amanda Stonebreaker	HIBILL	07/27/15	9431282604	(813) 779-8311		Completed
1626806681	41282 XENON WAY	07/21/15	customer calling about hi bill,please re-read meter and check for leaks,sylvia	07/22/15	reread meter found no leaks are present on leak indicator	FONTAINE, VICTORIA	Sylvia Watier	HIBILL	07/23/15	2942514295	(757) 401-8472		Completed
			Ms. Coache 813-395-5650 left FL on 04/26 and shut		meter but not locked								

Labrador Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
0668800000	6214 FOREST LAKE DR	06/24/15	water off at meter. Billed for 600 gals during time period that water has been off. Please re-read and check for leak. Please advise if water is on or off. Thank you! Bonnie	06/25/15	tagged door with findings LN	COACHE, WENDY	Bonnie Storm	HIBILL	06/25/15	0661530674	(813) 395-5650	Lee Neal	Completed
9209800000	6203 JESSUP DR	06/19/15	Please re-read meter and check for leaks. Ms. Campbell called complaining of high bill. Preferred time window of 8-12am, please knock on her door and let her know results of investigation. Thank you, Sam.	06/22/15	re read meter and found no leaks at this moment ,talk to customer told her about findings	CAMPBELL, DOROTHY J	Samantha Gongre	HIBILL	06/22/15	9201545199	(813) 862-3825	Israel Rojas	Completed
3987800000	6020 PRESIDENTIAL CIR	04/23/15	Customer complaining of high bill, please reread meter and check for leaks. Tag door with results if customer is not home. Thanks, Karyn	04/23/15	read & checked for leaks on leaks were found . Looks like the meter reader punched the wrong #	MILLER, NOVA J	Karen Thimmes	HIBILL	04/23/15	3988150655	(813) 957-0617		Completed
0065800000	41204 XENON WAY	04/21/15	Please re-read meter check for leaks, customer is very concerned of high bill. She wants a knock on door for ops to tell her if there is an issue. Elizabeth phone number 207-641-7737	04/22/15	Spoke with customer check meter for leaks and found that there is a leak in her house she was going to get a plumber to find the leak.	DALY, ELIZABETH	Linette Orenge	HIBILL	04/22/15	0062527786		Israel Rojas	Completed
8943900000	6168 UTOPIA DR	04/21/15	RE READ METER AND CHECK FOR LEAKS. THANKS KARON	04/22/15	reread meter & checked for leaks there was no leak	BRAUN, ARTHUR B	Karon Hinchcliffe	HIBILL	04/22/15	8946276630	(813) 779-8269		Completed
3720942216	6313 JESSUP DR	03/27/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	03/30/15	read & check for leaks there was no leaks at this time	ZIMMERMAN, ROBERT	Zakia Bouldin	HIBILL	03/30/15	9317362583	(231) 935-7807		Completed
3970900000	5816 NAPLES DR	03/25/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS. CUSTOMER STATES THAT THE METER IS COVERED IN DIRT AND THE GLASS IS FOGGY SO SHE DOESN'T THINK WE ARE CORRECTLY READING IT. PLEASE KNOCK ON DOOR AND SHARE RESULTS WITH CUSTOMER LUCILLE THANK YOU SARAH'NV	03/26/15	spoke with customer told & told her that I would change out the meter for her so she could see it ,meter was a little foggy	BLUDGEN, LUCILLE	Sarah Locascio	HIBILL	03/26/15	3974307061	(813) 782-5768		Completed
6562900000	6052 PRESIDENTIAL CIR	03/20/15	RE-READ METER & CHECK FOR LEAK, NOTHING HAS HAPPENED HERE. NO LEAKS, NO IRRIGATION TAG DOOR OR SEE CUSTOMER /C	03/23/15	check meter for leaks found none ,read is in line with the one obtain in 3-11-15, tag door with finding.	ZELLMER, BLANCHE	Isabel Ceballos	HIBILL	03/23/15	6565669590	(608) 467-8018	Israel Rojas	Completed
5796987361	6017 FOREST LAKE DR	03/17/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ finding. Thanks	03/18/15	check meter for leak and found none , tag door with findings.	WALT, MICHAEL	Zakia Bouldin	HIBILL	03/18/15	7560888252	(813) 395-5232	Israel Rojas	Completed
1530251609	5941 UTOPIA DR	02/18/15	Please re read meter and check for leaks. Thank you, Ewan	02/19/15	there are no leaks	PRESLICKA, JANE L	Ewan Dehnert	HIBILL	02/19/15	5615065384	(813) 395-8325		Completed
6062900000	6138 PRESIDENTIAL CIR	02/12/15	Mary Lindemuth #813-788-8605 calling to report of a leak at her meter at our valve stating a plumber has come out and pointed out the leak on our side of the meter can we investigate and record all information in ccb. and leave a tag for customer also consult with her if possible. lej 2/12	02/12/15	meter leak was on are side replace meter spod that was leaking read is 773460	LINDEMUTH, MARY	Ingrid Jenkins	HIBILL	02/12/15	6069042394	(813) 788-8605		Completed
2540900000	5917 TWILIGHT DR	02/02/15	Please re read meter and check for leaks. Thank you, Ewan	02/03/15	there are no leaks that are indicated by the meter leak indicator	COOPER, DONNA B	Ewan Dehnert	HIBILL	02/03/15	2545020079	(813) 469-3619		Completed
3243900000	6242 UTOPIA DR	01/27/15	Please check meter read and leak indicator, customer usage is high. May have leak. Customer reading as of 01/27 243020. Amanda	01/28/15	found no leaks talk to customer and he told me that he had a plumber check his house and found out that he had a leak under his house.	TAYLOR, JOHN W	Amanda Stonebreaker	HIBILL	01/28/15	3240889620	(813) 395-5151	Israel Rojas	Completed
0171882776	5913 BENZ PL	01/26/15	PLEASE CHECK FOR LEAKS . THE LAST BILLING WAS HIGHER USAGE THAN USUAL - NO ONE WAS THERE IN DEC. NOR UP THRU 01/12, LAST READING. SHE SAID THERE IS WATER IN THE "METER BOX" PRIOR TO THEIR BEING THERE THAT WAS REPORTED AND SOMEONE CHECKED IT A THE WEEKEND. THE NEW HAS APPLIED AND YOU ARE TO TAKE A READING FOR THEM TODAY, 01/26/15 PLEASE CALL MS. LABATORE WITH YOUR RESULTS AS SHE LIVES OUT OF TOWN. 920-832-9370 EMAILING KIM AND SYLVIA TO DISPATCH. LORETTA	01/26/15	the only leak that I saw was in our side of the meter & it was our curb stop need to change it out	BELL, PAUL	Loretta Abbott	HIBILL	02/02/15	0476002880	(802) 238-5979		Completed

Labrador Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
1573612156	6428 PRESIDENTIAL CIR	01/21/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. PLEASE TAG DOOR W/ FINDINGS	01/22/15	reread meter did not find any leaks	BAUM, JENNIFER	Zakia Bouldin	HIBILL	01/22/15	4834779701	(973) 896-8288		Completed
3489827368	6324 UTOPIA DR	01/15/15	Please re-read meter and check for leak. Customer complaining of a high bill. Please tag door w/ findings.	01/16/15	There are no leaks that are indicated by the meter leak indicator	GOULD, DANNY	Zakia Bouldin	HIBILL	01/16/15	5533111400	(262) 945-2363		Completed
3093164920	6220 JESSUP DR	01/02/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	01/05/15	re-read meter no leaks were found. leak indicator was not moving	JOHNSON, FOREST	Jerrie Hoffman	HIBILL	01/05/15	2849412323	(813) 610-6464		Completed



Lake Utility Services - Lake Crescent Hills (CR561) Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
5283002158	10424 MESA LN	08/13/15	Nikki # 407-844-8650 to get appointment to check meter for high consumption / Rental property and isn't sure if meter accurate asking to be present when checking rereading and signs of leaking. lej 8/13	08/14/15	no leaks at the meter/ tagged home cdw	SANCHEZ,VIRTUDES J	Ingrid Jenkins	HIBILL	08/14/15	4961655348	(631) 439-2264	Cedric Watkins	Completed
5283002158	10424 MESA LN	07/07/15	Re-read meter and check for leak. Customer called complaining of high bill. Thank you. 631-946-3805	07/08/15	no leaks at meter also tagged door cdw	SANCHEZ,VIRTUDES J	Yanet Garcia	HIBILL	07/08/15	4966493333	(631) 439-2264	Cedric Watkins	Completed
6901110000	10717 ASTATULA LN	05/27/15	Please re read meter and check for leaks. Thank you, Ewan	05/28/15	No leaks found. Most likely irrigation usage, grass is very green and growing, spoke with home owner and suggested she reduce irrigation timer. Read meter. BAW	ANDREWS,DOREEN	Ewan Dehnert	HIBILL	05/28/15	6903468294	(352) 989-4850	William Willets	Completed
3334181377	10447 MESA LN	01/28/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL. RUTHE WOULD LIKE FOR A TECH. TO RING THE DOOR BELL WHEN HE ARRIVES. THE HUSBAND HAS A FEW QUESTIONS FOR THE TECH.	01/29/15	no leaks at the meter/ spoke with tenants concerning the issue cdw	KRNYAICH,PHILLIP	Jessica Bridges	HIBILL	01/29/15	5553005824	(407) 748-0287	Cedric Watkins	Completed

Lake Utility Services - Lake Groves Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
2228119933	15411 MARKHAM DR	12/23/15	Customer complaining of high bill, states has not turn on irrigation. please re read meter and check for leaks. Tag door with findings. Thank you, Janet/FL	12/28/15	read meter checked for leaks there were no leaks found tagged door with findings RC	GETTY, STANLEY	Yanet Garcia	HIBILL	12/28/15	4563063842	(352) 801-6156	Robert Callahan	Completed
0864610000	15931 WILKINSON DR	12/07/15	Customer complaining of high bill, please re read and check for leaks. tag with findings. Thank you, Janet/FL	12/08/15	NO LEAK DETECTED ,TAGGED DOOR JPR	REYES, REINALDO	Yanet Garcia	HIBILL	12/08/15	0869652391	(352) 243-2968	James Richardson	Completed
5292700000	15848 HERON HILL ST	12/02/15	Seamus contacted customer service concerned about high usage. Please verify read and check for leaks. Thanks, Brooke	12/03/15	NO LEAKS,ADVISED TO CHECK IRRIGATION SCHEDULE JPR	ROCHE, SEAMUS	Brooke Storm	HIBILL	12/03/15	5298196259	(352) 243-3760	James Richardson	Completed
1371700000	15554 MARBLEHEAD WAY	12/02/15	Call from Mr. Singh stated high consumption. Not sure if due to topping off pool due to dry weather or irrigation or maybe leak as this is the highest consumption. Obtain read and tag door with findings. LM	12/03/15	NO LEAKS ADVISED CUSTOMER TO CALL AND GET REUSE METER JPR	SINGH, SURESH	Lorie Mayeski	HIBILL	12/03/15	1370765992	(407) 722-6281	James Richardson	Completed
4604812324	16222 EGRET HILL ST	12/01/15	Property manager Diane Donnelly called concerned about high usage. Please verify read and check for leaks. Thanks, Brooke	12/02/15	NO LEAKS READ IN LINE JPR	EDWARDS, ANGELA	Brooke Storm	HIBILL	12/02/15	1852121342	(352) 432-2087	James Richardson	Completed
7281614630	16018 WILKINSON DR	11/24/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Thanks	11/25/15	NO LEAKS,SPOKE WITH CUSTOMER ALL FROM PREVIOUS USE ONLY 1,870 GALS LAST MONTH JPR	NAVARRETE, CYNTHIA Y	Zakia Bouldin	HIBILL	11/25/15	2836057824	(321) 330-8365	James Richardson	Completed
9053610000	2527 CAITHNESS WAY	11/24/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS /IC	11/25/15	NO LEAKS ,MISREAD SPOKE WITH CUSTOMER JPR	RAWLINGS, MALCOLM	Isabel Ceballos	HIBILL	11/25/15	9059156080	(352) 394-7307	James Richardson	Completed
4410747527	2803 SAND PINE ST	11/12/15	Customer is calling complaining of very high bill and usage. She states she doesn't see anything leaking. She is going to call a plumber also. Can you check the meter for leaks and re read meter please? If possible tag door with results. Thanks, Paul.	11/13/15	NO LEAKS ,TAGGED DOOR TO HAVE IRRIGATION SCHEDULE CHECKED ONLY WAY TO USE THAT MUCH WATER JPR	GONZALEZ, MIGDALIA	Paul Wright	HIBILL	11/13/15	5678011299	(407) 902-8711	James Richardson	Completed
4182400589	15421 BAY VISTA DR	11/09/15	MRS. ALTMAN CALLED REGARDING THE HIGH USAGE THE LAST 2 MONTHS. NO KNOWN LEAKS, HOWEVER WILL YOU PLEASE CHECK FOR LEAKS AND RE-READ, TAG THE DOOR WITH YOUR FINDINGS AT 15421 BAY VISTA DR. 989-385-0407. LORETTA	11/10/15	NO LEAKS SHOWING ON METER,TOOK CUSTOMER INTO BACK YARD BROKEN SPRINKLER HEAD YOU COULD TELL HAD BEEN LEAKING JPR	ALTMAN, BRYAN	Loretta Abbott	HIBILL	11/10/15	8964308353	(889) 385-0407	James Richardson	Completed
2738212475	3749 RYEGRASS ST	11/02/15	Raymond called concerned about high usage on vacant house. He says that he did have painters there for 2-3 days but does not believe there's any way that they would have used over 8500 gallons in that span of time, and house is completely vacant otherwise. Please check for leaks, verify read, and tag door with findings. Thanks, Brooke	11/03/15	NO LEAKS, TAGGED DOOR IRRIGATION IS THE PROBLEM JPR	MARZEC, RONALD	Brooke Storm	HIBILL	11/03/15	5327834531	(630) 890-8670	James Richardson	Completed
7392610000	15414 PETRUS LN	11/02/15	Call from Mr. Marrero stated high consumption. Irrigation was cut years ago and claims does not use. No water softener or pool. Please re-read meter and check for leaks. Tag door with findings. Lorie	11/03/15	INCORRECT READ I RE-READ METER (2026390) JPR	MARRERO, JOSE R	Lorie Mayeski	HIBILL	11/03/15	7392716176	(352) 321-2528	James Richardson	Completed
8118210000	2125 WHITE EAGLE ST	10/28/15	Customer calling complaining of high bill. He states "our meter must be read wrong". Can you please re read the meter and check it for leaks? If possible tag door with results. Thanks, Paul.	10/29/15	provide current meter read. No leaks were observed or indicated. Tagged customers door, A.A.	TOTH, SUZANNE	Paul Wright	HIBILL	10/29/15	8115522581	(352) 241-8849	Art Austin	Completed
1772894504	15941 AUTUMN GLEN AVE	10/26/15	Nicholas Russo, 848-444-9025, property owners, are concerned due to high bill. The usage does not correlate with the family living in the household (two adults, two infants) and they just turned on the water. Please leave detailed notes in FA notes and give call to Mr. Russo. Thank you, Sam.	10/27/15	NO LEAKS,TRIED TO CALL GOT NO ANSWER NORMAL USE FOR THEM IS 5,000 TO 9,000 GALS THIS BILL WAS 12,000 THAT COULD HAVE BEEN IRRIGATION RUNNING 1 TIME JPR	RUSSO, NICHOLAS	Samantha Gongre	HIBILL	10/27/15	4431752190	(848) 444-9025	James Richardson	Completed
6997242072	15822 PINE LILLY CT	10/14/15	Reread meter and check for any leaks. Germaine Kang is contact on 352-341-1623. No known leaks. Thanks Carolyn/FL	10/15/15	NO LEAKS TAGGED DOOR JPR	KANG, GERMAINE	Carolyn McVicker	HIBILL	10/15/15	2982627313	(352) 321-1623	James Richardson	Completed

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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
6997242072	15822 PINE LILLY CT	10/14/15	Reread meter and check for any leaks. Germaine Kang is contact on 352-341-1623. No known leaks. Thanks CarolynFL	10/15/15	NO LEAKS TAGGED DOOR JPR	KANG, GERMAINE	Carolyn McVicker	HIBILL	10/15/15	2982627313	(352) 321-1623	James Richardson	Completed
8822700355	15538 MARKHAM DR	10/01/15	PLEASE TAKE A RE-READ AND CHECK FOR LEAKS. CUSTOMER SAID NO ONE IS LIVING IN THE HOME. CALL MR PIERLOOT 352-241-9064 OR 321-210-2696 WITH THE RESULTS. THANKS BRITTANY NV	10/02/15	READ NO LEAKS HELPED CUSTOMER TURN OFF IRRIGATION JPR	PIERLOOT, CELINE	Brittany Warembourg	HIBILL	10/02/15	1784653997	(407) 624-6649	James Richardson	Completed
8497210000	3746 CINNAMON FERN LOOP	09/30/15	please reread meter and check for leaks. jose 4074686984 has high bill. thanks.	10/01/15	IRRIGATION METER TURNING BOTH METERS ARE POTABLE NO LEAKS ON EITHER JPR	ACOSTA, JOSE M	LaQuon Huntley	HIBILL	10/01/15	8494903995	(352) 432-3090	James Richardson	Completed
2025122647	2205 CLEMENTINE TRL	09/30/15	Customer complaining of high bill. has no irrigation. check for leaks and reread meter. Tag with findings. Jane!	10/01/15	NO LEAKS INDICATOR NOT TURNING TAGGED DOOR JPR	TACEY, DONNA	Yanet Garcia	HIBILL	10/01/15	8846974425	(352) 303-6306	James Richardson	Completed
4554040481	2630 MEADOW OAKS LOOP	09/29/15	RE-READ METER AND VERIFY METER NUMBER, CUSTOMER HAD 2 MONTHS OF INCORRECT READS TAG DOOR OR SEE CUSTOMER JIC	09/30/15	READ METER NO LEAKS ,TAGGED DOOR JPR	SMITH, BRIAN J	Isabel Ceballos	HIBILL	09/30/15	3300247077		James Richardson	Completed
4599071434	3422 SWALLOW HILL ST	09/29/15	Please re read meter and check for leaks. Thank you, Ewan	09/30/15	NO LEAKS JPR	IBANEZ, AUGUSTO	Ewan Dehnert	HIBILL	09/30/15	3465470036	(863) 420-7775	James Richardson	Completed
8262415574	16113 DORCHESTER BLVD	09/25/15	Sprinklers not in use per Mr. Lopez (352-223-8225) please reread meter and check for signs of leak - tag door with results. Thanks Haida NV	09/28/15	NO LEAKS INDICATOR NOT TURNING JPR	LOPEZ, JUAN J	Haida Caruso	HIBILL	09/28/15	1729345628	(352) 988-9101	James Richardson	Completed
6746610000	16123 WILKINSON DR	09/25/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. CUST DENIES LEAKS ON PREMISE, EXTRA USE OR IRRIGATION - THANKS, JERRIE NV	09/28/15	NO LEAKS, DIDNT SEE ANY IRR JPRIGATION	BORRERO, CAROL	Jerrie Hoffman	HIBILL	09/28/15	6745480699	(321) 202-1965	James Richardson	Completed
5011710000	2703 WILSHIRE RD	09/25/15	PLEASE REREAD METER AND CHECK FOR LEAKS. LEAVE TAG WITH FINDINGS SHEROLYN 407.810.0896. THANKS.	09/28/15	NO LEAKS, TAGGED DOOR IRRIGATION IS ONLY WAY THEY CAN BE USING THAT MUCH WATER CORNER LOT NICE AND GREEN ST. AUGUSTINE GRASS JPR	RYMAL, SHEROLYN	LaQuon Huntley	HIBILL	09/28/15	5013036887	(407) 810-0896	James Richardson	Completed
0732221643	16212 MAGNOLIA HILL ST	09/25/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	09/28/15	NO LEAKS ,TAGGED DOOR JPR	ROBERTS, DANIEL	Zakia Bouldin	HIBILL	09/28/15	1586251403	(909) 213-3608	James Richardson	Completed
1470852715	15721 BAY VISTA DR	09/15/15	please get read and check for any leaks. House is used only few times a year . pls tag door with results thanks	09/23/15	NO LEAKS BILL IS IN LINE WITH NORMAL USE AT THIS ADDRESS, USE IS DUE TO IRRIGATION SCHEDULE JPR	Bell, Dean	Vanessa Robinson	HIBILL	09/23/15	8520263270	(419) 262-1807	James Richardson	Completed
0626347600	16307 MAGNOLIA HILL ST	09/21/15	Charles called concerned about extremely high usage. Please check for leaks, verify read. Property Manager Fred Wintersgill 863-326-7410. Thanks, Brooke	09/22/15	NO LEAKS, ADVISED TO CHECK IRRIGATION SCHEDULE JPR	GUGLIEMETTI, CHARLES	Brooke Storm	HIBILL	09/22/15	6270134459	(863) 424-2226	James Richardson	Completed
7739153172	2200 PINK GRAPEFRUIT TRL	09/21/15	Ms. Otter 185-461-2422 calling about high bill. Last 3-4 mos considerably higher than normal. Possibly irrigation? Please re-read and check for leak . Tag door with findings. Thank you! Bonnie	09/22/15	NO LEAKS, ADVISED TO CHECK IRRIGATION SCHEDULE TO MAKE SURE NOT RESET BY LIGHTNING JPR	OTTER, FRANNER	Bonnie Storm	HIBILL	09/22/15	6675071009	(185) 461-2422	James Richardson	Completed
3672751325	15955 WILKINSON DR	09/18/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER HAS HAD HIGH READS THE PAST MONTHS, AND DOES NOT HAVE IRRIGATION, NO POOL, NO LEAK TO THEIR KNOWLEDGE. AND LAST READ JUST DROPPED. PLEASE RE-READ AND NOTE ALL FINDINGS AND READS. PLEASE TAG DOOR WITH RESULTS AS WELL. THANK YOU, KEVIN	09/21/15	NO LEAKS ,INDICATOR NOT MOVING ADVISED TO CHECK AND MAKE SURE IRRIGATION NOT RUNNING AT NIGHT JPR	GEORGE, LINDA	Kevin Marcial	HIBILL	09/21/15	2210783201	(813) 335-4193	James Richardson	Completed
0876255179	1625 HERRING LN	09/16/15	PLEASE REREAD METER AND CHECK FOR LEAKS. SHANEQUIA CALLED IN ABOUT HIGH BILL 352.526.1472. THANKS.	09/17/15	NO LEAKS LOOK AT BILLING SHOWS 00 USE LAST MONTH LOKS LIKE BILLING INCLUDED 2 MONTHS, TAGGED DOOR JPR	MOTON, SHANEQUIA	LaQuon Huntley	HIBILL	09/17/15	7738569964	(352) 536-1472	James Richardson	Completed
7077623904	15301 GRAND HAVEN DR	09/02/15	Please re-read meter house and reuse. Check for leaks. Tag door with findings. Osvaldo ph# 321-231-8614	09/03/15	HOUSE SIDE FINE ,LEAK ON REUSE SIDE MADE CUSTOMER AWARE TURNED OFF JPR REUSE READ 804100	CARMENATE, OSVALDO	Linette Orongo	HIBILL	09/03/15	8721560924	(321) 231-8614	James Richardson	Completed

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6871677078	16205 EGRET HILL ST	09/02/15	please reread meter and check for leaks. Mr Cooper called about high bill 407.729.3195 thanks.	09/03/15	NO LEAK ,SPOKE WITH CUSTOMER ABOUT IRRIGATION SCHEDULE JPR	MATELLA, THERESA	LaQuon Huntley	HIBILL	09/03/15	9946112576	(321) 231-2822	James Richardson	Completed
3578410000	2248 FLAME CT	09/01/15	Please re-read meter and check for leaks. Mr. Comas is concerned that the high usage is not accurate. Mr. Comas, 321-297-8788. Please knock on his door when you arrive so that you can go over the case with him. Thank you, Sam.	09/02/15	SPOKE WITH CUSTOMER THEY HAVE I LEAK ,THEY WILL CALL LEAK DETECTION COMPANY JPR	COMAS, JON M	Samantha Gongre	HIBILL	09/02/15	3574544633	(321) 297-8788	James Richardson	Completed
8710339842	2100 WHITE EAGLE ST	09/01/15	RE-READ METER & CHECK FOR LEAKS. TAG DOOR W/FINDINGS. HAD BROKEN SPRINKLER HEAD /IC	09/02/15	NO LEAKS,ADVISE TO CHECK SPRINKLER SETTINGS JPR	HERMAN, GARY	Isabel Ceballos	HIBILL	09/02/15	7227927404	(717) 576-0512	James Richardson	Completed
4564000000	16230 COOPERS HAWK AVE	08/31/15	Please check meter read and leak indicator. She does have a small toilet leak. Shelley 352-243-9809. Amanda	09/01/15	NO LEAKS TAGGED DOOR JPR	GOLUB, SHELLEY	Amanda Stonebreaker	HIBILL	09/01/15	4562594539	(352) 243-9809	James Richardson	Completed
2242610000	15201 LAFITE LN	08/31/15	PLEASE TAKE READ AND CHECK FOR LEAK, PLEASE TAG DOOR WITH RESULTS. CUSTOMER NEEDS TO SEE IF LEAK IS STILL PRESENT. BILL CONTINUES TO BE MORE THAN BEFORE AFTER A LEAK WAS FIXED IN WALKWAY. THANKS, CRW	09/01/15	NO LEAKS ,TAGGED DOOR JPR	JONES, ANDREW	Crystal Woolard	HIBILL	09/01/15	2248326557	(352) 243-9249	James Richardson	Completed
5676362175	3107 RAWCLIFFE RD	08/31/15	PLEASE REREAD METER AND CHECK FOR LEAKS. LEAVE FINDINGS ON DOOR. STEPHANIE 863.206.1082.	09/01/15	NO LEAKS ,TAGGED DOOR TO CHECK IRRIGATION SETTINGS J	REILEY, STEPHANIE	LaQuon Huntley	HIBILL	09/01/15	9077810217	(863) 206-1082	James Richardson	Completed
4320488340	3104 RAWCLIFFE RD	08/27/15	Reread meter and check for leaks. Contact is Wayne Strachan...Lives in UK. Contact is 352-450-1097. Irrigation runs twice a week...thanks 4 zones approx. 20 minutes. Is turned off now. DO NOT TAG DOOR. Thanks, Carolyn/FL	08/28/15	NO LEAKS /CALLED MR. STACHAN LEFT MESSAGE JPR	STRACHAN, WAYNE	Carolyn McVicker	HIBILL	08/28/15	0860618913	(407) 785-8050	James Richardson	Completed
1866837848	3134 SAMOSA HILL CIR	08/27/15	Please check meter read and leak indicator. Customer just moved in and I have advised her the usage is consistent with this home. She disagrees states she has irrigation turned off. Please note FA/ Amanda	08/28/15	MISREAD NO LEAKS JPR	WILLIAMS, VANESSA	Amanda Stonebreaker	HIBILL	08/28/15	7322035980	(516) 668-1723	James Richardson	Completed
2503747155	4730 POINT BONITA LN	08/25/15	Please re-read meter and check for leaks. Customer complaining of high bill. Thanks	08/26/15	NO LEAKS VERY LITTLE USE JPR	MIKKILINENI, R P	Zakia Bouldin	HIBILL	08/26/15	3401400417	(614) 946-1903	James Richardson	Completed
5847757594	1704 NECTARINE TRL	08/19/15	Please re-read meter check for leaks. Customer has been concerned of the usage for months. Please leave tag on door with findings. Stephen ph# 352-432-5100.	08/20/15	METER SHOW ING VERY MALL LEAK NOT EVEN A GALLON AN HOUR JPR	REYES, MAYRA	Linette Orengo	HIBILL	08/20/15	5011371900	(904) 214-4700	James Richardson	Completed
7078536192	2654 MEADOW OAKS LOOP	08/18/15	Please verify read and check for any leaks. Jenny Cruz @ 407-808-3470 is contact thanks vfr	08/19/15	NO LEAKS TAGGED DOOR TO CHECK IRRIGATION SCHEDULE LIGHTNING WILL SOMETIMES RESET JPR	CARRILLO, MARLYN	Vanessa Robinson	HIBILL	08/19/15	7508694935	(407) 818-6856	James Richardson	Completed
4949748382	15947 GREEN COVE BLVD	08/17/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	08/18/15	NO LEAKS,INDICATOR NOT TURNING JPR	PROGRESS RESIDENTIAL 2015-3 BORROWER, LLC	Zakia Bouldin	HIBILL	08/18/15	8999381875	(435) 755-3767	James Richardson	Completed
8219241481	3155 RAWCLIFFE DR	08/12/15	Lodine reports high bill. Had a leaky faucet outside, but is fixed now. She doesn't think it could have used that much water. Please check for signs of leak and reread meter. Tag door with results. Haida NV	08/13/15	NO LEAKS ,INDICATOR NOT TURNING TAGGED DOOR TO CHECK IRRIGATION SCHEDULE JPR	LEONE, LODINE	Haida Canuso	HIBILL	08/13/15	9488977004	(352) 702-5492	James Richardson	Completed
0835300000	2209 CLEMENTINE TRL	08/10/15	customer calling about hi usage,please re-read meter and check for leaks,sylvia	08/11/15	MISREAD ON LAST JPR	CASTILLO SR, CARLOS L	Sylvia Watler	HIBILL	08/11/15	0839922518	(407) 451-4389	James Richardson	Completed
3477544732	15313 HARVEST BLVD	08/03/15	Please check for leak. Customer states no irrigation and home vacant. He would like to meet with ops at the property. Edward 862-888-4050 or 973-484-9197. Amanda	08/07/15	called left message. read meter no leaks were observed or indicated consumption may be due to irrigation system not shut off completely. provide current meter read.	BANGAROO, EDWARD	Amanda Stonebreaker	HIBILL	08/07/15	1911214870	(973) 484-9197	Art Austin	Completed

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5749761545	16252 ST AUGUSTINE ST	08/06/15	Please re-read meter and checking for leaks. Customer complaining of a high bill. Thanks	08/06/15	Customer has a 1/4gpm leak. Spoke with customer said she had a running toilet. JK	NAVARRO, DONALD	Zakia Boudin	HIBILL	08/06/15	7830410931	(407) 201-1409	James Kilgore	Completed
8972370248	15937 ST CLAIR ST	08/04/15	Mr. Augustin #407-697-7020 asking to have meter checked for reading says home is empty. Please check the reading and also the meter for any spinning. Iej 8/4	08/05/15	read meter, no leaks were observed or indicated. Tagged door. A.A.	CARTER, MARCIA	Ingrid Jenkins	HIBILL	08/05/15	3668024573	(631) 466-4183	Art Austin	Completed
8317310788	15545 MARKHAM DR	08/05/15	Mr Bishop 850-339-6686 called about high usage. May be due to lawn watering. Please re-read and check for leak. Tag door with findings. Thank you! Bonnie	08/05/15	NO LEAKS TAGGED DOOR TO CHECK IRRIGATION METER JPR	BISHOP, MARK	Bonnie Storm	HIBILL	08/06/15	1433983541	(850) 339-6686	James Richardson	Completed
1778066992	15632 STARLITE ST	07/27/15	PLEASE TAKE READ AND CHECK FOR LEAK. SAYS HE IS ON THE ROAD TRUCK DRIVER AND WAS ONLY HOME FOR 1 WEEK DURING BILL FOR 42,000 GALLONS OF USAGE. HAS IRRIGATION SYSTEM. WILL CALL BACK FOR RESULTS.	07/28/15	NO LEAKS, TAGGED DOOR TO CHECK IRRIGATION SCHEDULE THEY CAN USE 25 TO 35 GALLONS PER MINUTE JPR	JACKSON, MICHAEL JR	Crystal Woolard	HIBILL	07/28/15	9410130627	(612) 787-6801	James Richardson	Completed
9352100000	1728 BURNHAM CT	07/28/15	Please re-read meter and check for leaks. Customer complaint of high bill, does not believe this to be true usage. Mrs. Isidor, 407-535-3542. Thank you, Sam.	07/28/15	SPOKE WITH OWNER NO LEAKS JPR	ISIDOR, JEANCLAUDE	Samantha Gongre	HIBILL	07/29/15	9353622169		James Richardson	Completed
2613906624	16420 GOLDEN EAGLE BLVD	07/16/15	Read meter and check for leak. Speak with homeowner. Gabriel, boyfriend, called.	07/16/15	NO LEAKS/INDICATOR NOT TURNIN NO ONE HOME JPR	HOOKS, DONALD	Ferrellyn Trovinger	HIBILL	07/16/15	9487170400	(352) 238-0515	James Richardson	Completed
7475181579	5054 CAPE HATTERAS DR	07/09/15	Please obtain reading high usage check for leak. Tag with findings. Mr. Stevens #407-614-2139. Per customer sprinkler off for a month. Kim-FL	07/10/15	NO LEAKS/ LOOKS LIKE A MIR-READ, TAGGED DOOR SPOKE WITH HOMEOWNER JPR	STEVENS, DALE	Kimberly Bennett	HIBILL	07/10/15	5851972721	(407) 614-2139	James Richardson	Completed
7170087238	16408 COOPERS HAWK AVE	07/10/15	Last read was over 28000 gallons, normal usage is about 12000 gallons. Please reread meter and check for signs of leak. Call Kelly 1st before arrival at 352-243-0907 with results. Thanks Haida NV	07/10/15	READ METER NO LEAKS, READS IN LINE JPR	EAST, KELLY C	Haida Caruso	HIBILL	07/13/15	5040054748	(352) 243-0907	James Richardson	Completed
2981719567	3323 SHRIKE HILL CT	07/08/15	PLEASE TAKE RE-READ AND CHECK FOR LEAKS CUSTOMER IS DISPUTING BILL/USEAGE. SAID NO LEAKS IN HOME OR OUTSIDE. KENNETH 352-404-6730. THANKS BRITTANY NV	07/09/15	NO LEAKS INDICATOR NOT TURNING, READ IN LINE JPR	KERN, KENNETH	Brittany Warembourg	HIBILL	07/09/15	7677920058	(352) 404-6730	James Richardson	Completed
0323396758	16400 COOPERS HAWK AVE	07/02/15	ALAN TIEDT AT 16400 COOPERS HAWK AVE. S REGARDING THE HIGH USAGE ON THE BILLING OF 06/23/15. PLEASE CHECK FOR LEAKS, HE KNOWS OF NONE, AND RE-READ THE METER. TAG THE DOOR SO HE WILL KNOW YOU WERE THERE AND WHAT YOU FOUND. SAYS HE IS NOT WATERING JUST USING THE HOSE A KLITTLE BIT. LORETTA	07/06/15	customer was a leak on there side talked to customer and let him know about the leak RC	PEREZ, ROSARIO	Loretta Abbott	HIBILL	07/06/15	3058806201	(352) 988-9157	Robert Callahan	Completed
8674811996	3824 RYEGRASS ST	07/01/15	Mrs Torchio 352-988-5939 called about high usage. Said she has not been watering any more than this time last year but usage has doubled. No running toilets. Please re-read, check for leak and tag with findings. Thank you! Bonnie	07/02/15	NO LEAKS TAGGED DOOR TRIED TO CALL ON NUMBER 20 RINGS NO ANSWER, RAIN HERE LAST NIGHT SPRINKLERS RAN THIS MORNING JPR	CARLE, RAFAEL	Bonnie Storm	HIBILL	07/02/15	9868897388	(407) 375-3982	James Richardson	Completed
2050891858	3824 RYEGRASS ST	07/01/15	Mrs Torchio 352-988-5939 called about high usage. Said she has not been watering any more than this time last year but usage has doubled. No running toilets. Please re-read, check for leak and tag with findings. Thank you! Bonnie	07/02/15	NO LEAKS TAGGED DOOR TRIED TO CALL ON NUMBER 20 RINGS NO ANSWER, RAIN HERE LAST NIGHT SPRINKLERS RAN THIS MORNING JPR	TORCHIO, SUSAN	Bonnie Storm	HIBILL	07/02/15	9868897388	(646) 610-2356	James Richardson	Completed

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2050891858	3824 RYEGRASS ST	07/01/15	Mrs Torchio 352-988-5939 called about high usage. Said she has not been watering any more than this time last year but usage has doubled. No running toilets. Please re-read, check for leak and tag with findings. Thank you! Bonnie	07/02/15	NO LEAKS TAGGED DOOR TRIED TO CALL ON NUMBER 20 RINGS NO ANSWER.RAIN HERE LAST NIGHT SPRINKLERS RAN THIS MORNING JPR	TORCHIO, SUSAN	Bonnie Storm	HIBILL	07/02/15	9868897388	(646) 610-2356	James Richardson	Completed
6865161878	5021 CAPE HATTERAS DR	07/01/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/02/15	SMALL LEAK PROBABLY TOILET FLAPPER SPOKE WITH CUSTOMER JPR	SCHULZE, KIERSTEN	Zakia Bouldin	HIBILL	07/02/15	7510650410	(478) 321-7871	James Richardson	Completed
2049896607	5046 CAPE HATTERAS DR	06/30/15	MRS. MOSS CALLED REGARDING THE HIGH USAGE PLEASE CHECK FOR LEAKS - SHE SAYS THEY HAVE NONE - ALSO RE-READ THE METER. LAST MONTH THE USAGE WAS MUCH LOWER FOR THE SAME 31 DAYS. PLEASE TAG THE DOOR WITH YOUR FINDINGS. 352-987-4143. LORETTA	07/01/15	Read and checked for leaks and no leaks present...tagged door. JK	MOSS, MIRIAM	Loretta Abbott	HIBILL	07/01/15	6166196078	(352) 987-4143	James Kilgore	Completed
3304210000	2334 MAJESTIC EAGLE CIR	06/30/15	Please reread meter and check for leaks. Last two months high with last month 43K gallons. Elsie's cell is 407-234-3196. Thanks, Carolyn/FI	07/01/15	NO LEAKS CLEANED OUT METER BOX EXPLAINED TO CUSTOMER HOW TO READ METER JPR	MOLERO, ELSIE	Carolyn McVicker	HIBILL	07/01/15	3300352601	(352) 432-3243	James Richardson	Completed
2543510000	15926 GREATER GROVES BLVD	06/30/15	***Please knock on door- Ernest would like to speak with ops***Ernest- 352-394-1694  Please check meter read and leak indicator, customer just had meter exchanged but is showing current reading on meter 22130...Amanda	07/01/15	NO LEAKS CUSTOMER SWEARS NOT USING SPRINKLERS BUT LAWN VERY GREEN I WILL CHECK TOMORROW SEE WHAT USAGE OVERNIGHT IS JPR	RISDEN, ERNEST S	Amanda Stonebreaker	HIBILL	07/01/15	2549221626	(352) 394-1694	James Richardson	Completed
4879124098	4923 CAPE HATTERAS DR	06/30/15	Re-read meter and check for leak. Customer called complaining of high bill. Mr. Santos (215)593-0035. Thank you.	07/01/15	No leaks present...customer has a very large plush yard...tagged door for customer to adjust their irrigation runtimes. JK	SANTOS, ANTONIO	Yanet Garcia	HIBILL	07/01/15	6685604933	(215) 593-0035	James Kilgore	Completed
2328823964	4724 BLOCK ISLAND LN	06/30/15	PLEASE GET A RE READ AND CHECK FOR LEAK. THANK YOU,CAMMY	07/01/15	PLEASE GET A RE READ AND CHECK FOR LEAK. THANK YOU,CAMMY - Read and checked for leaks...tagged door. JK	HARDWICK, KIMIKA	Cammy Iwinski	HIBILL	07/01/15	8157297412	(352) 815-8845	James Kilgore	Completed
3360891906	15821 ROBIN HILL LOOP	06/29/15	PLEASE RE-READ FOR METER AND CHSECK FOR LEAKS. THELMA CALLED AND STATED HAD A LEAK THAT WAS FIXED ON 5/5 AND THIS BILL IS FROM 5/15-6/16. 407.301.7327	06/30/15	NO LEAKS/ HAS TO BE SPRINKLERS CHECK SETTINGS/ BILL FROM PAST USE JPR	HOLLANDER, ERIC	LaQuon Huntley	HIBILL	06/30/15	3697475467	(407) 301-7327	James Richardson	Completed
6399700000	16020 BUXLEY CT	06/29/15	Reread meter and check for leaks. 4 persons at the house. Contact is Yvrose on 321-420-2861. Thanks, Carolyn/FI	06/30/15	NO LEAKS 6,000 GALS IN NOT UNUSAL USAGE FOR 4 PEOPLE,TAGGED DOOR TO CHECK IRRIGATION JPR	DORISMA, YVROSE	Carolyn McVicker	HIBILL	06/30/15	6395234723	(321) 420-2861	James Richardson	Completed
1101927233	4328 PLACID PL	06/29/15	MR. Faivre #352-978-3206 asking to be present for reread and check for leaks; says home is vacant and shouldn't be using much water; I explained large consumption amounts at this property over last 4yrs. please contact and go over the meter reading and record all information in ccb. ie/6/29	06/30/15	CALLED LEFT MESSAGE/NO LEAKS. PRESENT,HOUSE IS OCCUPIED TAGGED DOOR TO CHECK WATERING SCHEDULE JPR	LORENZO, ORLANDO	Ingrid Jenkins	HIBILL	06/30/15	2693162133	(305) 761-6230	James Richardson	Completed
7809560834	16228 MEAD ST	06/29/15	MR. KNUTSSON IS CALLING REGARDING THE BILLING FOR \$551.42, 06/22/15. NO ONE IS IN THIS HOME - PLEASE CHECK FOR LEAKS AND RE-READ THE METER. PLEASE TAG THE DOOR WITH YOUR FINDINGS - THE PROPERTY MANAGER IS ON VACATION AND WILL BE BACK THURSDAY, 07/02/15. LORETTA	06/29/15	NO LEAKS HAS TO BE IRRIGATION TO USE THAT MUCH WATER. ADVISED TO CHECK SCHEDULE TAGGED DOOR JPR	KNUTSSON, BJARNI	Loretta Abbott	HIBILL	06/30/15	8839297834	(407) 284-8985	James Richardson	Completed
1118105385	16232 ST AUGUSTINE ST	06/25/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. ANGEL CALLING BOUT HIGH BILL. PLEASE KNOCK ON DOOR. THANKS	06/26/15	NO LEAKS CAN'T SEE ANYTHING OBVIOUS,LAWN NOT OVERWATERED JPR	MENDEZ, ANGEL ROBERT	LaQuon Huntley	HIBILL	06/26/15	2528960920	(541) 678-3083	James Richardson	Completed



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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
3451700000	5124 CAPE HATTERAS DR	06/24/15	Please reread meter and check for any leak...Usage running 40-50K gallons per month...may be irrigation system. Alan Gioia (407-535-9471) is contact. Very upset. Thanks, CarolynFL	06/25/15	NO LEAKS EXPLAINED TO CUSTOMER ABOUT WATER USAGE ON SPRINKLERS,CALCULATED USE AT 20 TO25 THOUSAND A MONTH HE WILL CHECK READINGS JPR	GIOIA, ALAN P	Carolyn McVicker	HIBILL	06/25/15	3455645638	(407) 535-9471	James Richardson	Completed
5011710000	2703 WILSHIRE RD	06/23/15	Please re-read meter and check for leaks. Customer called due to high bill, which is inconsistent with past meter reads, extremely high usage. Please call her with results @ 407-810-0896. Thank you, Sam.	06/24/15	Spoke with customer explained it had to be irrigation,she will have it checked JPR	RYMAL, SHEROLYN	Samantha Gongre	HIBILL	06/24/15	5017973565	(407) 810-0896	James Richardson	Completed
4722166097	15920 AUTUMN GLEN AVE	06/22/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	06/23/15	customer had small leak probably toilet flapper jpr	HUNTER, MICHELLE	Jessica Bridges	HIBILL	06/23/15	1161085628	(610) 730-5177	James Richardson	Completed
7094610000	15943 WILKINSON DR	06/18/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	06/19/15	NO LEAKS DOES NOT LOOK LIKE TO MUCH IRRIGATION TAGGED DOOR JPR	CAHOE, STACIA	Glenda Thompson	HIBILL	06/19/15	7090067270	(352) 243-1254	James Richardson	Completed
2025379942	2833 SAND PINE ST	06/15/15	Please call Property Manager Fred Wintersgill 863-326-7410 Please check meter read and leak indicator. Customer has leak but I think within irrigation system, please get read so he can verify not misread..Amanda	06/16/15	NO LEAKS MET WITH PROPERTY MANG. HE WILL CHECK IRRIGATION SCHEDULE JPR	LONG, KENNETH	Amanda Stonebreaker	HIBILL	06/16/15	5070841589	(905) 294-8758	James Richardson	Completed
4175680748	5143 CAPE HATTERAS DR	06/10/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	06/11/15	SPOKE WITH CUSTOMER HE HAD RUN SPRINKLERS A LITTLE EXTRA TIME THIS MONTH ,PLUS HE JUST REPLACED FLAPPER VALVE IN COMODE JPR	LEWANDOWSKI, HANNAH	Zakia Bouldin	HIBILL	06/11/15	7196268609	(352) 243-9357	James Richardson	Completed
8219241481	3155 RAWCLIFFE DR	06/04/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	06/05/15	NO LEAKS INDICATOR NOT MOVING JPR	LEONE, LODINE	Jessica Bridges	HIBILL	06/05/15	9487747204	(352) 702-5492	James Richardson	Completed
1219158512	16242 COOPERS HAWK AVE	06/01/15	MS. JABON 16242 COOPERS HAWK AVE. HAS BEEN HAVING HIGH BILLS FOR ONLY HERSELF LIVING THERE - NO KNOWN LEAKS. RUNS THE IRRIGATION ONCE A MONTH 20 MIN. FOR 3 ZONES. SHE THINKS THERE MAY BE A PROBLEM WITH THE METER - PLEASE CHECK AND TAG THE DOOR WITH YOUR FINDINGS. 352-255-6961. LORETTA	06/02/15	EXPLAINED TO CUSTOMER WATER USE ON SPRINKLERS,AND THAT WE HAVE A TEIRED BILLING SYSTEM,NO LEAKS SHE SEEMED ALRIGHT WITH EXPLANATION JPR	JABON, LILIA	Loretta Abbott	HIBILL	06/02/15	9616128158	(352) 255-6961	James Richardson	Completed
9995700000	15805 ROBIN HILL LOOP	06/01/15	please verify read and check for any leaks. Please tag door with results thanks vfr	06/02/15	READS IN LINE,ADVISED TO CHECK WATERING SCHEDULE,NO LEAKS JPR	GORING, HILTON	Vanessa Robinson	HIBILL	06/02/15	9992553935	(352) 432-5049	James Richardson	Completed
9501831735	3127 RAWCLIFFE RD	05/27/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	05/28/15	NO LEAKS ,MUST BE IRRIGATION JPR	DAVIDSON, JANICE	Zakia Bouldin	HIBILL	05/28/15	0771264033	(289) 429-1124	James Richardson	Completed
3146030101	15836 STARLITE ST	05/26/15	Please call Caretaker Mirza at 352-630-7157 - check for signs of leak and turn off meter if leaking. Very high usage for past two months. Thanks Haida NV	05/27/15	SPOKE WITH HOMEOWNER REUSE METER IN BUT NOT CONNECTED INFORMED HIM OF WHAT TO DO AND THEN CALL FOR INSPECTION JPR	AHMED, MOHAMMED	Haida Canuso	HIBILL	05/27/15	2568890818	(407) 614-4357	James Richardson	Completed
5749761545	16252 ST AUGUSTINE ST	05/26/15	Mrs. Navarro called concerned about high bill. I went over usage with her and explained for her family size + irrigation, her usage is normal. She was insistent that someone come out to check and make sure that everything is okay and usage is normal, her husband, Donald Navarro, will be home in the morning. Thanks, Brooke	05/27/15	SHOWED CUSTOMER METER HOW TO CHECK FOR LEAKS NONE FOUND,HE IS PUTTING ABOUT 5,000 to 6,000 GALS A MONTH ON LAWN JPR	NAVARRO, DONALD	Brooke Storm	HIBILL	05/27/15	7836423715	(407) 201-1409	James Richardson	Completed
9648820905	16150 MAGNOLIA HILL ST	05/22/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USAGE REFLECTED ON BILL. SEASONAL HOME. LOCKS ON OUTSIDE FAUCETS/IRRIGATION TURNED OFF. CUST DENIES LEAKS ON PREMISE - THANKS, JERRIE NV	05/26/15	Spoke with customer and determined it was irrigation usage, it was running twice a day, customer also had a reuse meter installed a couple days ago, customer satisfied with investigation, no leaks detected and read meter. BAW	GRIFFIN, DENNIS	Jerrie Hoffman	HIBILL	05/26/15	0084710524	(917) 703-0638	William Willets	Completed

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6067932591	16107 GREEN COVE BLVD	05/21/15	Theresa called concerned about high bill. Says house is vacant with the exception of a small amount of cleaning that has been done. Please verify reading, check for leaks. Thanks, Brooke	05/22/15	NO LEAKS MISREAD, HOUSE OPEN SOMEONE MOVING IN JPR	GORDON, ALEX	Brooke Storm	HIBILL	05/27/15	3214198420	(215) 589-0302	James Richardson	Completed
8709122517	3154 RAWCLIFFE DR	05/18/15	Robert # 321-284-7695 calling to verify the amt of consumption check the meter for signs of leaking and also that the reading is correct. Customer stated meter is unreadable was unable to verify themselves. Check and assure meter is clean. lej 5/18	05/19/15	NO LEAKS METER NOT HARD TO READ JPR	GARCIA, ROBERT	Ingrid Jenkins	HIBILL	05/19/15	1550585412	(321) 284-7695	James Richardson	Completed
2337630538	15814 ROBIN HILL LOOP	05/14/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	05/15/15	NO LEAKS USAGE NOT THAT HIGH (10,000 GALS) JPR	EICHMULLER, ELIZABETH	Jessica Bridges	HIBILL	05/15/15	3408079087	(516) 848-2069	James Richardson	Completed
1344010000	2138 BLACK HAWK ST	05/08/15	RE-READ METER & CHECK FOR LEAKS. SAID HAS NOT DONE ANYTHING DIFFERENT, DOES HAVE A SPRINKLER SYSTEM AND WATERING TWICE A WEEK, NO TOILETS, NO PRESSURE WASHING, NO POOL FILL. NOTHING AT ALL. TAG DOOR OR SEE CUSTOMER /IC	05/11/15	NO LEAK ADVISED TO CHECK SPRINKLERS THEY WILL USE UP TO 35 GPM JPR	BRUCE, MASON B	Isabel Ceballos	HIBILL	05/11/15	1342991836	(321) 438-9592	James Richardson	Completed
0710296922	3655 CINNAMON FERN LOOP	05/06/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag door w/ results. Customer concerned that something is wrong w/ meter. Thanks	05/07/15	READ METER NO LEAKS JPR	CASTOR, BARBARA	Zakia Bouldin	HIBILL	05/07/15	6455264692	(812) 592-6666	James Richardson	Completed
9416872461	2001 JAFFA CT	05/05/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	05/06/15	LAST READ INCORRECT, TAGGED DOOR NO LEAKS JPR	REEDER, SEAN	Jessica Bridges	HIBILL	05/06/15	7580888172	(801) 694-6978	James Richardson	Completed
4893710000	15416 GREATER GROVES BLVD	05/04/15	PLEASE GET A RE READ AND CHECK FOR LEAK AND CONTACT KERY @ 352-241-6184 WITH RESULTS. THANK YOU CAMMY	05/05/15	NO LEAKS, SPOKE WITH MRS MARTIN SHE WILL CHECK IRRIGATION TIMER JPR	MARTIN, PATRICK	Cammy Iwinski	HIBILL	05/05/15	4894167429	(352) 241-6184	James Richardson	Completed
7445526874	15437 GREATER GROVES BLVD	04/30/15	please reread meter and check for leaks. the customer is complaining of a high bill	05/01/15	NO LEAKS ,INDICATOR NOT TURNING JPR	ESCOBAR, TARYN	Jessica Bridges	HIBILL	05/01/15	0544499028	(865) 385-0890	James Richardson	Completed
0154376165	16249 CITRUS PKWY	04/30/15	RE-READ METER & CHECK FOR LEAKS. USAGE JUMPED TO 12,000 + GALLONS, BUT SHE SAID IT CAN'T BE THE SPRINKLERS AND HAS NO LEAKS. TAG DOOR W/FINDINGS /IC	05/01/15	NO LEAKS LAWN VERY GREEN ,TAGGED DOOR TO CHECK IRRIGATION JPR	HUNGER, CINDY	Isabel Ceballos	HIBILL	05/01/15	8999817054	(954) 682-9802	James Richardson	Completed
5646402228	15120 GREATER GROVES BLVD	04/30/15	Please re-read meter and check meter for leaks, customer has used over 11,000 gallons in 2 weeks. please tag door with results thank you sarah/nv. SPEAK WITH CUSTOMER WHILE THERE.	04/30/15	with cust she was very rude and asked where did all the water go...I told her I do not know the water went...she stated that she was going to keep a record of the reads because she believes the meter was read	MCCARTHY, DOREEN	Sarah Locascio	HIBILL	04/30/15	9095104679	(352) 404-6780	James Klgore	Completed
4860337637	16300 COOPERS HAWK AVE	04/28/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	04/29/15	NO LEAKS INDICATOR NOT TURNING JPR	LOPATINSKY, KLAUS	Zakia Bouldin	HIBILL	04/29/15	1840492811	(863) 409-0813	James Richardson	Completed
2946800000	2306 DUNCAN TRL	04/28/15	Rta #352-242-3943 asking to have meter reading verified and check for signs of leaking single elderly person and concerned of over charged; please investigate and record all information in ccb. leave a tag for note for customer lej 4/26	04/29/15	NO LEAKS INDICATOR NOT TURNING JPR	GARCIA, MARIO	Ingrid Jenkins	HIBILL	04/29/15	2945659512	(352) 242-3943	James Richardson	Completed
7846577230	2901 WILSHIRE RD	04/24/15	Please re read meter and check for leaks. Thanks Karon	04/27/15	NO LEAKS,INDICATOR NOT TURNING JPR	FREO FLORIDA	Karon Hinchcliffe	HIBILL	04/27/15	7464153340	(435) 792-6345	James Richardson	Completed
3447000000	15819 GREEN COVE BLVD	04/27/15	Silva #407-832-6390 showing large consumption over	04/27/15	MISREAD ON METER (277630) ACTUAL READ 233010 JPR	HARRIS, SILVIA M	Ingrid Jenkins	HIBILL	04/27/15	3445143511	(407) 832-6392	James Richardson	Completed
9648820905	16150 MAGNOLIA HILL ST	04/23/15	Reread meter and check for leaks. Irrigation runs twice a week with approx. 5 zones for about 10 mins per zone. Mtce man will check setup. Also please verify that outside faucets still have locks on them and are off, please. Someone stealing water previously. Please do not tag door but contact Dennis Griffin on 917-703-0638. He lives in NY. It will greatly relieve his mind. Thanks, Carolyn/FL	04/24/15	NO LEAKS SPOKE WITH CUSTOMER HE WILL CHECK TIMER JPR	GRIFFIN, DENNIS	Carolyn McVicker	HIBILL	04/24/15	0083307651	(917) 703-0638	James Richardson	Completed



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2978226084	16023 YELLOWEYED DR	04/17/15	Disputing Usage / Over 60k gal // Out of normal usage // No leaks aware of	04/20/15	MIS READ ON 3-19-2015 JPR	SILVA, NOE	Micah Johnson	HIBILL	04/20/15	0971117010	(407) 558-9439	James Richardson	Completed
			PLEASE RE READ METER *** WAS CHECK FOR LEAK ON 4/3, NO READ WAS PUT IN...										
0726704981	2239 MAJESTIC EAGLE CIR	04/10/15	Please re-read meter and check for leaks. The customer is complaining of a high bill.	04/13/15	NO LEAK, INDICATOR NOT TURNING JPR	EVANS, PIERRE	Jessica Bridges	HIBILL	04/13/15	7490170514	(734) 686-9819	James Richardson	Completed
4938600000	16138 MAGNOLIA HILL ST	03/31/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	04/01/15	NO LEAKS METER WORKING CORRECTLY JPR	KHALIL, ISAAC T	Zakia Bouldin	HIBILL	04/01/15	4936444674	(718) 887-4311	James Richardson	Completed
8427610000	16024 WILKINSON DR	03/31/15	Please re-read meter check for leaks. Customer is concerned of high bill/usage only one person lives here. Annette phone# 352-978-4555. Please tag door with findings.	04/01/15	METER SHOWING LEAK, TAGGED DOOR TO CORRECT JPR	MONJURE, ANNETTE	Linette Orengo	HIBILL	04/01/15	8420494953	(352) 877-0300	James Richardson	Completed
7863691742	15407 MARKHAM DR	03/25/15	Call from Stephanie Mattis, concerned about high re- use meter read. Please re-read re-use meter and check for leaks. Tag door with findings. Need thorough comments on FA as customer will be calling to discuss. Lorie	03/26/15	METER WAS READ WRONG...PROVIDED CURRENT METER READ...NO LEAKS PRESENT...TAGGED DOOR. JK	MATTIS, STEPHANIE	Lorie Mayeski	HIBILL	03/26/15	9030348944	(407) 802-0199	James Kilgore	Completed
9984700582	3705 MAIDENCAIN ST	03/24/15	Mr. Silvers called due to high usage please verify meter #, reading and if any leaks are detected tag door with findings. Mr. Edward #407-383-7468.	03/25/15	No leaks present...meter was read wrong...tagged door. JK	SILVERS, EDWARD	Kimberly Bennett	HIBILL	03/25/15	4934504910	(407) 383-7468	James Kilgore	Completed
			Kim-FL										
8177544510	16204 MEAD ST	03/06/15	Luis called to report usage is extremely high. He has irrigation system but doesn't feel that it runs enough to cause this kind of usage. Please check for leaks and tag door with findings. Thanks, Brooke	03/09/15	No leaks present...Very green yard tagged door for customer to check and adjust the irrigation runtimes. JK	ALICEA, LUIS	Brooke Storm	HIBILL	03/09/15	7703833367	(203) 507-1372	James Kilgore	Completed
8943065958	1623 NECTARINE TRL	03/04/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	03/05/15	No leaks present and tagged door JK	JERLES, CHRISTINE	Glenda Thompson	HIBILL	03/05/15	4148645560	(678) 222-8811	James Kilgore	Completed
5380700000	16244 MAGNOLIA HILL ST	03/04/15	RE-READ & CHECK FOR LEAKS, VERIFY IF LAST READ WAS CORRECT. CUSTOMER SAYS SHE'S NOT USING THIS MUCH WATER. ADV HER TO CHECK IRRIGATION TAG DOOR W/FINDINGS /IC	03/05/15	No leaks present and tagged door. JK	JENNINGS, MARK	Isabel Ceballos	HIBILL	03/05/15	5382512287	(407) 745-8568	James Kilgore	Completed
9191014354	4704 CAPE HATTERAS DR	03/03/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. PLEASE TAG DOOR W/ RESULTS. THANKS	03/04/15	No leaks present...tagged door telling customer needs to adjust their runtimes...read meter. JK	LARRACUENTA, CATHERINE	Zakia Bouldin	HIBILL	03/04/15	3431198786	(706) 718-2700	James Kilgore	Completed
8127700408	15320 MONTAUK LN	03/03/15	Ms. Almanza 352-988-7524 concerned about high usage. No leaks that aware of, no irrigation and no running toilets. Please re-read and check for leak. Tag door with results. Thank you! Bonnie	03/04/15	No leaks present and tagged door. JK	ALMANZA, SABINE	Bonnie Storm	HIBILL	03/04/15	1069272141	(352) 988-7524	James Kilgore	Completed
8551250138	16164 MEAD ST	03/02/15	Please re read meter and check for leaks. Thank you, Ewan	03/03/15	No leaks present...tagged door for customer to adjust the irrigation runtimes. JK	GARVER, DONNA	Ewan Dehnert	HIBILL	03/03/15	4964275317	(352) 282-9748	James Kilgore	Completed
9607536898	15829 STARLITE ST	02/23/15	CUSTOMER REQUEST RE READING OF METER AND CHECK FOR LEAK / MAY HAVE IRRG ISSUE	02/24/15	No leaks present and tagged door. JK	LOGAN, SYLVESTER	Micah Johnson	HIBILL	02/24/15	3410501650	(917) 589-7942	James Kilgore	Completed
4320635625	2246 HAMLIN TRL	02/04/15	Please check meter read and leak indicator. Pedro 407- 300-7974. Amanda	02/05/15	CUSTOMERS METER IS WORKING PROPERLY...THE READING WAS 2462320 WHEN I STARTED...CUSTOMER NEEDS TO BE CREDITED 10 GALLONS, BECAUSE THAT THE AMMOUNT I RAN THROUGH TO CHECK TO SEE IF IT WAS WORKING...NO LEAKS PRESENT. JK	PEREIRA, JAMES	Amanda Stonebreaker	HIBILL	02/05/15	1689602675	(321) 297-3238	James Kilgore	Completed

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0714069953	2849 MAYFLOWER LOOP	02/02/15	HIGH BILL FOR 3 MONTHS WHEN THEY HAVE NOT BEEN THERE FOR 3 MONTHS. HE ASK A NEIGHBOR TO CHECK FOR LEAKS AND FOUND NONE. WOULD YOU PLEASE CHECK AND IT IS O.K. TO TAG THE DOOR WITH YOUR COMMENTS. AT 2849 MAYFLOWER LOOP. LORETTA	02/03/15	No leaks present. tagged door for customer to turn off their irrigation system, or adjust the times. JK	JOHNSON, LINDA	Loretta Abbott	HIBILL	02/03/15	0591860615	(352) 432-3662	James Kilgore	Completed
1219158512	16242 COOPERS HAWK AVE	01/30/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	02/03/15	reread meter and no leaks present...tagged door. JK	JABON, LILIA	Jerrie Hoffman	HIBILL	02/03/15	9613380492	(352) 255-6961		Completed
0823504477	16116 YELLOWEYED DR	01/29/15	Marjorie called due to high usage this month. I have explained to this customer that her readings are in line and last month was much lower than normal, but she insists there is a problem. Please check for leaks, verify reading, tag door with findings. Thanks, Brooke	01/30/15	No leaks present and tagged door. JK	JOHNSON, MARJORIE V	Brooke Storm	HIBILL	01/30/15	2059778608	(239) 878-4962	James Kilgore	Completed
2385079794	15213 MARGAUX DR	01/29/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	01/30/15	No leaks present. customer stated he had a leaking toilet and has fixed it. JK	ROSARIO, MICHAEL	Jerrie Hoffman	HIBILL	01/30/15	0484019293	(407) 973-3593	James Kilgore	Completed
3598140058	3706 MAIDENCAIN ST	01/28/15	Please re-read meter and check for a leaks. Customer complaining of a high bill. Please tag door w/ findings. Thanks	01/29/15	No leaks present. spoke to customer about installing a reuse meter. JK	FERNANDEZ, KATHLEEN	Zakia Bouldin	HIBILL	01/29/15	5575479150	(407) 920-7787	James Kilgore	Completed
0233419913	4928 CAPE HATTERAS DR	01/27/15	Theresa #321-355-8827 calling report of the water leaving a green ring around the tubs and has had hot water heater exchanged. Reread meter and record all information lej 1/27	01/28/15	No leaks present. knocked on door and rang doorbell. bad water heater could send in stained water. JK	MARTIN, THERESA	Ingrid Jenkins	HIBILL	01/28/15	3568160969	(321) 443-5354	James Kilgore	Completed
7853174404	16152 MEAD ST	01/26/15	Please re read meter and check for leaks. Customer states not possible for them to use this much water as their are rarely home. Thank you, Ewan	01/27/15	NO LEAKS. USE IN 6 DAYS IS 80 GAL. TALK TO CUSTOMER. IRRIG IS OFF. HAS APPLIED FOR REUSE METER. TAG TO CUSTOMER - PROVIDE CURRANT METER READ. D.A.	BIEDAKIEWICZ, ASHLEY	Ewan Dehnert	HIBILL	01/27/15	6521510053	(219) 512-2736	David Alberigi	Completed
3629414980	3308 CALLERTON RD	01/22/15	Reread meter and check for leaks. Watering Every other day for 25 minutes each time. I advised that with that they could easily expect to see 23K gallons of usage in a month. Contact is Romy on 352-874-5847. He is not aware of any leaks. Carolyn/FL	01/23/15	NO LEAKS, TAGGED DOOR SPRINKLER'S WILL USE 25 TO 35 GPM DEPENDING ON TYPE OF HEADS JPR	AGURTO, ROMY	Carolyn McVicker	HIBILL	01/23/15	5340577284	(352) 874-5847	James Richardson	Completed
7823200000	16332 COOPERS HAWK AVE	01/14/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL/USAGE REFLECTED. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	01/15/15	Reread meter and checked for leaks...no leaks present. tagged door. JK	LAUER, GARRET A	Jerrie Hoffman	HIBILL	01/15/15	7826190906	(321) 303-1702	James Kilgore	Completed
9724610000	15907 WILKINSON DR	01/09/15	RE-READ METER & CHECK FOR LEAKS SHE SAID THEY HAVE BEEN WATERING ONCE A WEEK TAG DOOR WITH FINDINGS /IC	01/12/15	No leaks present. customer has very large yard. tagged door for customer to check and adjust irrigation runtimes. JK	FIELDS, GLORIA C	Isabel Ceballos	HIBILL	01/12/15	9728501231	(352) 404-8508	James Kilgore	Completed
5403505028	15830 BAY VISTA DR	01/07/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL. CUST DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	01/08/15	Customer has a small leak on the premise...tagged door explaining to the customer what to check and left message on the customers vm...also read meter. JK	Ahajjeh, Martha L	Jerrie Hoffman	HIBILL	01/08/15	7127298062	(407) 968-1586	James Kilgore	Completed
4813040170	2704 WILSHIRE RD	01/05/15	CUSTOMER HAD BROKEN SPRINKLERS IN BACK YARD. HE SHUT OFF THE VALVE. WOULD LIKE TO HAVE METER RE-READ TO MAKE SURE HE'S NOT USING 7,000 GALS PER DAY. TAG DOOR OR SEE CUSTOMER /IC	01/06/15	Meter was registering a small leak...like a toilet running or something else that uses water...tagged door and left vm with customer. JK	PELLEW, HERLEY	Isabel Ceballos	HIBILL	01/06/15	6113943241	(347) 200-0048	James Kilgore	Completed
5774897296	2125 FISH EAGLE ST	01/05/15	PLEASE RE-READ AND CHECK FOR LEAKS THE CUSTOMER IS COMPLAINING OF A HIGH BILL	01/06/15	Customer states she is having a problem with one of her toilets in the house...she said she will fix. JK	WATKINS, GLORIA	Jessica Bridges	HIBILL	01/06/15	5549791937	(407) 325-7959	James Kilgore	Completed

**Lake Utility Services - Lake Louisa Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
7141879884	12849 CLOVERDALE LN	12/29/15	Reread meter and check for leaks. Contact is Jack on 615330-8799. Thanks, Carolyn/FL	12/30/15	no leaks at the meter/ tagged the door cdw	Behar, Jack	Carolyn McVicker	HIBILL	12/30/15	9343231906	(615) 330-8799	Cedric Watkins	Completed
2963807273	9517 LYNWOOD ST	12/28/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUST HAS A HIGH BILL. MARVIN 202.732.5570 PLEASE LEAVE CALL IF A LEAK IS FOUND. THANKS.	12/29/15	no leaks at the meter/ tagged door cdw	KERDEMAN, MARVIN	LaQuon Huntley	HIBILL	12/29/15	2104338372	(301) 890-5232	Cedric Watkins	Completed
0813678351	10252 KABANA BLVD	12/23/15	PLEASE RE-READ AND CHECK FOR LEAKS. LILY SAID THIS IS A MODEL HOME NO ONE LIVES THERE. 352-394-1032. THANKS BRITTANY NV	12/28/15	meter was mis read and spoke with realtor cdw	LIMPUS, JAMES	Brittany Warembourg	HIBILL	12/28/15	6451101592	(321) 337-9432	Cedric Watkins	Completed
5562000000	10232 DOVEHILL LN	12/23/15	Customer complaining of high bill, please reread meter and check for leaks. Customer 8-12pm. Thanks, Karyn	12/28/15	no leaks at the meter/ also spoke with customer cdw	GRIEB, PATRIA	Karen Thimmes	HIBILL	12/28/15	5566625994	(407) 294-3352	Cedric Watkins	Completed
9963560320	11951 CYPRESS LANDING AVE	12/23/15	PLEASE RE-READ METER AND CHECK FOR LEAKS/ CUSTOMER CALLED COMPLAINING OF HIGH BILL/DARRELL CAN BE REACHED @ (570) 236-8583/ KARI CAN BE REACH AT # ABOVE (PLEASE KNOCK ON DOOR. CUST WILL BE HOME)	12/28/15	no leaks at the meter/ also spoke with customer cdw	HARRIS, RACHEL	Lakisha Cooper	HIBILL	12/28/15	4546244711	(352) 321-5055	Cedric Watkins	Completed
3906200000	11427 STERLING VIEW CT	12/22/15	George called concerned about high usage. Says he is only watering once a week. Please verify read, check for leaks, and tag door with findings. Thanks, Brooke	12/23/15	no leaks and spoke with customer cdw	SULLIVAN, GEORGE	Brooke Storm	HIBILL	12/23/15	3902054390	(352) 536-9633	Cedric Watkins	Completed
9983305541	12832 HYLAND LN	12/21/15	Customer calling in stating they have really high usage and doesn't know why. Usage on last 3 reads have been really high. She is worried about someone using their water or maybe a leak. Can you just do a re read on this please? She states they haven't been using sprinklers either due to high usage. If possible tag door with results. Thanks, Paul.	12/22/15	CUSTOMER HAS IRRIGATION ISSUES AND TURNED OFF BACKFLOW PER CUSTOMER CONSENT CDW	PAPSODERO, THOMAS	Paul Wright	HIBILL	12/22/15	8710762632	(407) 967-1942	Cedric Watkins	Completed
8057710000	13236 VIA ROMA CIR	12/21/15	Reread meter and check for leaks. ...Ian's contact is 352-536-2050. He feels there is something wrong with the meter. Customer would like to be home when Tech comes...pls schedule for afternoon after 1PM if possible. Carolyn/FL	12/22/15	NO LEAKS AT THE METER CALL CUSTOMER NO ANSWER LEFT MESSAGE AND TAGGED DOOR CDW	RILEY GREEN, IAN	Carolyn McVicker	HIBILL	12/22/15	8058762539	(352) 536-2050	Cedric Watkins	Completed
3473439214	10506 VIA LUGANO CT	12/21/15	Mr. Gragg # 740-835-7200 calling to state leaking and appeared to have located and repaired; still showing large amt. of consumption and has turned off sprinklers. Verify if leaking showing on meter and record the reading. leave information for customer and record in ccb. lej 12/21	12/22/15	NO LEAKS AT THE METER/ TAGGED DOOR CDW	GRAGG, KAYLA	Ingrid Jenkins	HIBILL	12/22/15	6400195851	(740) 835-7200	Cedric Watkins	Completed
9765810000	13025 SUNWOOD CT	12/21/15	Please re read meter and check for leaks. Customer would like to be there when reading meter and determining where the high usage could be coming from. Contact Heidi 321-276-6137 to set a good time to check. Thank you< Ewan	12/22/15	NO LEAKS AT THE METER/ SPOKE WITH CUSTOMER ABOUT POSSIBLE IRRIGATION ISSUES CDW	VILLALVA, HEIDI A	Ewan Dehnert	HIBILL	12/22/15	9764960843	(352) 242-1791	Cedric Watkins	Completed
9555122477	10812 VIA CAPRI LN	12/11/15	Please re-read meter and check for leaks. Liza Farzati, 561-385-8271, called to discuss her high bill/high usage. Customer denies any known leaks or increased usage. Please leave detailed notes of investigation on tag on door and in notes on FA. Thank you very much, Sam.	12/14/15	no leaks at the meter/ tagged door cdw	FARZATI, LIZA	Samantha Gongre	HIBILL	12/14/15	9273775627	(561) 385-8271	Cedric Watkins	Completed
6087989648	12145 CYPRESS LANDING AVE	12/03/15	Read meter and check for leaks. Customer's usage is very high. Speak with customer is home or tag door if no one home.	12/04/15	Meter was showing a leak, spoke with customer and explained that it is on her side and she will need to get a plumber to pin point where problem is, possibly automatic pool fill. Read meter. BAW	MCNIEL, SHAWN	Ferrellyn Trovinger	HIBILL	12/04/15	8896412177	(352) 255-5202	William Willets	Completed
0389000000	9918 CRENSHAW CIR	12/01/15	Customer complaining of high bill for last 2 months. states he is elderly and has no irrigation. would like meter re read and check for leaks. Tag with findings. Thank you, Janet/FL	12/02/15	CHECKED METER FOUND NO LEAKS re	SANTANDER, LUIS	Yanet Garcia	HIBILL	12/02/15	0384092290	(352) 999-0046	Robert Callahan	Completed

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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
7829082535	9721 ROYAL VISTA AVE	11/25/15	Albania called concerned about high usage. Says that someone moved out 2 months ago but usage has not dropped off. She's checked for broken sprinkler heads and any signs of leaks and has found nothing. Please verify read, check for leaks, and tag door with findings. Thanks, Brooke	11/30/15	NO LEAKS AT THE METER AND TAGGED DOOR CDW	ALMONTE, ALBANIA	Brooke Storm	HIBILL	11/30/15	2297478370	(321) 206-9313	Cedric Watkins	Completed
2287565984	10439 CARLSON CIR	11/25/15	RE-READ METER & CHECK FOR LEAKS. VERIFY IF LAST READING IS CORRECT. CUSTOMER HAS SPRINKLERS BUT DOESN'T THINK SPRINKLERS ARE PUTTING OUT ALL THIS WATER. TAG DOOR W/FINDINGS OR SEE CUSTOMER /IC	11/30/15	NO LEAKS AT THE METER/ TAGGED DOOR CDW	THORNTON, KYLEIGH	Isabel Ceballos	HIBILL	11/30/15	5712593693	(772) 532-5861	Cedric Watkins	Completed
8311782731	10536 SUMMIT LAKES LN	11/25/15	Please check to see if meter detecting any leaks had new sod put down but wanted checked. Tag with findings. Kim-FL	11/30/15	NO LEAKS AT THE METER AND TAGGED DOOR CDW	MEDLEN, BARRY	Kimberly Bennett	HIBILL	11/30/15	6278008690	(407) 489-0188	Cedric Watkins	Completed
9336717843	11050 OAKSHORE LN	11/23/15	MAX IS CALLING ABOUT HI USAGE, ADV WE HAVE RE-READ SEVERAL TIMES AND READS ARE IN LINE, PLEASE CHECK AGAIN AND CHECK FOR LEAKS, SYLVIA	11/24/15	no leaks at the meter/ re-read cdw	EDWARDS, JORDAN	Sylvia Watler	HIBILL	11/24/15	1095887324	(352) 409-7343	Cedric Watkins	Completed
8500831406	14335 SANHATCHEE ST	11/19/15	Monica called concerned about high usage. Not aware of any running toilets or leaks in the home. Please check for leaks, verify read, and tag door with findings. Thanks, Brooke	11/20/15	NO LEAKS PRESENT...TAGGED DOOR FOR CUSTOMER TO CHECK AND ADJUST THEIR IRRIGATION RUNTIMES. JK	PINX, MONICA D	Brooke Storm	HIBILL	11/20/15	9153057669	(407) 508-9317	James Kilgore	Completed
1361346275	10004 PELISEUR CT	11/18/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Thanks	11/19/15	No leaks present at this time...tagged door for customer to check their irrigation system and check run times.... JK	REID, ROHAN	Zakia Bouldin	HIBILL	11/19/15	3899692677	(407) 267-1767	James Kilgore	Completed
7475200000	10535 SUMMIT LAKES LN	11/18/15	Customer complaining of high bill. Please reread meter and check for leaks. Customer home 8-12pm. Thanks, Karyn	11/19/15	No leaks present...tagged door for customer to check their irrigation system...very large lush green St Augustine yard. JK	FERRIS, LISA	Karen Thimmes	HIBILL	11/19/15	7472447138	(407) 902-5861	James Kilgore	Completed
9013835366	9721 CRENSHAW CIR	11/17/15	Reread meter and check for leaks. Doug's contact is 352-978-3731. No known leaks. Carolyn/FL	11/18/15	Re Read Meter Found No Leaks RC	Carter, Ryan	Carolyn McVicker	HIBILL	11/18/15	5610037711	(407) 340-7939	Robert Callahan	Completed
1319000000	9713 CRENSHAW CIR	11/03/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS /IC	11/04/15	NO LEAKS AT THE METER/ TAGGED DOOR CDW	HERNANDEZ, RANDOLPH	Isabel Ceballos	HIBILL	11/04/15	1315584113	(352) 394-1718	Cedric Watkins	Completed
1066500000	10233 CYPRESS COVE LN #37	11/02/15	Usage has been high for past 8 months or so. Customer states has had a plumber out and can't find signs of leak. Please check for signs of leak and field test meter if possible. Thanks Haida NV	11/03/15	checked meter meter is showing there is a leak on the customers side talked to the customer and let them know	JONES, JON	Glenda Thompson	HIBILL	11/03/15	1068241403		Robert Callahan	Completed
9948543075	10233 CYPRESS COVE LN #37	11/02/15	Usage has been high for past 8 months or so. Customer states has had a plumber out and can't find signs of leak. Please check for signs of leak and field test meter if possible. Thanks Haida NV	11/03/15	checked meter meter is showing there is a leak on the customers side talked to the customer and let them know	DUVROY, KEVIN	Glenda Thompson	HIBILL	11/03/15	1068241403	(954) 266-9277	Robert Callahan	Completed
1066500000	10233 CYPRESS COVE LN #37	11/02/15	Usage has been high for past 8 months or so. Customer states has had a plumber out and can't find signs of leak. Please check for signs of leak and field test meter if possible. Thanks Haida NV	11/03/15	checked meter meter is showing there is a leak on the customers side talked to the customer and let them know	JONES, JON	Glenda Thompson	HIBILL	11/03/15	1068241403		Robert Callahan	Completed
3303610000	11335 AUTUMN WIND LOOP	10/29/15	Customer calling in complaining of high bill. States she was out of town for most of this past bill. Can you please re read the meter and check it for leaks? If possible tag door with results. Customer is elderly and would like to speak with you about the meter she asked if you don't mind to ring the door bell once done so she can ask some questions about it. Thanks, Paul.	10/30/15	No leaks present...spoke with customer she told me she had found two broken sprinkler heads. JK	VITEK, DEBRA J	Paul Wright	HIBILL	10/30/15	3307536980	(352) 536-1722	James Kilgore	Completed
1109310000	10743 LEMAY DR	10/27/15	Customer complaining of high bill. usage shows 30,340 gallons. would like meter reread, check for leaks. tag door with findings. Thank you, Janet/FL	10/28/15	Found no leaks in system, most likely irrigation usage. tagged door with findings and suggested customer read meter before and after watering to see actual usage and reduce timer. Read meter. BAW	NEYRA, EDUARDO	Yanet Garcia	HIBILL	10/28/15	1103943711	(352) 242-9838	William Willets	Completed
1756142001	10813 WYANDOTTE DR	10/23/15	Please check meter read and leak indicator. Tag door to call office for results. Brandy 480-399-2553. Amanda	10/26/15	Read checked for leaks no leaks present...Tagged door. JK	CAMPANARO, BRANDY	Amanda Stonebreaker	HIBILL	10/26/15	0262750307	(480) 399-2553	James Kilgore	Completed

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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
9831126072	11652 CLAIR PL	10/23/15	Customer called stating no way they could use 29,000 gal. Can you re read the meter and check it for leaks please? If possible please tag door with results. Thanks, Paul.	10/26/15	Read meter checked for leaks and no leaks present. tagged door JK	MANCINI, BETSABE	Paul Wright	HIBILL	10/26/15	2262617580	(352) 874-1842	James Kilgore	Completed
5223778638	10240 KABANA BLVD	10/23/15	Please re-read meter and check meter for leaks, customer has high usage. Please tag door with results Thank you Sarah/nv	10/26/15	Checked for leaks customer has no leaks and tagged door for customer to checked their irrigation system runtimes. JK	CROUSE, LINDA	Sarah Locascio	HIBILL	10/26/15	3370205604	(352) 267-5620	James Kilgore	Completed
9637191902	12210 LAKESHORE DR	10/22/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, IRRIGATION OR EXTRA USE - THANKS, JERRIE NV	10/23/15	customer meter was slowly turning/ left message cdw	SAMANOS, ELODIE	Jerrie Hoffman	HIBILL	10/23/15	3965064424	(301) 529-5467	Cedric Watkins	Completed
9618510000	12447 LAKE VALLEY DR	10/21/15	Customer called in to complain about high bill. Usage has went WAY up for the past 2 months. Can you re read meter and check it for leaks please? Tag door with results or call Rose 917-364-3470. Thanks, Paul.	10/22/15	no leaks at meter/ tagged door cdw	AMARO, ROSE	Paul Wright	HIBILL	10/22/15	9614299794	(917) 364-3470	Cedric Watkins	Completed
6429000000	9741 CRENSHAW CIR	10/21/15	Customer called concerned about high usage. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	10/22/15	no leaks at the meter/ spoke with customer cdw	BEAVER, CHERYL	Brooke Storm	HIBILL		6429399660			Completed
9420674152	9741 CRENSHAW CIR	10/21/15	Customer called concerned about high usage. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	10/22/15	no leaks at the meter/ spoke with customer cdw	IH3 PROPERTY FLORIDA LP	Brooke Storm	HIBILL		6429399660	(435) 792-6345		Completed
1031173999	10008 LENOX ST	10/20/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS OR SEE CUSTOMER /IC	10/21/15	re-read no leaks tagged door cdw	ABOYTES, KELLY	Isabel Ceballos	HIBILL	10/21/15	7565937008	(407) 453-0280	Cedric Watkins	Completed
6909374595	11221 CROOKED RIVER CT	10/13/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	10/14/15	leak indicator spinning/ tagged door concerning customer leak cdw	GOOD, KATHY K	Zakia Bouldin	HIBILL	10/14/15	2740211016	(314) 420-7915	Cedric Watkins	Completed
9380310000	11736 CARUSO DR	10/02/15	Reread meter and check for leaks. Claim no irrigation running but usage about 24K for each of the last two months. Contact Richard on 352-242-2259. Thanks, CarolynVFL	10/05/15	No leaks in system, we were out here on 8/24/2015 for same thing and customer was told then there is no leaks, read meter and tagged door. suggested they read there meter daily for the month and compare to bill. BAW	HOPPER, RICHARD	Carolyn McVicker	HIBILL	10/05/15	9385971556	(352) 242-2259	William Willets	Completed
6668415633	10845 LOG HOUSE RD	10/01/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. CUST DENIES LEAKS ON PREMISE, IRRIGATION OR EXTRA USE - THANKS, JERRIE NV	10/02/15	No leaks in system, most likely irrigation use, also have a pool and large lot, tagged door, also suggested they read meter before and after watering to see usage. Read meter. BAW	Collado, Bienvenido	Jerrie Hoffman	HIBILL	10/02/15	8607455168	(352) 242-4669	William Willets	Completed
7767951294	10134 LENOX ST	09/30/15	Please take read and check for leak. customer will call back for results. Thanks, CRW	10/01/15	no leaks at the meter/ re-read meter cdw	BEASLEY, MICHELE	Crystal Woolard	HIBILL	10/01/15	8481886072	(407) 761-5502	Cedric Watkins	Completed
9099869247	11318 WISHING WELL LN	09/29/15	RE-READ METER & CHECK FOR LEAKS VERIFY LAST READING WAS CORRECT TAG DOOR OR SEE CUSTOMER /IC	09/30/15	No leaks detected, spoke with customers daughter and told her there are no leaks and suggested they check irrigation timer and reduce down to know more than 20 minutes per zone. Read meter. BAW	POFF, KELLY	Isabel Ceballos	HIBILL	09/30/15	2568945960	(352) 536-7407	William Willets	Completed
2539015710	10005 WEATHERS LOOP	09/28/15	CUSTOMER SAYS NO WAY USED 24K GALLONS IN ONE MONTH, HAS IRRIGATION BUT SAYS NO WAY USING 800 GALLONS A DAY. PLEASE RE-READ METER AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. LAST READ WAS 168700 ON 9/10/15 HANKS, CRW	09/29/15	Spoke with customer and helped him change irrigation timer, each zone was set at 1 hour, we reduced to 20 minutes per zone, he was satisfied with explanation, no leaks detected. Read meter. BAW	CORACE, ARLENE	Crystal Woolard	HIBILL	09/29/15	0317604467	(352) 432-3714	William Willets	Completed
5343777176	9210 SUMMER BREEZE CT	09/25/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	09/29/15	No leaks in system, suggested customer check irrigation timer and read meter daily for a month a compare to bill. Tagged door and read meter. BAW	DIAZ, ELIEZER	Zakia Bouldin	HIBILL	09/29/15	1332603974	(407) 883-4462	William Willets	Completed



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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
5448620145	10544 JARDIM DE LARGO ST	09/22/15	LOIS MORRIS CALLING REGARDING HIGH BILLS - PLEASE CHECK FOR LEAKS, THE SPRINKLER SYSTEM IS OFF SINCE JULY. 10544 JARDIM DE LARGO ST. 612-599-6070. NO ONE IS LIVING THERE - SHE WAS ONLY THERE 08/15 - 08/19/15. SINCE NO ONE IS THERE CAN YOU PLEASE CALL HER WITH YOUR FINDINGS? LORETTA	09/23/15	no leaks at the meter / tagged door cdw	MORRIS, LOIS	Loretta Abbott	HIBILL	09/23/15	9760078088	(612) 599-6070	Cedric Watkins	Completed
9841296872	10245 KABANA BLVD	09/18/15	Please check meter read and leak indicator. Sahara 352-243-1057	09/18/15	Meter is showing a leak, found a wet spot near driveway and it looks like there is a leaking sprinkler head or irrigation line, I put a flag near spot, customer came home and I showed him the leak, also his irrigation is running everyday at 40 minutes per zone which is also why the high bill, told customer to reduce to 20 minutes twice a week and he will see a big drop. Read meter and showed customer how to check for leaks and read BAW	BENNETT, SAHARA	Amanda Stonebreaker	HIBILL	09/18/15	5897609351	(407) 283-0147	William Willets	Completed
1471100000	11318 HARDER RD	08/28/15	RE-READ METER & CHECK FOR LEAKS. VERIFY IF LAST READ IS CORRECT; CUSTOMER DID SAY SHE HAD A TOILET RUNNING. TAG DOOR OR SEE CUSTOMER /IC	08/31/15	no leaks and tagged door cdw	AYCOCK, SUSAN	Isabel Ceballos	HIBILL	08/31/15	1473417206	(352) 394-5312	Cedric Watkins	Completed
1647043053	11703 GRAND BAY BLVD	08/26/15	Albert called to report extremely high usage. House is vacant and does have an irrigation system running. Please check for leaks, verify read. Thanks, Brooke	08/27/15	read meter, no leaks were observed or indicated. tagged door to check irrigation system. A.A.	DIEDRICKS, GEORGE	Brooke Storm	HIBILL	08/27/15	1152585205	(352) 286-5214	Art Austin	Completed
9678570008	11326 BRONSON RD	08/26/15	Rec'd call from Ms. Merie Remy (718)-673-4584 stated that usage is up 'claims not using irrigation or aware of any leaks'. Please reread meter and check for leaks. Tag door with read and findings. Need thorough notes on FA for Customer Service when customer calls in. Lorie	08/27/15	read meter found no leaks. RC	REMY, MARIE	Lorie Mayeski	HIBILL	08/27/15	8175523220	(718) 673-4584	Robert Callahan	Completed
0766351350	9827 ROYAL VISTA AVE	08/26/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMERS USAGE IS HIGH AND SHE SAID SHE DOESNT HAVE ANY LEAKS. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAH/NV	08/27/15	NO LEAK AT THE METER/ TAGGED DOOR CDW	COFFEE, PAIGE	Sarah Locascio	HIBILL	08/27/15	8069848413	(407) 235-8530	Cedric Watkins	Completed
1860110000	11329 SUSAN'S POINTE DR	08/25/15	Please check meter read and leak indicator. She does have irrigation and brand new meter. Susan 407-929-2015. Amanda	08/26/15	NO LEAKS AT THE METER/ ALSO SPOKE WITH CUSTOMER ABOUT THERE IRRIGATION CDW	HALL, DONALD	Amanda Stonebreaker	HIBILL	08/25/15	1862173472	(407) 929-2015	Cedric Watkins	Completed
4455200000	10430 SUMMIT LAKES LN	08/24/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	08/25/15	no leaks at the meter/ tagged door cdw	WONG, NANCY H	Jerrie Hoffman	HIBILL	08/25/15	4457284368	(352) 243-2833	Cedric Watkins	Completed
8671100000	11242 HARDER RD	08/24/15	Mr. Girmscheid called concerned about high usage. He's been away from the house for about 3 months, irrigation system is on its own well, house valve was off while away. Please check for leaks, verify reading, and tag door with findings. Customer will be home, if possible, please knock to advise customer of results. Thanks, Brooke	08/25/15	no leaks at the meter/ also spoke with customer cdw	GIRMSCHIED, GANOS	Brooke Storm	HIBILL	08/25/15	8671663525	(352) 243-0246	Cedric Watkins	Completed
8630210000	10830 VINEYARD CT	08/24/15	Please contact Mr Douglas @ 352-432-5122 to verify read and check for any leaks. He would like to be present please call prior to arrival thanks vtr	08/25/15	no leaks at the meter/ spoke with customer cdw	DOUGLAS, EDWARD	Vanessa Robinson	HIBILL	08/25/15	8631757663	(352) 432-5122	Cedric Watkins	Completed
4484951092	9534 LYNWOOD ST	08/24/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	08/25/15	No leaks found, most likely irrigation usage, suggested customer check timer and adjust, also read meter daily to see usages for a month and compare to bill. Read meter and tagged door with findings. BAW	RODGERS, EARNEST	Jerrie Hoffman	HIBILL	08/25/15	6768553250	(702) 630-8112	William Willets	Completed
0573379463	12230 LAKE VALLEY DR	08/20/15	Hortense # 352-989-5414 asking to have meter checked for signs of leaking a showing 3mths consumption increasing and no changes. record all information in ccb. lej 8/20	08/21/15	no leaks and tagged door cdw	ALBRITTON, KAREN	Ingrid Jenkins	HIBILL	08/21/15	5775353653	(352) 241-6089	Cedric Watkins	Completed

Lake Utility Services - Lake Louisa Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
6679351248	9416 IVYWOOD ST	08/20/15	Christie #407-460-6393 asking to have the meter checked showing larger amt. of the consumption 8 thousand gallons more than her usually usage. ie) 8/20	08/21/15	no leaks at the meter and tagged door cdw	MANUEL, CHRISTIE	Ingrid Jenkins	HIBILL	08/21/15	4161739129	(407) 460-6393	Cedric Watkins	Completed
2313410000	12118 CYPRESS LN	08/18/15	Please check meter read and leak indicator. Customer states no irrigation. Barbara 352-255-0004. Amanda	08/19/15	customer has a leak on her side / also spoke with customer cdw	GENAITIS, RICHARD	Amanda Stonebreaker	HIBILL	08/19/15	2310051916	(352) 394-8516	Cedric Watkins	Completed
3127227876	13018 SUNWOOD CT	08/12/15	Customer complaint of 3 very high bills. customer states home is vacant since June. Please check for leaks and re read meter. Mr. Cruz 646-319-9347 needs a 30 min call advance 954 557 0449 philip.	08/13/15	no leaks at the meter/ spoke with customer cdw	CRUZ, ERNESTO	Yanet Garcia	HIBILL	08/13/15	4740655660	(845) 562-2672	Cedric Watkins	Completed
7215979919	11906 EGRET BLUFF	08/07/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	08/10/15	NO LEAKS AT THE METER/ TAGGED DOOR CDW	WORRALL, JAMIE	Zakia Bouldin	HIBILL	08/10/15	0373570734	(407) 758-5396	Cedric Watkins	Completed
3472803995	11623 CRESCENT PINES BLVD	08/05/15	Michael called to report high usage this month. Please check for leaks, verify read, tag door with findings. Thanks, Brooke	08/06/15	no leaks at the meter/ tagged door cdw	PROWELL, MICHAEL	Brooke Storm	HIBILL	08/06/15	4365531454	(407) 227-1552	Cedric Watkins	Completed
1072677441	11119 CROOKED RIVER CT	08/03/15	please re-read the meter and check for leaks. the customer is complaining of a high bill.	08/04/15	NO LEAKS AT THE METER/ TAGGED DOOR CDW	LOWNEY, JOEL	Jessica Bridges	HIBILL	08/04/15	1627941262	(941) 875-3680	Cedric Watkins	Completed
5260048978	9857 LENOX ST	08/03/15	PLEASE TAKE READ AND CHECK FOR LEAK. SAYS HAS TURNED OFF IRRIGATION. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	08/04/15	NO LEAKS AT THE METER/ ALSO SPOKE WITH CUSTOMER CDW	TOBIENNE, ANA M	Crystal Woolard	HIBILL	08/04/15	0033720481	(340) 513-3926	Cedric Watkins	Completed
3299600000	10703 VERSAILLES BLVD	07/30/15	Heather called to complain of high usage. She filled her pool in May but shouldn't be on this month's bill. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	07/31/15	no leaks at the meter and tagged door cdw	WILSON, HEATHER	Brooke Storm	HIBILL	07/31/15	3296752180	(352) 243-6004	Cedric Watkins	Completed
1810010000	10732 BELO HORIZONTE AVE	07/27/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER CALL BOUT HIGH BILL. STATED HAVE NOT BEEN WATERING YARD AND SHE HAS WELL WATER FOR THE HOME. PATRICIA 352-242 0074	07/28/15	no leaks at the meter/ re-read meter cdw	BECKFORD, PATRICIA E	LaQuon Huntley	HIBILL	07/28/15	1819626304	(352) 242-0074	Cedric Watkins	Completed
0098900000	10509 VISTA PINES LOOP	07/27/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER CALLED COMPLAINING OF A HIGH BILL.	07/28/15	no leaks at the meter/ yard looks great cdw	ROSS, WENDY A	Jessica Bridges	HIBILL	07/28/15	0097423449	(352) 404-9033	Cedric Watkins	Completed
9491484685	10407 CARLSON CIR	07/27/15	customer calling about hi usage please re-read and check reads, sylvia	07/28/15	no leaks at the meter and re-read cdw	PHILLIPS, DEBORAH	Sylvia Watler	HIBILL	07/28/15	2721466267	(407) 587-9125	Cedric Watkins	Completed
0132420308	10148 YONAOMI CIR	07/28/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/28/15	no leaks at the meter/ also spoke with customer cdw	Barone, Phyllis A	Zakia Bouldin	HIBILL	07/28/15	8495413772	(352) 988-5635	Cedric Watkins	Completed
5017600000	10709 SUMMIT LAKES LN	07/24/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL AND USE ON BILL. DENIED LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	07/27/15	Read and checked for leaks...no leaks present...customer has very large yard...tagged door for customer to check and adjust there irrigation run times. JK	PORTER, DENNIS	Jerrie Hoffman	HIBILL	07/27/15	5010298461	(352) 394-2277	James Kilgore	Completed
8462225302	10124 YONAOMI CIR	07/21/15	PLEASE TAKE RE-READ AND CHECK FOR LEAKS. CUSTOMER IS DISPUTING USEAGE AND SAID NO ONE IS LIVING THERE. THANKS BRITTANY NV	07/22/15	no leaks at the meter/ tagged the door cdw	TRUPIA, HEATHER	Brittany Warembourg	HIBILL	07/22/15	0325708113	(352) 801-4027	Cedric Watkins	Completed
4137282227	10232 KABANA BLVD	07/17/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILLS AND READS ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	07/20/15	no leaks at the meter/ tagged door cdw	DIBENARDO, LINDA	Jerrie Hoffman	HIBILL	07/20/15	9304841652	(630) 327-8407	Cedric Watkins	Completed
3767619760	10215 LENOX ST	07/17/15	Mrs. Ellis called concerned about high bill. She has a pool and an irrigation system that runs 2x/week. I have advised customer that more than likely, these two things are causing her high usage although the house has been vacant since the beginning of June. Please check for leaks and verify read. Thanks, Brooke	07/20/15	no leaks at the meter/ tagged door cdw	FUCHS, AMANDA	Brooke Storm	HIBILL	07/20/15	1021279766	(631) 682-5253	Cedric Watkins	Completed

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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
0619692180	10106 YONAOMI CIR	07/20/15	Terry reports usage higher than normal. Usually around 11000 gallons per month, last 3 reads have been between 20000-30000 gallons. She has made no changes to irrigation system. Please investigate and tag door or call Terry at 352-404-6632 with results. Thanks Haida NV	07/20/15	no leaks at the meter/ tagged door cdw	WAGNER, DENNIS	Haida Caruso	HIBILL	07/20/15	6715089388	(540) 798-4578	Cedric Watkins	Completed
1530784401	12915 OWASSO LN	07/16/15	Last read shows over 55000 gallons. Please reread and check for signs of leak - tag door with results. Customer did just have irrigation cycles reset on timer and is aware that she needs to check that. Haida NV	07/17/15	no leaks at the meter/ tagged door cdw	Morrison, Larisa	Haida Caruso	HIBILL	07/17/15	6353027559	(407) 319-1704	Cedric Watkins	Completed
1632419790	12819 CLOVERDALE LN	07/15/15	Please re-read meter and check for leaks. Please tag door with results. Customer does not water back yard and front only and usage has gone up. Thanks, Lorie	07/16/15	no leaks at the meter/ tagged door cdw	RAYMOND, MARIE	Lorie Mayeski	HIBILL	07/16/15	6943011396	(352) 575-2273	Cedric Watkins	Completed
0252435265	13042 COLDWATER LP	07/13/15	Reread meter and check for leaks. Contact is Mrs. Rivera on 201-315-1764. Mr. Rivera runs irrigation manually. Carolyn/FL	07/14/15	no leaks at the meter/ spoke with customer cdw	RIVERA, ALBERT C	Carolyn McVicker	HIBILL	07/14/15	4527124589	(201) 315-1764	Cedric Watkins	Completed
6496541329	9516 WHITE SAND CT	07/13/15	Please check meter read and leak indicator. Customer had a leaking toilet, but has repaired. Michelle 321-939-0300. Amanda	07/14/15	no leaks at the meter/ tagged door cdw	WEIGAND, MICHELLE	Amanda Stonebreaker	HIBILL	07/14/15	1008815750	(321) 939-0300	Cedric Watkins	Completed
5552388389	10801 VIA CAPRI LN	07/13/15	Chris#352-255-6872 asking to have meter verified for actual reading and check for mistakes; he doesn't agree with the 33thousand usage prior billing period; read meter check for leaks and leave customer a tag letting know we reread and check his meter. iej 7/13	07/14/15	no leaks at the meter/ tagged door cdw	STERRICK, CHRIS	Ingrid Jenkins	HIBILL	07/14/15	5976638692	(352) 255-6872	Cedric Watkins	Completed
4612592788	10236 KABANA BLVD	07/07/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ findings. Thanks	07/08/15	no leaks at the meter/ also spoke with customer cdw	RODE, NORMA	Zakia Bouldin	HIBILL	07/08/15	5193112617	(610) 269-9614	Cedric Watkins	Completed
6387985651	9503 LYNWOOD ST	07/06/15	PLEASE RE-READ METER AND CHSECK FOR LEAKS. CUST HAS HAD A VERY HIGH BILLFOR 2 MNTHS. STATED HE HAS DONE SOME WATER, BUT HAVENT USED THIS MUCH OF WATER. COLIN 407.455.1939	07/07/15	no leaks at the meter/ tagged door cdw	MYERS, MERRICK	LaQuon Huntley	HIBILL	07/07/15	8356452346	(407) 619-2878	Cedric Watkins	Completed
6641410000	12001 CYPRESS LANDING AVE	07/02/15	Jesse called concerned about high bills over the last 2 months. Please verify reading, check for leaks, tag door with findings. Thanks, Brooke	07/06/15	no leaks at the meter/ tagged door cdw	McCOY, JESSE	Brooke Storm	HIBILL	07/06/15	6644984139	(352) 243-2885	Cedric Watkins	Completed
2350770067	12907 CLOVERDALE LN	06/30/15	Please re-read and check for leaks. Customer called complaining of higher than average bill. Please investigate and knock on door when finished or leave notes on door with notes of investigation. Couple is elderly. 352-394-5718. Thanks, Sam.	07/01/15	no leaks at the meter/ also spoke with customer cdw	McGriff, Walter C	Samantha Gongre	HIBILL	07/01/15	2141485638	(352) 394-5718	Cedric Watkins	Completed
2662810000	11732 OSPREY POINTE BLVD	06/29/15	Re-read meter and check for leaks. Customer complaint of high bill Mr. Rodriguez 407-963-4608 Thank you.	06/30/15	CUSTOMER HAS A LEAK/ INFORMED CUSTOMER CDW	RODRIGUEZ, AMADO	Yanet Garcia	HIBILL	06/30/15	2661987542	(407) 963-6554	Cedric Watkins	Completed
7173959560	11507 GRAND BAY BLVD	06/29/15	Please check meter read and leak indicator. Customer states does not use irrigation system. Erica 352-874-8708. Amanda	06/30/15	NO LEAKS AT THE METER/ SPOKE WITH CUSTOMER CDW	Vitt, David	Amanda Stonebreaker	HIBILL	06/30/15	6295332535	(616) 558-3293	Cedric Watkins	Completed
3821310000	10743 ARIA CT	06/29/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	06/30/15	NO LEAKS AT THE METER/ SPOKE WITH CUSTOMER CDW	OLSON, MARIA S	Jessica Bridges	HIBILL	06/30/15	3826445171		Cedric Watkins	Completed
7944070099	9869 LENOX ST	06/29/15	Re-read meter and check for leak. Speak with the customer or tag door if no one home. Said there was a problem with the toilet running continually. She has turned it off and is calling the bulider to repair. She wants to make sure there are no issues with the water to that bath turned off.	06/30/15	CUSTOMER HAS A LEAKING TOLIET/ SPOKE WITH CUSTOMER CDW	MELO, ANA	Ferrellyn Trovinger	HIBILL	06/30/15	2318809665	(352) 242-7393	Cedric Watkins	Completed
0631208082	9941 CRENSHAW CIR	06/25/15	Please re-read meter and check for leaks, tag door with finding. Customer is concerned of high bill. Shanna ph# 407-947-2120	06/26/15	meter appears to be mis read/ also spoke with customer cdw	PALENKAS, SHANNA	Linette Orengo	HIBILL	06/26/15	3996800906	(407) 947-2120	Cedric Watkins	Completed



**Lake Utility Services - Lake Louisa Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
3809000000	POOL CRENSHAW CIR	06/24/15	please verify read and check for any leaks. IF leak found please contact Mr Tripp @ 352-789-1491 thanks	06/25/15	customer has a leak / informed customer of there leak cdw	LOUISA POINT HOA	Vanessa Robinson	HIBILL	06/25/15	3801452487	(352) 243-4595	Cedric Watkins	Completed
0495810000	13136 LAKEWIND DR	06/24/15	Please re read meter and check for leaks. Thank you, Ewan	06/25/15	no leaks at the meter/ tagged the door cdw	STANLEY, WAYNE D	Ewan Dehnert	HIBILL	06/25/15	0493071969	(352) 243-2344	Cedric Watkins	Completed
5799422108	11813 CLAIR PL	06/24/15	Please re-read meter and check for leaks at location. Brad called bout high bill 864.230.1449	06/25/15	no leaks at meter/ appears meter was mis read/ informed customer cdw	Kohlenhoefer, Brad	LaQuon Huntley	HIBILL	06/25/15	8512284805	(864) 230-1449	Cedric Watkins	Completed
3336456172	10209 YONAOMI CIR	06/23/15	Please obtain reading and meter# check to see if any leaks are being detected. Tag with findings. Kim-Fl	06/24/15	meter appeared to be mis read/ tagged door with findings cdw	MICHALAK, MICHELLE	Kimberly Bennett	HIBILL	06/24/15	1891924850	(630) 750-3369	Cedric Watkins	Completed
7947710000	13242 VIA ROMA CIR	06/19/15	RE-READ METER & CHECK FOR LEAKS. SAYS ONLY WATERING ONCE A WEEK AND HAS NO LEAKS, TAG DOOR OR SEE CUSTOMER. SAYS ACCORDING TO USAGE HE'S USING A GALLON A MINUTE AND IT CAN'T BE. CUSTOMER DID HAVE A NEW METER PUT IN MARCH /ic	06/22/15	NO LEAKS AT THE METER AND TAGGED THE DOOR CDW	LEVEILLE, SCOTT	Isabel Ceballos	HIBILL	06/22/15	7944744870	(352) 394-8324	Cedric Watkins	Completed
9398469549	9711 SARAGOSSA ST	06/19/15	Re-read meter and check for leaks. Customer has high bill. Thank you. 209-327-7202 Susan.	06/22/15	NO LEAKS AT THE METER/ TAGGED THE DOOR CDW	LEE, SUSAN	Yanet Garcia	HIBILL	06/22/15	0852992333	(209) 327-7202	Cedric Watkins	Completed
0195510169	12808 VALLEY RIDGE RD	06/18/15	Please check meter read and leak indicator. Customer has high usage this month. Charles 352-272-8959. Amanda	06/19/15	no leaks at the meter/ tagged door cdw	KILCREASE, CHARLES	Amanda Stonebreaker	HIBILL	06/19/15	6299890710	(352) 801-5656	Cedric Watkins	Completed
7675260519	10244 KABANA BLVD	06/18/15	Please re read meter and check for leaks. Please ring bell to see if Erwin is home as he is wanting to be present if he is home. Thank you, Ewan	06/19/15	ring door bell no answer/ no leaks at the meter and tagged door cdw	GOLDBERG, ERWIN	Ewan Dehnert	HIBILL	06/19/15	2563215013	(352) 835-0888	Cedric Watkins	Completed
0850100000	9643 CRENSHAW CIR	06/17/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	06/18/15	read meter found no leaks RC	KELLY, PAUL W	Jessica Bridges	HIBILL	06/18/15	0850563845	(352) 404-9977	Robert Callahan	Completed
4137282227	10232 KABANA BLVD	06/18/15	Please obtain read and check for leaks. Customer is concerned about high irrigation of 123,540 gallons stated home is vacant and only using irrigation and they have reset after purchase. Please tag door with findings and leave thorough comments on FA. Thanks, Lorie M. 6-18-15	06/18/15	meter appeared to be mis read/ tagged door with findings r=226880 cdw	DIBENARDO, LINDA	Lorie Mayeski	HIBILL		9300626841	(630) 327-8407		Completed
8736100000	10922 CRESCENT RIDGE LOOP	06/09/15	Rec'd call from Ms. Sandra Chuck (407)-622-9939 stated higher usage than expected as she's been away for much in the past two months. Usage is 25,000 gallons and is concerned. Please re-read meter and check for leaks. Tag door with results. Thanks, Lorie	06/10/15	no leaks at the meter and tagged door cdw	CHUCK, SANDRA	Lorie Mayeski	HIBILL	06/10/15	8731494042	(407) 484-1432	Cedric Watkins	Completed
4505784951	11302 CYPRESS SHORE CT	05/29/15	Brian called to report extremely high bill. Please verify reading, check for leaks, and tag door with findings. Thanks, Brooke	06/01/15	no leaks at meter/ tagged home cdw	POIRES, TODD	Brooke Storm	HIBILL	06/01/15	1411792092	(978) 482-5393	Cedric Watkins	Completed
7338500000	11948 KATHLEEN CT	05/27/15	Evelyn called concerned about high bill. Please check for leaks, verify reading, and tag door with findings. thanks, Brooke	05/28/15	There is a leak in the system, spoke to customer and she admitted there is a leaking sprinkler head, I told her to get that fixed and she will should see a difference, also a new meter, so it is probably registering correctly, old meter was probably slow. Read meter.BAW	CARY, EVELYN	Brooke Storm	HIBILL	05/28/15	7337792548	(352) 241-6191	William Willets	Completed
0451100000	11430 HARDER RD	05/27/15	Please re-read meter.... Customer is concerned about consumption. Please knock on the door with reading. If not home please tag door..... Thanks	05/27/15	no leaks at the meter and spoke with customer cdw	CHATMAN, JOHN A	Shona Robinson	HIBILL	05/27/15	0456575095	(352) 394-5138	Cedric Watkins	Completed
5730515303	9601 LYNWOOD ST	05/20/15	BRET STAPLES AT 9601 LYNWOOD ST FEELS THE READING IS TO HIGH OF USAGE ON THE BILLING OF 05/18/15. PLEASE CHECK FOR LEAKS AND RE-READ THE METER. PHONE 706-340-0615. PLEASE TAG THE DOOR WITH YOUR FINDINGS. LORETTA	05/21/15	customer has a very small leak/ also spoke with customer cdw	STAPLES, BRET	Loretta Abbott	HIBILL	05/21/15	7830668778	(706) 340-0615	Cedric Watkins	Completed

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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
0111112068	13720 VIA ROMA CIR	05/18/15	Mr. McDonald # 352-396-9141 requesting a reread of meter and verify reading meter seems to be unreadable and wasn't home for 2wks, verify the reading and record all information customer concerned lej 5/18	05/19/15	no leaks at the meter/ also spoke with customer cdw	McDonald, Christopher	Ingrid Jenkins	HIBILL	05/19/15	3219791812	(352) 396-9141	Cedric Watkins	Completed
0335140943	10501 VIA COMO CT	05/12/15	Please re-read meter and check for leaks. Customer complaining of a high bill.	05/13/15	no leaks at the meter/ read cdw	LYNCH, RAYMOND	Zakia Bouldin	HIBILL	05/13/15	2666144235	(413) 230-8209	Cedric Watkins	Completed
4057047395	11340 WISHING WELL LN	05/12/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL	05/13/15	no leaks at the meter/ also spoke with customer cdw	VAZEOS, MARIANGELA	Jessica Bridges	HIBILL	05/13/15	4773309801	(845) 742-2101	Cedric Watkins	Completed
4057047395	11340 WISHING WELL LN	05/06/15	RE- READ METER AND CHECK FOR LEAKS. CUSTOMER DOESN'T THINK HER IRRIGATION IS PUTTING OUT THIS MUCH WATER. SHE HAS TO HAVE A MAJOR LEAK, SHE SAID. SHE WATERS FOR 2 1/2 HOURS, TWICE A WEEK. TAG DOOR OR SEE CUSTOMER REGARDING THIS. /C	05/07/15	USE IN 28 DAYS IS 26880 GAL'S OR APPROX 960 G/D. CUSTOMER IS RUNNING HER IRRIG (6 ZONES) 10 MIN PER ZONE 2X A WEEK. SHE HAS PEOPLE COMING OUT TO CHECK FOR LEAKS RUNNING OR POSSIBLE BAD CONTROLLER. SHE TRIED TO TELL ME IRRG LAST NIGHT BUT ONLY USED 20 GAL PROVIDE CURRANT METER READ. D.A.	VAZEOS, MARIANGELA	Isabel Ceballos	HIBILL	05/07/15	4774501704	(845) 742-2101	David Alberigi	Completed
0042667584	10734 ARIA CT	05/04/15	RE-READ METER & CHECK FOR LEAKS. CUSTOMER SAYS THEY DID HAVE A LEAK IN A WALL WHERE SPIGOT IS BUT WAS FIXED. ADV HER THIS BILL IS FOR USAGE BETWEEN MARCH & APRIL. TAG DOOR W/FINDINGS /C	05/05/15	no leaks at meter and tagged door cdw	TRANIELLO, DAVID	Isabel Ceballos	HIBILL	05/05/15	8503961017	(407) 325-3479	Cedric Watkins	Completed
1828500000	11908 KATHLEEN CT	05/04/15	Customer complaining of high bill, please reread meter and check for leaks. Customer did fill pool in March and in April is irrigating but still feels usage is too high. Tag door with results. Thanks, Karyn	05/05/15	No leaks in system, suggested customer read meter daily and compare to bill, also suggested checking irrigation timer. Usage most likely came from filling pool and irrigation. Read meter and tagged door.	HUTCHINSON, PAM	Karen Thimmes	HIBILL	05/05/15	1829065398	(352) 242-6181	William Willets	Completed
1281710000	12398 HULL RD	04/28/15	Please re read meter and check for leaks. thank you, Ewan	04/29/15	No leaks present and tagged door. JK	CLAUNCH, JAMES E	Ewan Dehnert	HIBILL	04/29/15	1283271187	(352) 242-5026	James Kigore	Completed
0946987631	11819 GRACE'S WAY	04/28/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	04/29/15	Read meter and checked for leaks, no leaks found, tagged door with findings. Most likely irrigation usage, suggested checking timer and read meter daily for a month to see daily usage and compare to bill. BAW	HAWKINS, WILLIAM	Zakia Bouldin	HIBILL	04/29/15	6812951044	(386) 299-7658	William Willets	Completed
5717093681	9408 IVYWOOD ST	04/27/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	04/28/15	No leaks found, check irrigation timer, you may also want to read meter daily and see actual daily usage and compare to bill.	CLARKE, YERGENY	Jessica Bridges	HIBILL	04/28/15	7955887898	(352) 502-8672	William Willets	Completed
6160564961	9720 ROYAL VISTA AVE	04/27/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Thanks	04/28/15	No leaks found, tagged door to have customer check irrigation timer and read meter daily to see usage. Read meter. BAW	DEBOSE, ERIC	Zakia Bouldin	HIBILL	04/28/15	3542664376	(407) 516-3995	William Willets	Completed
7911641343	12051 CYPRESS LANDING AVE	04/20/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	04/21/15	no leaks at the meter and tagged door cdw	BIRGANS, JONNA	Zakia Bouldin	HIBILL	04/21/15	7093677590	(347) 631-0090	Cedric Watkins	Completed
4137282227	10232 KABANA BLVD	04/20/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	04/21/15	check address and customer was filling the pool and also has new grass. cdw	DIBENARDO, LINDA	Jessica Bridges	HIBILL	04/21/15	9304661268	(630) 327-8407	Cedric Watkins	Completed
1069010000	CTR ISL SUBDIVISION ENT	04/16/15	Please check read and leak indicator. Customer has very large bill. Is the irrigation running @ premise. Readings were 0.00 for about 8-9 months? Were we unable to get readings? Please note FA so that I can contact customer about payment. Amanda	04/17/15	meter is not leaking and appears that irrigation is being used. cdw	CRESCENT LAKE CLUB HOA INC	Amanda Stonebreaker	HIBILL	04/17/15	1069556369	(407) 395-4114	Cedric Watkins	Completed
8410163386	10446 JARDIM DE LARGO ST	03/24/15	Customer has 5 zones and water 4 hrs / Wants meter checked out and re read, check for leak.  Just please verify in request for customer	03/25/15	Sprinkler system had 6 zones, 4 of the zones were set for 1 hour and fifteen minutes, showed customer how to change timer and set them for 20 minutes. This should save a lot of water and money. No leaks were found and read meter, also showed customer how to check for leaks and read his meter. Customer satisfied. BAW	WHITTAKER, MICHAEL	Micah Johnson	HIBILL	03/25/15	9604178876	(810) 625-7023	William Willets	Completed

Lake Utility Services - Lake Louisa Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
8259536182	11849 GRAND HILLS BLVD	03/16/15	Cheri Dardeen 352-589-4399, previous owner, questioning final read. Water was off at the house valve. Bill for 15,000+ when usage normally avgs approx. 3-4,000 gals. Please re-read, check for leaks. Thank you! Bonnie	03/17/15	RE-READ METER/ NO LEAKS CDW	MCCRINDLE, MARIA	Bonnie Storm	HIBILL	03/17/15	9301217150	(352) 241-0841	Cedric Watkins	Completed
5245169189	11902 HERON COVE	03/04/15	HIGH USAGE DISPUTE / PLEASE RE READ METER AND CHECK FOR LEAK PLEASE CONTACT CINDY 352-223-5451 / LEAVE TAG	03/04/15	NO LEAKS,SPOKE WITH CUSTOMER JPR	BOND, BEN	Micah Johnson	HIBILL	03/04/15	2185800105	(352) 874-8418	James Richardson	Completed
4225394742	10554 VIA DE ROBINA CT	02/23/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	02/24/15	NO LEAKS,NEW METER ADVISE TO CHECK IRRIGATION SCHEDULE JPR	HOWARD, STEVEN	Jessica Bridges	HIBILL	02/24/15	7481464178	(317) 331-5220	James Richardson	Completed
7144222101	10554 VIA DE ROBINA CT	02/23/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	02/24/15	NO LEAKS,NEW METER ADVISE TO CHECK IRRIGATION SCHEDULE JPR	HOWARD, STEVEN	Jessica Bridges	HIBILL	02/24/15	7481464178	(317) 331-5220	James Richardson	Completed
0813939870	10452 JARDIM DE LARGO ST	02/17/15	Please reread meter and check for leaks. Usage has been steadily increasing. Customer would like to be present, please knock on door, but if no one answers please leave door tag with the results? thanks Connie	02/18/15	no leaks at the meter/ tagged the door cdw	BOURGEOIS, KATHLEEN	Constance Dunn	HIBILL	02/18/15	6501611812	(321) 438-9069	Cedric Watkins	Completed
4243302054	10922 PRIEBE RD	02/13/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUSTOMER STATES THAT NO ONE LIVES THERE. IT IS A VACANT HOME. SPRINKLER SYSTEM COMES ON 1 X PER WEEK FOR 15 MINUTES..... PLEASE CHECK. THANKS, GT	02/16/15	NO LEAKS. DOLLAR WEED IN YARD USALLY A SIGN OF TO MUCH WATER ,SPRINKLERS WIL NORMALLY USE 30 GALS A MINUTE ONLY WAY FOR THAT MUCH CONSUMPTION JPR	PAUL, JAMES	Glenda Thompson	HIBILL	02/16/15	4467497094	(708) 372-0929	James Richardson	Completed
7556892864	9889 LENOX ST	02/13/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	02/16/15	NO LEAKS 5 VEHICLE'S AT HOUSE DONT KNOW IF THEY ARE ALL RESIDENTS' JPR	TARR, CATHRINE	Jessica Bridges	HIBILL	02/16/15	9466694391	(321) 948-7635	James Richardson	Completed
0641024045	11355 ALAMEDA SANDRA	02/06/15	JAMES # 443-889-3480 ASKING FOR A VERIFICATION OF READ, UNCERTAIN IF POOL GUY/ OR SPRINKLER GUY HAS LEFT WATER RUNNING	02/09/15	Reread meter and checked for leaks, no leaks found. Tagged door. BAW	MAY, JAMES W	Ingrid Jenkins	HIBILL	02/09/15	3494423826	(443) 889-3480	William Willets	Completed
3463010000	10109 LENOX ST	02/03/15	Please check meter read and leak indicator, customer has high usage- said he has turned irrigation system off about 2 yrs ago. Please note FA. Warren 352-235-2301. Amanda	02/04/15	no leaks and tagged the door cdw	DEDREU, WARREN	Amanda Stonebreaker	HIBILL	02/04/15	7696890869	(352) 235-2301	Cedric Watkins	Completed
2108129744	11233 CROOKED RIVER CT	02/02/15	Reread meter and check for leaks. Contact is Charles on 352-242-6080. Irrigation runs two zones once per week. There is a swampy spot under the tree by the street and water on the sidewalk in front of the house. Pls be sure to tag door. CarolynFL	02/03/15	no leaks at the meter/ advised to check irrigation system cdw	SHIMKO, CHARLES	Carolyn McVicker	HIBILL	02/03/15	6545659175		Cedric Watkins	Completed
4402310000	10308 MADISON PARK CT	01/30/15	Said he had a spigot on side of the house leaking but it was repaired. Now he is saying it was six months ago. Explained meter has already been re-read and verified. Says no way there is a leak, no water, no running toilets. Please check for leak and tag door with results. Thank you! Bonnie	02/02/15	no leaks at the meter/ tagged door cdw	PETERSON, DUSTIN B	Bonnie Storm	HIBILL	02/02/15	4406277527	(352) 536-3634	Cedric Watkins	Completed
6641410000	12001 CYPRESS LANDING AVE	01/28/15	customer calling about large usage,please re-read meter and check for leaks,customer will be home and would like a knock on door to be present,his tn is 352 243-2885,thanks,sylvia	01/29/15	no leaks at the meter/ also spoke with home owner cdw	McCOY, JESSE	Sylvia Watler	HIBILL	01/29/15	6640686519	(352) 243-2885	Cedric Watkins	Completed
6111441734	11149 SCENIC VISTA DR	01/27/15	Barbara called to report extremely high usage. Says that this home is vacant and should not have any usage. Says has checked for leaks, meter not spinning, and sprinkler system has been checked. Please verify if any leaks, and re-read. Barbara 407-614-8793 or Al Simmons 954-261-0038. Thanks, Brooke	01/28/15	NO LEAKS, CANT SEE WHERE THE PROBLEM IS NOT OVER WATERING YARD I DONT THINK,UNLESS SOMEONE IS STEALING WATER JPR	FAUST, WILLIE	Brooke Storm	HIBILL	01/28/15	3496995973	(541) 973-3146	James Richardson	Completed
8980401570	11250 WISHING WELL LN	01/27/15	Reread meter and check for leaks. Water pressure is lower than normal in portions of the house (guest restroom). Auguste Tishera is contact on 321-695-9504. They do a lot of irrigation but have reduced the amt since December. Thanks, CarolynFL	01/28/15	NO LEAK ADVISED TO CHECK IRRIGATION SCHEDULE JPR	JACKSON, DANIELLE	Carolyn McVicker	HIBILL	01/28/15	7897145574	(862) 224-1050	James Richardson	Completed

Lake Utility Services - Lake Louisa Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
0111110000	11334 CYPRESS SHORE CT	01/26/15	Cust called because of bill amount and doesn't know of anything causing. Please reread meter and check for leak please tag door with the findings...Israel	01/27/15	Customer called in a leak on 1/10/2015 after hours, leak was on there end, this is most likely why bill is higher than usual. No leaks found today, suggest they check timer and read meter daily to see usage and compare to bill. Tagged door with above info and read meter. BAW	KOVACS-READING, BRENDA L	Israel Santos	HIBILL	01/27/15	0116898028	(352) 394-8043	William Willets	Completed
8953872068	11724 CONSTANCE WAY	01/22/15	Please check meter read and leak indicator. Customer has 2 ppl in the home and states no irrigation system. We have been out in August and found nothing. Any suggestions as to why there is such high usage. Customer usage went up July 2014. Her normal is 3-5000gal a month? Amanda	01/23/15	no leaks and tagged door cdw	HORTON, GLENN	Amanda Stonebreaker	HIBILL	01/23/15	5771117622	(352) 255-2390	Cedric Watkins	Completed
4739990714	12128 LAKE VALLEY DR	01/13/15	Please re-read meter and check a leak. customer complaining of high bill. Please tag door w/ findings.	01/14/15	no leaks at the meter/ tagged the door cdw	SALVAGE, ANN	Zakia Bouldin	HIBILL	01/14/15	1210852421	(760) 221-9554	Cedric Watkins	Completed
3945992805	13631 VIA ROMA CIR	01/13/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	01/14/15	no leaks at the meter/ tagged door cdw	DRAYDEN, TAMARA	Jessica Bridges	HIBILL	01/14/15	7107906515	(352) 432-3081	Cedric Watkins	Completed
2819291683	9439 ROYAL VISTA AVE	01/02/15	Cust called due to high bill. Cust stated no known leak or unusually usage.. Please reread meter and check for leak Please tag Door with findings...Israel	01/05/15	no leaks at the meter/ tagged the door cdw	CARVALHO, ANDRE	Israel Santos	HIBILL	01/05/15	0328841851	(407) 454-2183	Cedric Watkins	Completed
7325314161	10328 MASON LOOP	12/31/14	Ms. Aviles # 352-815-0144 had a 2nd leak on side of home and has since repaired as of Dec. 18; can we investigate and record all information n ccb. iej 12/31	01/02/15	no leaks / and meter has been replaced lately cdw	AVILES, MARCOS	Ingrid Jenkins	HIBILL	01/02/15	0577089856	(352) 815-0144	Cedric Watkins	Completed

Lake Placid Test Year 2015 Customer Billing Complaints & Resolutions													
Account #	Address	Entry Date	Instructions	Entry Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
1001545721	167 FAIRWAY DR	08/27/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. PLEASE TAG W/ RESULTS. THANKS	08/27/15	Read today is 8691. DH.	JANSKY, JAMES	Zakia Bouldin	HIBILL	08/28/15	7109711292	(941) 753-2933	Don Hamilton	Completed
2051406330	124 FAIRWAY DR	05/13/15	Customer called to report home is vacant- last tenant left on 03/26; should show 0.00 usage on last reading 05/02? Please check meter read and leak indicator. Lorri 863-699-2048. Amanda	05/13/15	Read today was the same as 05/02. No leaks. No usage. DH	WATSON, LORRI	Amanda Stonebreaker	HIBILL	05/14/15	5789386148	(863) 699-2048	Don Hamilton	Completed

**Utilities, Inc. of Florida - Pinellas County - Lake Tarpon Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
8099310000	261 SALEM AVE	12/29/15	Donald # 727-724-4478 stating the account is showing consumption and its empty since the home is not occupied. please investigate and record all information in ccb. iej 12/29	12/30/15	Meter reading is correct, No apparent leaks shown by the meter. Possible either a toilet stuck at some point or garden hose left running. Talked to the customer explained the possibilities and he seemed fine with the findings. JB	THORPE, DONALD	Ingrid Jenkins	HIBILL	12/30/15	8097084981	(727) 729-8871	Jeff Becker	Completed
8411410000	123 INDEPENDENCE AVE	12/09/15	Reread meter and check for any leaks...very high read (30K). Contact is Marjorie on 267-981-8926. Thank You. Carolyn/FL	12/10/15	Meter was misread, correct read is 20610. Tagged house for customer to call the office for a corrected bill. JB	HODGSON, MARJORIE C	Carolyn McVicker	HIBILL	12/10/15	8419540974	(727) 787-0953	Jeff Becker	Completed
0447310000	273 PHILADELPHIA BLVD	12/07/15	PLEASE RE-READ AND CONTACT GRANDDAUGHTER ROBIN@ 765-215-8876	12/08/15	GRANDDAUGHTER ROBIN BRYANT CALLED IN ABOUT HIGH BILL. ADVISED WORL,DEAN DOES NOT USE MUCH WATER - called customer told her no leaks at meter	WORL, DEAN	Lakisha Cooper	HIBILL	12/08/15	0440802267	(727) 784-3074	Stephen Habrey	Completed
3123754607	161 NEW ENGLAND AVE	10/29/15	Mrs. Hughes reports usage is higher than normal, usually uses about 600 gallons per month, last statement was for 1200 gallons. Please reread meter and check for signs of (small) leak. Contact Joan at 727-784-1574. Thanks Haida NV	10/30/15	Meter read is correct. Meter is showing no apparent leaks and usage is right back on track for normal this month. I talked to the customer and she is ok with the findings knowing that her usage looks to be back to normal this month. JB	HUGHES, JOAN	Haida Caruso	HIBILL	10/30/15	4926031711	(727) 771-0070	Jeff Becker	Completed
9607310000	163 PHILADELPHIA BLVD	09/24/15	PLEASE REREAD AND CHECK FOR LEAKS CUSTOMER HAS A HIGH BILL. TAG DOOR W/FINDINGS DON 727.785.7583. THANKS	09/25/15	meter running could be toilets , left tag with findings	TIDLUND, DON T	LaQuon Huntley	HIBILL	09/25/15	9609644356	(727) 785-7583	Stephen Habrey	Completed
7362742355	279 LAKE TARPON DR	09/22/15	PLEASE REREAD AND CHECK FOR LEAKS. KENNETH CALLED IN ABOUT HIGH BILL. 727408.5888 PLEASE TAG DOOR WITH FINDINGS.	09/23/15	customer aware of leak will call plumber	NAEHRING, KENNETH E	LaQuon Huntley	HIBILL	09/23/15	6247531864	(727) 424-5066	Stephen Habrey	Completed
1768517116	160 PHILADELPHIA BLVD	09/01/15	KEN CALLED DUE TO HIGH BILL, OUT OF TOWN 8/5-8/14. NO TOILETS LEAKING, IRRIGATION SYSTEM IS ON WELL. PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	09/02/15	METER FLOW INDICATOR IS SHOWING A SLOW LEAK ON THE PROPERTY. USAGE SINCE 8/12 IS 5770 GAL. TAGGED HOUSE WITH FINDINGS. JB	QUEEN, KEN	Crystal Woolard	HIBILL	09/02/15	9189421892	(727) 580-8323	Jeff Becker	Completed
2661410000	224 INDEPENDENCE AVE	07/24/15	ANGELA CALABRESE IS CALLING REGARDING THE HIGH BILLING FOR 07/15/15. NO KNOWN LEAKS, NO CHANGE IN LIFESTYLE, ETC. DIFFERENCE OF OVER 18,000 GALLONS FROM THE LAST BILLING. PLEASE CHECK FOR A LEAK AND RE-READ THE METER - TAG THE DOOR WITH YOUR FINDINGS TO LET HER KNOW 224 INDEPENDENCE AVE. 727-772-6043. LORETTA	07/27/15	connection on customers side leaking after meter by their irrigation valve , left tag with findings	CALABRESE, ANGELA	Loretta Abbott	HIBILL	07/27/15	2661656436	(727) 772-6043	Stephen Habrey	Completed
2052410000	17 HAMILTON LN	07/21/15	customer disputing large usage this past month,please re-read meter and check for leaks,thanks,sylvia	07/24/15	no leaks at left tag with findings	WYLLIE, HUGH	Sylvia Watler	HIBILL	07/22/15	2053720544	(727) 781-2440	Stephen Habrey	Completed
0510834286	265 SALEM AVE	06/29/15	Robert's daughter called to report high bill, says only one person living in the home. Please check for leaks, verify reading, tag door with findings. Thanks, Brooke	06/30/15	no leaks at meter spoke with customer she will check her plumbing	WISE, SANDRA	Brooke Storm	HIBILL	06/30/15	0293351155	(727) 218-3469	Stephen Habrey	Completed
2873027048	278 BEACH CT	06/23/15	Reread meter and check for leaks. Contact is Regina on 727-808-6229. PIs call Regina with findings if possible. Sprinkler system was repaired on 5/30/15. Thanks, Carolyn/FL	06/24/15	customer had her irrigation fix , no leaks at meter	GAVLICK, REGINA	Carolyn McVicker	HIBILL	06/24/15	7259861657	(727) 808-6229	Stephen Habrey	Completed
2990452229	72 LIBERTY WAY	03/23/15	Please re read meter, customer is stating a read of 139120. Thank you, Ewan	03/24/15	meter was read wrong on customers bill	FERREIRA, ROBERT	Ewan Dehnert	HIBILL	03/24/15	8897278651	(914) 227-3714	Stephen Habrey	Completed
5290410000	156 COLONIAL BLVD	02/24/15	Mrs. Jacqueline called due to high usage billed 1 person. Please check meter #, reading and if any leaks are being detected. Inform customer of findings. Mrs. Kirk #727-781-7883. Kim-FL	02/25/15	showed customer leak after meter. they will call plumber	KIRK, JACQUELINE	Kimberly Bennett	HIBILL	02/25/15	5290411666	(727) 781-7883	Stephen Habrey	Completed
7052047002	134 COLONIAL BLVD	01/28/15	re read meter and check for leak / customer disputing usage	01/28/15	no leak at meter customer will check plumbing	MILLER, SHARON	Micah Johnson	HIBILL	01/28/15	2998368800	(513) 646-3330	Stephen Habrey	Completed

Utilities, Inc. of Florida - Seminole County - Little Wekiva Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
7186410000	804 BAMBI AVE	08/13/15	Please re read meter and check for leaks. Please make sure meter is working properly.Thank Karon	08/18/15	Reread meter no leaks talk to customer she requesting meter test #19041548 , read 1085500 gl	WILLIAMS, JANE	Karon Hinchcliff	HIBILL	08/18/15	7183993656	(407) 600-1816	Greg Liggons	Completed

Utilities, Inc. of Florida - Seminole County - Longwood Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
0835200000	1120 W SR 434	10/14/15	Calling to inquire of the 18thousand gallons of the asking to have verified/ the reading and if any leaks showing on meter. record all information and leave tag for customer iej 10/14	10/16/15	Reread meter no leaks tag door read 44029 gl.....	LONGWOOD WELLNESS FITNESS INC	Ingrid Jenkins	HIBILL	10/16/15	0836253929	(407) 830-1121		Completed
5421579821	300 ST LAURENT ST 120	04/13/15	Call from Ms. Pagan (407)-622-5550 regarding high usage. This is a Jewelry Store and stated no problem with any toilets and no hose bib outside. Please re-read meter and discuss results with customer. Thanks, Lorie M. 4-13-15	04/15/15	CHECKED METER AND THE READINGS ARE CORRECT AND IN LINE AND NO LEAKS INDICATED AT METER. THIS IS A SEWER ONLY ACCOUNT AND CHARGES ARE BASED OFF WATER METER READING. CALLED ANDLEFT INFO MESSAGE ON ANSWERING MACHINE.. KEV	Certified Jewelry Designs, LLC	Lorie Mayeski	HIBILL	04/15/15	5220093091	(407) 622-5550	Kevin Cooper	Completed



Utilities, Inc. of Florida - Pasco County - Orangewood Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
1450176135	4751 AEGEAN AVE	11/13/15	Verify Read and check for any leaks. Tenant does not speak English. Pls call Owner Elli Grigoris on 727-455-9946 with details. Running 11-12K per month. Thank You, Carolyn/FL	11/16/15	Leak indicated somewhere on customers side of service tagged and called owner.	FUENTES, DORA	Carolyn McVicker	HIBILL	11/16/15	1719164292	(727) 967-8253	Ronald Chard	Completed
3318684492	2417 COOL RD	11/04/15	Please re-read meter and check for leaks. Customer complaining of a high usage. Please tag w/ results. Thanks	11/05/15	This is a remote meter and we cannot check for leaks at the remote head. Need access to house meter. Tagged for customer to call and set a date when gate will be left open for access. Read is in line todays read 63200	SPLINIS, VIRGINIA	Zakia Bouldin	HIBILL	11/05/15	4461069813	(727) 946-4410	Ronald Chard	Completed
2644003879	4823 FOOTHILL DR	10/20/15	Customer called about high bill. No leaks or running toilets that aware of. Please re-read and check for leak. Thank you! Bonnie	10/21/15	The house appears to be unoccupied. However the house directly behind this house at 4822 Trafford is connected to this house via hoses. I have photographed the connection. CC&B shows no active account for 4822 Trafford. Please advise the customer that if this was done without their permission they should call law enforcement immediately. If they are not living there they should request a seasonal lock off to stop the theft.	LEIGHTON, TODD	Bonnie Storm	HIBILL	10/21/15	9228191020	(727) 483-3577	Ronald Chard	Completed
3055490090	4614 AEGEAN AVE	10/16/15	Customer stating she is the only person in the house. Usage was about 15, 500 gal. Can you re read the meter and check the meter for leaks please? Thanks, Paul.	10/19/15	Looks like office estimate for September was high today's read = 511580. Customer states meter readers are not knocking on her door to get into backyard. She is a stay at home mother with baby and does not leave during the day. She asks that readers knock and she will give them access to yard as she did me.	RIVERO, SHEILA GARCIA	Paul Wright	HIBILL	10/19/15	3421199259	(727) 272-5640	Ronald Chard	Completed
2637775310	4744 BONTON DR	10/05/15	Please re read meter and check for leaks. Thank you, Ewan	10/06/15	Read is 1547150 same as last verified read. No leaks indicated by meter. There is a realtor lock on the door. If the premise is not occupied it may have experienced a theft via the hose bib. Customer may want to have us temp. lock off meter until premise is occupied.	MERCER, SHERRY	Ewan Dehnert	HIBILL	10/06/15	2955679743	(715) 781-5903	Ronald Chard	Completed
6723165671	2527 LIMEWOOD DR	09/08/15	Reread meter and check for leaks. Contact is Carissa on 813-458-1794. Usage was 15K gallons...about twice normal. She does have a small leak at her shower. Thank You, Carolyn/FL	09/09/15	Meter is indicating a leak. While on site I noticed a garden hose on the South side of the property running slowly, not dripping, running. That combined with the customers statement that the shower is leaking could easily account for the water usage. A leak of 8 gallons an hour would add up to 6, 000 gallons over thirty days. Advised customer to contact plumber via door tag.	PHILLIPS, CARISSA	Carolyn McVicker	HIBILL	09/09/15	8541612800	(813) 458-1794	Ronald Chard	Completed
0401233862	4920 LEMONWOOD LOOP	08/10/15	please reread meter and check for leaks.	08/10/15	R=1433480 last read appears incorrect. No leaks indicated by meter.	AMEROSA, LOUIS	Glenda Thompson	HIBILL	08/11/15	8588038133	(727) 934-0265	Ronald Chard	Completed
9253778467	2530 US HWY 19	08/04/15	RE-READ METER & CHECK FOR LEAKS HAS NO LEAKS, SHE SAID TAG DOOR OR SEE CUSTOMER /IC	08/05/15	Leak registering on customer's side of service. Turned off water at customer's request while she contacts plumber to make repair.	THE HOUSE OF FUN	Isabel Ceballos	HIBILL	08/05/15	5623459559	(773) 251-7282	Ronald Chard	Completed
3009852235	4635 TARAY LN	08/04/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	08/05/15	Neighbors palm tree has grown into the meter box and damaged our connection to the customer. Meter is registering usage due to damage. Contractor being dispatched to relocate meter away from tree. This leak is not the fault of the customer. The customer needs an adjustment to bill as the leak is our equipment.	BOWMAN, DEBORA	Jerrie Hoffman	HIBILL	08/05/15	0893929330	(727) 741-9484	Ronald Chard	Completed
2215800000	4917 FRUITWOOD LOOP	07/09/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/10/15	Bad meter read. R = 433960 no leaks detected. Tagged w/todays read and no leaks found.	COOPER, VIRGINIA L	Zakia Bouldin	HIBILL	07/10/15	2217925250	(727) 938-5779	Ronald Chard	Completed
8018046913	2407 PALMWOOD DR	06/25/15	Please re-read meter and check for leak. Customer complaining of a high bill. Please tag w/ results. Thanks	06/26/15	It appears this read went bad several months ago and the meter reader went with it. The actual read of this remote meter is 234300. I took a picture of it if needed.	HEFFERNAN, GERARD	Zakia Bouldin	HIBILL	06/26/15	4480960973	(727) 846-2669	Ronald Chard	Completed

**Utilities, Inc. of Florida - Pasco County - Orangewood Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
7413157143	4742 FOOTHILL DR	05/18/15	Please check meter read and leak indicator. Cecilia 727-505-0630. Amanda	05/19/15	Meter is indicating a slow leak on customer's side of service. Tagged door.	CASTLE, VANESSA	Amanda Stonebreaker	HIBILL	05/20/15	9784551026	(727) 276-3750	Ronald Chard	Completed
1727710000	2628 US HWY 19	05/06/15	Please check meter read and leak indicator, Peter 727-942-3551. Amanda	05/07/15	No leak indicated by meter. Read is in line. Multi tenant bldg. Tennant usage may be an issue.	GIORDANO ENTERPRISE LLC	Amanda Stonebreaker	HIBILL	05/07/15	1724621079	(727) 942-3551	Ronald Chard	Completed
2110478398	4602 ABDELLA LN	05/05/15	JAMES # 727-935-5487 requested to have meter reread and check for signs of leaking, showing 12thousand gallons of consumption has no sprinklers/ pool. Record all information in ccb and leave tag on door for information lej 5/5	05/06/15	Read is in line and no leaks indicated by meter. Possibly extra people in residence or an intermittent toilet or prv on the water heater is the culprit. Relayed this information to customer as she was present.	LTD FAMILY TRUST	Ingrid Jenkins	HIBILL	05/06/15	8975672600	(727) 692-7065	Ronald Chard	Completed
0523944349	5015 DARLINGTON RD	03/26/15	cust called about hi usage, is disputing usage, please re-read and check for leaks, wants oper to call rich olson gen contractor and his tn 727-967-1114, thanks	03/27/15	Spoke with Mr. Olsen. Who stated he had found a toilet flapper stuck open on an occasion, didn't know how long it had been stuck because the building is currently not in use. He also stated they had been filling a fire suppression tank which would account for some of the usage. While I observed the meter there was no leak indicated the meter did not turn at all. The six month average of usage for this premise from 8/14 thru 1/15 was 19, 311 gallons per month. A running toilet can use between 3 and 5 gallons of water per minute. That's 180 to 300 gallons per hour, or 4, 320 to 7, 200 gallons per day. That's 30, 240 to 50, 400 gallons a week. Easily a stuck toilet running for an undetermined period of time could cause this high usage.	NEXT LEVEL CHURCH	Sylvia Watier	HIBILL	03/27/15	8132109591	(727) 657-5195	Ronald Chard	Completed
5948149573	4955 LEMONWOOD LOOP	03/16/15	Mr McGrath 609-909-1187 called about high bill. No leaks or running toilets that aware of. Please re-read and check for leak. Tag door with results. Thank you! Bonnie	03/17/15	No leaks indicated. Neighbor has had water cut for about 2 cut cycles. Advised customer to watch for theft and put locks on hose bibs.	WEBB, FLORENCE E	Bonnie Storm	HIBILL	03/17/15	0893723782	(570) 376-5855	Ronald Chard	Completed
0767076192	2539 CHEVAL DR	02/09/15	CUSTOMER CALLING ABOUT EXTREMELY HI BILL SHOWING OVER 30, 000, LOOKS LIKE A WRONG METER READ OR THAT METER TURNED OVER, PLEASE RE-READ AND CHECK FOR LEAKS, SYLVIA	02/10/15	Not sure why a read of 10 was entered, R=976230. Meter has not rolled over.	CALA, FATOS	Sylvia Watier	HIBILL	02/10/15	2747424988	(347) 471-3934	Ronald Chard	Completed
	4819 BONTON DR	02/09/15	Please reread meter. Customer disputing usage. Over 27K gals.usage.Water Meter, 98775117... PLEASE TAG	02/10/15	Meter is indicating a slow leak on customers side of service. R = 672640 Tagged door with read and findings.	EDWARDS, LINDA S	Micah Johnson	HIBILL	02/10/15	7575078953	(727) 255-3806	Ronald Chard	Completed
9869692610	4550 TROPICAL LN	01/09/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES DAILY USAGE REFLECTED ON STATEMENT. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	01/12/15	Read is in line, no leaks indicated by meter.	MEDINA, STEPHANIE	Jerrie Hoffman	HIBILL	01/12/15	7729942300	(917) 731-3572	Ronald Chard	Completed
5555465963	4545 TARAY LN	01/06/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS OR SEE CUSTOMER. CUSTOMER SAYS FENCE/GATE IS OPEN /IC	01/07/15	The meter is not in the customers yard. It's in the backyard of 4552 Tropical. It is with 4 other meters. I don't know why it's not being read or if it's failing to upload when readers process the reads. There are no leaks and the read is well below what is being estimated. Today's read 119260	BRAKOPOULOS, STAVROS	Isabel Cebalios	HIBILL	01/08/15	8409521277	(727) 938-4570	Ronald Chard	Completed

**Utilities, Inc. of Florida - Seminole County - Park Ridge Test Year 2015 Customer Billing Complain and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
0377011749	153 CANAL ST	12/14/15	Please check meter read and leak indicator. Amanda	12/15/15	Checked meter no leaks reread meter talked to customer read 283670 gl.....	RILEY, SARA	Amanda Stonebreaker	HIBILL	12/15/15	6156145281	(407) 780-3880		Completed
0250924314	108 S DRIFTWOOD LN	12/09/15	RE-READ METER AND CHECK FOR LEAKS, CUSTOMER SAYS HAS DONE NOTHING DIFFERENT AND NO WATERING. TAG DOOR OR SEE CUSTOMER /C	12/10/15	Reread meter no leaks read 627570gl...	BERMUDEZ, SONIA	Isabel Ceballos	HIBILL	12/10/15	3596981555	(407) 792-8643		Completed
2556970544	122 FAIRLANE CIR	10/13/15	Customer complaining of high bill. Please reread meter and check for leaks. Tag door with results. Thanks, Karyn	10/14/15	CHEKED METER AND THE METER IS WORKING FINE AND THERE ARE NO LEAKS INDICATED AT THE METER AT THIS TIME. METER READS APPEAR STEADY WITH NO HIGH READINGS. TAGGED DOOR WITH THIS INFO... KEV	GEE, ERAINA	Karen Thimmes	HIBILL	10/14/15	5956312576	(404) 671-6117	Kevin Cooper	Completed
6698510000	110 DRIFTWOOD LN	10/13/15	Please verify high usage. Customer states when we moved his meter it caused his copper fitting to break and he has to repair it. This is why the usage was so high. Is this really what happened and is there an adjustment due? William ph# 407-323-1721	10/14/15	CHECKED METER AND USAGE IS CORRECT AND METER IS WORKING FINE. NO LEAKS INDICATED AT METER AT THIS TIME. WE HAVE NOT BEEN TO THIS ADDRESS DOING ANY WORK IN YEARS WHEN NEW MAINS AND SERVICES WERE PUT IN ABOUT 3 YEARS AGO UNSURE IF THERE WAS A LEAK ON HIS PROPERTY LAST MONTH BECAUSE THAT WAS THE ONLY HIGH READING THERE WAS IN HISTORY... KEV	RENO, WILLIAM A	Linette Orenco	HIBILL	10/14/15	6690091567	(407) 323-1721	Kevin Cooper	Completed
2829510000	115 LAKE MINNIE DR	02/12/15	PLEASE GET A RE READ AND CHECK FOR LEAK HI BILL COMPLAINT AND CALL MARY JANE @407-322-2739.THANK YOU,CAMMY	02/13/15	I read the meter checked for a leak there are no sign of any leaks the read 65690 call got no awsear tagged the door maf	POPE, MARY JANE	Cammy Iwinski	HIBILL	02/13/15	2827844606	(407) 322-2739	Mike Finnegan	Completed

**Pennbrooke Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	Type	Date	FA ID	Phone	Operator	FA Status
0165010000	33243 GRAND CYPRESS WAY	12/10/15	PLEASE GET A RE READ AND CHECK FOR LEAKS AND STEPHEN @ 352-365-2725 WOULD LIKE TO BE CONTACTED WITH RESULTS THANK YOU,CAMMY	12/12/15	CHECKED PREMISE, FOUND NO LEAKS IN OR AROUND METERBOX. SPOKE WITH HOME OWNER ABOUT MY FINDINGS.	DELOSS, STEPHEN J	Cammy Iwinski	HIBILL	12/12/15	0166813298	(352) 365-2725	Marlin Richardson	Completed
5401320502	427 RANCHWOOD DR	12/08/15	Please re read meter and check for leaks. Thank you, Ewan	12/09/15	CHECKED PREMISE AND FOUND NO SIGNS OF A LEAK MR	LOWER, MARY	Ewan Dehnert	HIBILL	12/09/15	2512328142	(352) 321-4058	Marlin Richardson	Completed
7505900000	33329 PENNBROOKE PKWY	12/07/15	Please re read meter and check for leaks. Thank you, Ewan	12/08/15	Read and checked for leaks. no leaks present. spoke with customer. JK- RC	FREER-COX, MARTHA	Ewan Dehnert	HIBILL	12/08/15	7506233173	(352) 787-3621	James Kilgore	Completed
2013049648	32200 SWEET BRIAR CT	12/07/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ finding. Thanks	12/08/15	checked meter found no leaks talked to customer and let her know. RC	GARCIA, PATRICIA	Zakia Bouldin	HIBILL	12/08/15	5038468989	(407) 538-8220	Robert Callahan	Completed
1859452210	539 SHADOW RUN DR	11/24/15	Customer calling complaining of very high usage. He states only 2 of them in the house and they haven't been using hardly any water. Past reads on here look way off. Can you please do a re read and check meter for leaks? Tag door with results please. Thanks, Paul	11/25/15	checked meter found no leaks. talked to customer and let them know. RC	PONDER, DEBORAH	Paul Wright	HIBILL	11/25/15	1383100864	(352) 365-0389	Robert Callahan	Completed
3689645293	324 GRAND VISTA TRL	11/09/15	Please re-read meter check for leaks. Customer is concerned of a high bill in Aug. There have been several estimates and this home is vacant during the summer months. Can we get accurate reading Dorothea ph# 314-842-5862	11/11/15	meter was mis read/ re-read cdw	JONES, DOROTHEA	Linette Orengo	HIBILL	11/11/15	1213881456	(314) 842-5862	Cedric Watkins	Completed
6816953726	317 GRAND VISTA TRL	11/03/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. ***PLEASE CALL CUST JAMES 352-321-4222 BEFORE YOU GO OUT*** DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, IRRIGATION OR EXTRA USE. THANKS, JERRIE NV	11/04/15	kim is to credit customer account per possible mis read cdw	OZTURK, JAMES	Jerrie Hoffman	HIBILL	11/04/15	5763398525	(352) 321-4222	Cedric Watkins	Completed
0385410000	1209 MEADOWBEND DR	10/19/15	customer is calling about usage at premise,said they just got back to fla 10/18, when they left meter was off and there was no one at premise, said we exching meter and left on,please re-read meter and check for leaks,no usage should have been on meter,sylvia	10/20/15	ray p got correct read/ meter was recently change cdw	YANDOW, RAYMOND F	Sylvia Watier	HIBILL	10/21/15	0380219065	(352) 360-7026	Cedric Watkins	Completed
7322862162	834 GRAND VISTA TRL	10/15/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS. CUSTOMER DOES NOT BELIEVE METER READ ON BILL. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAHVNV	10/15/15	CHECKED PREMISE, FOUND NOT LEAKS IN OR NEAR METER BOX. EXPLAINED TO CUSTOMER THE FINDINGS MR	MCLAUGHLIN, CATHERINE	Sarah Locascio	HIBILL	10/15/15	0135430997	(207) 233-7856	Marlin Richardson	Completed
1142600000	32536 WEST GOLF CT	10/06/15	Customer is calling stating bill is almost triple. Water use was really high this month. Please check this out. And check for leaks. Thanks, Paul	10/08/15	no leaks at the meter / re-read cdw	CARR, RUBY	Paul Wright	HIBILL	10/08/15	1146189472	(352) 314-3840	Cedric Watkins	Completed
7934500000	534 GOLFVIEW CT	10/07/15	please re-read meter and check meter for leaks, customer states that home has been empty for the past month and there is no way she could have used over 3,000 gallons. please tag door with results thank you sarahv/v	10/08/15	no leaks at the meter/ tag door cdw	CAIN, BARBARA	Sarah Locascio	HIBILL	10/08/15	7934325129	(352) 314-0748	Cedric Watkins	Completed
6076700796	32802 TIMBERWOOD DR	10/07/15	Customer complaining of high water bill. states its a seasonal home has not been at the home since June. please check for leaks. Doreen Crandall 603-327-4253. please call with outcome since she is not at the home. Thank you/FL	10/08/15	no leaks at the meter and re-read meter cdw	GRANDALL, DOREEN	Yanet Garcia	HIBILL	10/08/15	6859608376	(603) 327-4253	Cedric Watkins	Completed

5828031817	135 WESTWOOD DR	09/15/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER LEAVES IN MICHIGAN GEORGE 3523214097 MAKE SURE WATER IS OFF. THANKS	09/16/15	meter not leaking/ turn meter off rp/cdw	DUROV, GEORGE	LaQuon Huntley	HIBILL	09/16/15	8107872362	(352) 321-4097	Cedric Watkins	Completed
7717546459	33013 PENNBROOKE PKWY	09/14/15	Reading from 9/11/15 give usage of 108,060 gallons within 15 days any leaks. Please record house meter reading. Tag or inform customer of findings Kim-FL	09/15/15	checked meter found no leaks R.1661760 tagged door RC	JOHNSON, JUDY A	Kimberly Bennett	HIBILL	09/15/15	2532465085	(715) 292-2690	Robert Callahan	Completed
0057310000	32805 TIMBERWOOD DR	09/10/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, EXCESSIVE IRRIGATION OR EXTRA USE. CUST STATED, "METER WAS COVERED IN 4" OF MUD" - THANKS, JERRIE NV	09/11/15	talked to customer and showed him he has a little leak somewhere. RC	BRIJMOHAN, DEORAIN	Jerrie Hoffman	HIBILL	09/11/15	0054225416	(352) 321-4135	Robert Callahan	Completed
6893932363	1010 FOREST BREEZE PATH	09/08/15	ELIZABETH # 7576201864 ASKING TO HAVE METER READING CHECKED SAYS WAS NOT HOME DUREIG THIS TIME AND HAS RAIN AS THE WATERING SYSTEM. IEJ 9/8	09/09/15	read meter found no leaks. RC	LONG, ELIZABETH	Ingrid Jenkins	HIBILL	09/09/15	6004376550	(757) 620-1864	Robert Callahan	Completed
1392600000	140 WESTWOOD DR	09/08/15	Customer complaining of high bill, please reread meter and check for leaks. Customer home 8-12pm. Knock on door hard. Thanks, Karyn	09/09/15	checked meter found no leaks talked to customer let him know. told him to check his irrigation. RC	EVANS, JOSEPH	Karen Thimmes	HIBILL	09/09/15	1397774520	(352) 787-6578	Robert Callahan	Completed
7717546459	33013 PENNBROOKE PKWY	09/04/15	Customer complaining of high bill. Please reread meter and check for leaks. House is vacant. Thanks, Karyn	09/08/15	no leaks at the meter/ tagged door ray p / cdw	JOHNSON, JUDY A	Karen Thimmes	HIBILL	09/08/15	2530146329	(715) 292-2690	Cedric Watkins	Completed
9035979229	348 RANCHWOOD DR	08/31/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, EXTRA USE OR IRRIGATION - THANKS, JERRIE NV	09/01/15	ray p - checked and customer say he will check his side rp/cdw	MOORE, DOROTHY	Jerrie Hoffman	HIBILL	09/01/15	8246912579	(352) 728-0600	Cedric Watkins	Completed
1336043615	1128 EAGLES LANDING	08/24/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ findings. Thanks	08/25/15	No leaks present. customer has a very big and green yard. tagged door for customer to check and adjust there irrigation runtimes. JK	JENNINGS, JB	Zakia Bouldin	HIBILL	08/25/15	2144889973	(239) 682-9720	James Kilgore	Completed
6370084368	248 WESTWOOD DR	08/18/15	Please check meter read and leak indicator. Customer has only been here 2 months and claims this is not correct. She does have irrigation but claims its off. Carole 219-713-0405 Amanda	08/19/15	RAY P WENT BY AND NO LEAKS AT THE METER/ ALSO SPOKE WITH CUSTOMER CDW	PIPER, CAROLE	Amanda Stonebreaker	HIBILL	08/19/15	2777384140	(407) 455-8829	Cedric Watkins	Completed
0526973921	611 GOLFVIEW CT	08/17/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	08/18/15	re-read meter no leaks. RC	FISHER, SANDRA	Zakia Bouldin	HIBILL	08/18/15	4628917728	(352) 315-1307	Robert Callahan	Completed
5828031817	135 WESTWOOD DR	08/14/15	please reread meter and check for any leaks. tag door with results. thanks, gt. cust has not been there in 4 months	08/17/15	no leaks at the meter/ tagged rp/cdw	DUROV, GEORGE	Glenda Thompson	HIBILL	08/17/15	8105223278	(352) 321-4097	Cedric Watkins	Completed
2519110000	32705 WESTWOOD LOOP	08/12/15	check meter for leaks cdw	08/12/15	no leaks at the meter and tagged door cdw	FOSMER, NORMA J	Cedric Watkins	HIBILL		2513418340	(352) 365-9519		Completed
7533900744	32908 ENCHANTED OAKS LN	08/10/15	Ms. Taubee called about high usage. Last two month bills considerably higher than normal. No leaks that aware of, no running toilets. Please re-read and check for leak. Tag door with results. Thank you! Bonnie	08/11/15	NO LEAKS AT THE METER/ READ CDW	TAULBEE, ANNABELLE	Bonnie Storm	HIBILL	08/11/15	6722534815	(352) 323-6064	Cedric Watkins	Completed
6816953726	317 GRAND VISTA TRL	08/10/15	Please re-read meter, customer is concerned of high bill. Please tag door. James ph# 352-321-4222	08/11/15	NO LEAKS AT THE METER AND GOT READ CDW	OZTURK, JAMES	Linette Orengo	HIBILL	08/11/15	5763521690	(352) 321-4222	Cedric Watkins	Completed
2519110000	32705 WESTWOOD LOOP	08/11/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. PLEASE TAG W/ FINDINGS. THANKS	08/11/15	LEFT MESSAGE THAT WE WILL BE BY 8/12/15 TO CHECK METER CDW	FOSMER, NORMA J	Zakia Bouldin	HIBILL	08/11/15	2510581144	(352) 365-9519	Cedric Watkins	Completed

9298110000	32738 WESTWOOD LOOP	08/07/15	Robert called concerned about high usage last month. Says that he knows for certain that nothing at the house has changed. Please verify read, check for leaks, leave tag in screen door if possible. Thanks, Brooke	08/10/15	No leaks present tagged door for customer to check sprinklers and adjust run times JK	DUFFORD, ROBERT	Brooke Storm	HIBILL	08/10/15	9295490831	(352) 315-1942	James Kilgore	Completed
7684210000	33111 GRAY EAGLE CT IRRG	07/13/15	Mr McCartney 352-365-1453 called about high read/IRRG. Cust had friend check read ( he is out of state). Read on Saturday 1296530. Please re-read and check for leak. Thank you! Bonnie	07/14/15	checked meter no leaks RC	MCCARTNEY, JOHN	Bonnie Storm	HIBILL	07/14/15	4866045288	(352) 365-1453	Robert Callahan	Completed
5819110000	32711 WESTWOOD LOOP	07/01/15	HOUSE IS VACANT. USAGE IS SHOWING ABOUT 4,000 GALLONS A MONTH. MAIN VALVE ON HOME IS OFF. IRRIGATION IS TURNED OFF. PLEASE CHECK FOR LEAK. WILL CALL BACK WITH RESULTS. THANKS, CRW IF LEAKS PLEASE CALL LESLIE 256 652 5985	07/07/15	no leaks and tagged door ml/cdw	HARKNESS, LESLIE	Crystal Woolard	HIBILL	07/07/15	5811658982	(256) 652-5985	Cedric Watkins	Completed
5841369932	713 TIMBERCREST DR	07/01/15	PLEASE TAKE READ AND CHECK FOR LEAK. CUSTOMER STATES THAT HOME WAS VACANT LAST MONTH WHILE HOME WAS BEING SOLD. SHOWING 13,000 GALLONS OF USAGE AND BILL WENT UP. PLEASE NOTE RESULTS. CUSTOMER WILL CALL BACK FOR RESULTS. THANKS, CRW	07/07/15	no leaks and tagged door ml/cdw	MCKAY, AUDRA	Crystal Woolard	HIBILL	07/07/15	4134660080	(941) 720-4222	Cedric Watkins	Completed
2902410000	TENNIS/SHUFFLE BOARD	06/11/15	HOA called about high usage on irrigation meter # 89070056 thinks meter is malfunctioning. Said maintenance man looked a meter but could not give a reading, says there are no broken sprinkler heads or lines. Re-read and customer might want meter tested. See customer on this. /lc	06/12/15	no leaks at the meter/ meter is working cdw	PENNBROOKE HOA	Isabel Ceballos	HIBILL	06/12/15	2902249807	(352) 360-1001	Cedric Watkins	Completed
4362810000	32538 OAK PARK DR	06/05/15	Mrs. Joan called due to high usage billed. Please check reading and if meter is detecting any leaks. Please inform customer of findings. Mrs. Joan #352-321-7658 6-5-15 dispatched @ 8 51am Kim-FL	06/08/15	read meter, no leaks were observed or indicated spoke with customer and advised her to check irrigation system and timer settings. Yard was very green. A.A.	KNOTT, JOAN	Kimberly Bennett	HIBILL	06/05/15	4369093706	(352) 321-7658	Art Austin	Completed
5076326056	806 GRAND VISTA TRL	06/01/15	Reread meter and check for leaks. Owner is going to have irrigation shutoff. Over 36K for last two months and no one is in the house. Irrigating once a week (3 zones) about 15 mins per zone. Do not tag door. Contact is Mrs. Dykes/O'Brien on 352-348-5499. Thanks, Carolyn/FL	06/03/15	customer will check his irrigation system cdw/rp	LOMAX, JEANNE E	Carolyn McVicker	HIBILL	06/03/15	0734121828	(303) 243-1243	Cedric Watkins	Completed
8315796850	1212 MEADOWBEND DR	06/01/15	Please re read meter and check for leaks. Customer said house was empty until may 16th. thanks karon	06/03/15	customer has toilet issues/ next door will check cdw/rp	MARENA, WILLIAM	Karon Hinchcliffe	HIBILL	06/03/15	4181111165	(352) 514-8982	Cedric Watkins	Completed
7414600000	32832 CROOKED OAKS LN	05/04/15	Please re read meter and check for leaks. Thank you, Ewan	05/05/15	meter appears to be mis read cdw	GRIFFIN, LINDA	Ewan Dehnert	HIBILL	05/05/15	7415496139	(352) 315-1373	Cedric Watkins	Completed
9015600000	32909 ENCHANTED OAKS LN	05/04/15	CUSTOMER CALLING ABOUT UNUSUALLY HI BILL PLEASE RE-READ AND CHECK FOR LEAKS, SYLVIA	05/05/15	meter appears to be mis read cdw	TYSON, ROBERT	Sylvia Watler	HIBILL	05/05/15	9018961596	(352) 323-1677	Cedric Watkins	Completed
3537371060	643 TIMBERCREST DR	04/29/15	Please re read meter and check for leaks. Thanks Karon	04/30/15	no leaks at the meter/ read cdw	TRACKEY, GLENN	Karon Hinchcliffe	HIBILL	04/30/15	5936162367	(518) 791-0633	Cedric Watkins	Completed
1873600000	512 GRAND VISTA TRL	04/09/15	Please check meter read and also customer states water is coming out with black sediment and is damaging all her filters. Please also notate why meter was exchanged. Thank you, Ewan	04/10/15	CHECKED PREMISE, CHECKED H2O QUALITY @OHB BUT DIDNT FIND ANY PROBLEMS. TAGGED DOOR WITH FINDINGS MR	MCGUCKIN, BETTY	Ewan Dehnert	HIBILL	04/10/15	1879102688	(352) 787-8728	Marlin Richardson	Completed
0794600000	32912 RAMBLING OAKS CT	04/08/15	Mrs Zeiske 352-314-0344 called about high usage on house meter. Normal usage approx. 2,000 this month usage over 7,000 gallons. Please re-read house meter and check for leak. Please make contact with customer. Thank you!	04/09/15	meter appeared to be read wrong/ got correct read also spoke with customer cdw	ZIELSKE, ARTHUR	Bonnie Storm	HIBILL	04/09/15	0793819987	(352) 314-0344	Cedric Watkins	Completed

5120967339	33344 PENNBROOKE PKWY	04/07/15	Call from Ms. Ann Llewellyn (772)-595-4788 or (352)-321-4124 stated concerned over high consumption No toilet issues or water softener and claims not of have used irrigation for some time stated February which could be some at end of month then stated maybe possibly once highest consumption on 2 year history here. Please re-read meter & check for leaks. Tag door with current read and findings advise if leak has been detected. Need thorough comments on FA as customer will call in to discuss. Lorie	04/08/15	no leaks at the meter/ tagged door with info cdw	LLEWELLYN, ANN	Lorie Mayeski	HIBILL	04/07/15	7390077716	(772) 595-4788	Cedric Watkins	Completed
2902410000	33825 PENNBROOKE PKWY / GRAND HALL & LEESBURG	03/26/15	Miguel called about large usage past 2 months, please re-read meter and check for leaks, his tn is 352 874-8362, thanks, sylvia	03/27/15	RE-READ METER AND SPOKE WITH MIGUEL CDW	PENNBROOKE HOA	Sylvia Watler	HIBILL	03/30/15	2904261079	(352) 360-1001	Cedric Watkins	Completed
9735110000	701 OLD OAKS LN	03/09/15	Customer usage/bills is too low & there was an estimate read. Please get an actual read. Mr/Mrs Ray 352-326-0105	03/10/15	NO LEAKS, READ TAGGED DOOR JMS (JPR)	RAY, WALTER	Linette Orengo	HIBILL	03/10/15	9733204137	(352) 326-0105	James Richardson	Completed
5518599079	32718 WESTWOOD LOOP	03/02/15	Ms. Hooks 352-431-4103 called about high usage. Considerably higher than normal. No leaks that aware of or running toilets. Pls re-read and check for leak. Tag door with results. Thank you! Bonnie	03/03/15	no leaks and tagged door cdw	HOOKS, DOROTHY E	Bonnie Storm	HIBILL	03/03/15	2205752332	(352) 431-4103	Cedric Watkins	Completed
7383600000	32334 OAK PARK DR	03/02/15	Ms. Morris # 352-787-3204 showing large amt. of consumption on the meter address has not used over 1000 consumption, suspects misreading or a unseen issue. please note and leave tag that we came out to investigate the issue. iej 3/2	03/03/15	no leaks/ tagged the door cdw	MORRIS, GINGER	Ingrid Jenkins	HIBILL	03/03/15	7382795815	(352) 787-3204	Cedric Watkins	Completed
2797321450	806 OLD OAKS LN	02/17/15	Reread and check for leaks. Jose's contact is 352-209-7400. Readings are extremely high. may need corrected bill. Do not tag door. no one at this address. Carolyn/FL	02/18/15	RE-READ MISREAD BEFORE JPR	BOSWORTH, WILLIAM F	Carolyn McVicker	HIBILL	02/19/15	3126496379	(860) 745-2170	James Richardson	Completed
1336043615	1128 EAGLES LANDING	02/13/15	PLEASE RE-READ METER AND CHECK FOR LEAKS THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	02/16/15	NO LEAKS, TAGGED DOOR ADVISED TO CHECK WATERING SCHEDULE JPR	JENNINGS, JB	Jessica Bridges	HIBILL	02/17/15	2145493206	(239) 682-9720	James Richardson	Completed
4845310000	32229 SUMMERTREE CIR	02/09/15	Please reread meter and check for leaks thanks Connie	02/10/15	NO LEAKS, LAST MONTH READ VERY LOW JPR	SAWYER, RALPH	Constance Dunn	HIBILL	02/10/15	4842479210	(207) 998-4889	James Richardson	Completed
4272712718	513 GOLFVIEW CT	01/07/15	Ms. Ruth # 773-646-2670 asking to have her meter reread and to verify reads are in line, suspected we have not read properly since June, explained can't go back to June but can verify now the readings. record all information in ccb. iej 1/7	01/08/15	NO LEAKS, READS IN LINE WITH NORMAL USE JPR	GIBBS, CATHY	Ingrid Jenkins	HIBILL	01/08/15	1518228481	(309) 221-4693	James Richardson	Completed
3291008248	32651 OAK PARK DR	01/06/15	cust calling about higher than normal bills for last 3 months, please re-read meter and check for leaks, thanks, sylvia	01/07/15	NO LEAKS, INDICATOR NOT TURNING JPR	BLACK, CAROLE	Sylvia Watler	HIBILL	01/08/15	4614824886	(352) 321-4117	James Richardson	Completed
5916410000	1009 FOREST BREEZE PATH	01/06/15	complaining of a high bill. Please tag door w/ findings.	01/07/15	NO LEAKS READS IN LINE JPR(MR)	COLLETT, RAYMOND	Zakia Bouldin	HIBILL	01/08/15	5912072558	(352) 787-2246	Marlin Richardson	Completed



Utilities, Inc. of Florida - Seminole County - Phillips Test Year 2015 Customer Billing Complaints and Resolutions														
Account #	Address	Date	Instructions	Due Date	Resolution	MR Route	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
5200710000	401 W CRYSTAL DR	11/23/15	Evelyn Thow called in as her bill was \$503.95 ending 11/12 and usage was 64K gallons. She insists irrigation was off. I advised most recent reading for last 9 days looks normal. Evelyn's contact is 407-353-4111. Please try to contact her, if possible. Carolyn/FL	11/24/15	No leaks reread meter read 969300 gl	FA2	THOW, EVELYN	Carolyn McVicker	HIBILL	11/24/15	5207468480	(407) 353-4111		Completed
1579700000	112 HIGHLAND CT	11/13/15	Please re read meter and check for leaks. Hang door tag with findings. Thank you, Ewan	11/16/15	Reread meter no leaks tagged door read 399470 gl.....	FA2	BOWERS, JOSEPH T	Ewan Dehnert	HIBILL	11/16/15	1572413549	(407) 718-8073		Completed
3625162050	104 PAR PL	08/18/15	ROXANE JONES 104 PAR PL WOULD LIKE FOR YOU TO CHECK FOR A LEAK - SHE IS ONLY HOME ON WEEKENDS AND HAS NOT BEEN WATERING. PLEASE TAG THE DOOR WITH YOUR FINDINGS OR CALL HER 954-895-5537. YOU ALL DID A REREAD LAST MONTH BUT NOT SURE THE METER WAS CHECKED FOR A LEAK. THANKS, LORETTA	08/19/15	Reread meter no leaks tagged door with findings# 98736737 , read 989580 gl	FA2	JONES, ROXANE	Loretta Abbott	HIBILL	08/19/15	4007196547	(954) 895-5537	Greg Liggons	Completed
5109443714	112 PAR PL	07/14/15	Customer called complaining of high bill. Re-read meter and check for leak. Lori 407-579-4880. Thank you.	07/15/15	Reread meter checked for leaks #06176093, read430760gl spoke with customer she has a leak somewhere in the house	FA2	DOBARRO, LOLI	Yanet Garcia	HIBILL	07/15/15	6190816122	(407) 579-4880	Greg Liggons	Completed



**Lake Utility Services - Preston Cove Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
1925128928	11340 PRESTON COVE RD	11/24/15	Ms. Peter #941-587-6499 asking to have reread of meter they filled the pool a few inches uncertain the amt. of gallons used. I advised we could check to assure if any misreads or any leaking going on that would be addressed. record all information in ccb. lej 11/24	11/25/15	no leaks at the meter/ tagged door cdw	PETER, ANDRE' J.	Ingrid Jenkins	HIBILL	11/25/15	9771847191	(941) 412-1919	Cedric Watkins	Completed
4346110000	11248 HASKELL DR	08/11/15	SAYS IRRIGATION SYSTEM IS OFF. PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	08/12/15	no leaks at the meter/ tagged the door cdw	GASQUE, ISABEL N	Crystal Woolard	HIBILL	08/12/15	3344329538		Cedric Watkins	Completed
7437110000	11243 PRESTON COVE RD	07/31/15	NEIL DYER CALLED REGARDING THE HIGH BILL. NO KNOWN LEAKS AND NO FAMILY VISITING AND NO IRRIGATION - AND WHEN HE DOES IT IS FROM THE LAKE. PLEASE SEE IF YOU CAN FIND A LEAK, ETC. AND RE-READ THE METER - THIS LAST READING WAS HIGHER THAN THE LAST, ETC. TAG THE DOOR AT 1124 PRESTON COVE RD. PHONE 407-973-7032. LORETTA	08/03/15	USE IN 27 DAYS IS 22140 gals OR APPROX 963 g/d. CUSTOMER HAS TO MAKE SURE LAKE PMP FOR IRRIG IS WORKING AND IS NOT CROSS CONNECTED TO WATER METER VIA CHK VLVS OR MANUAL VLVS. - PROVIDE CURRANT METER READ. D.A.	DYER, NEIL	Loretta Abbott	HIBILL	08/03/15	7430235234	(407) 973-7032	David Alberigi	Completed

Utilities, Inc. of Florida - Seminole County - Ravenna Park Test Year 2015 Customer Billing Complaints and Resolutions														
Account #	Address	Date	Instructions	Due Date	Resolution	MR Route	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
5260110000	100 VIHLEN RD	12/11/15	Ms. Mazzuchelli # 321-363-4390 asking to have meter reread showing a triple reading and hasn't filled the pool ; Investigate and record all information in ccb. Aware of rate change but consumption is too high than normal usage. lej 12/11	12/14/15	Talked to customer has a small leak explained it to her gl read 279950 gl ....	F07	MAZZUCHELLI, MICHAEL	Ingrid Jenkins	HIBILL	12/14/15	5266244697	(407) 328-5482		Completed
7254256643	405 BETH DR	09/17/15	405 BETH DR. PLEASE CHECK FOR LEAKS AND RE-READ. KIMBERLY MAGEE LIVES ALONE AND SAYS THERE IS NO WAY SHE USED 80 GALLONS A DAY - AS SHOWN ON THE LAST BILLING. PLEASE TAG THE DOOR WITH YOUR FINDINGS. 407-462-0076 LORETTA ***see log**** Kim-FI	10/22/15	Reread meter no leaks tagged door read 90330 gl ...	F07	MAGEE, KIMBERLY	Loretta Abbott	HIBILL	10/22/15	9971915299	(407) 462-0076		Completed
3715391187	1800 LINCOLN AVE	09/30/15	RE-READ METER AND CHECK FOR LEAKS USAGE SPIKED TO OVER 12,000 GALS AND CUSTOMER SAYS NOTHING HAS HAPPENED DIFFERENT, TAG DOOR OR SEE CUSTOMER /IC	10/01/15	Reread meter no leaks tagged door read 835050 gl ...	F07	KNOTTS, SI'DAISHAS	Isabel Ceballos	HIBILL	10/01/15	3586333980	(407) 878-9846		Completed
3166840039	418 TANGELO DR	09/11/15	Please re-read meter and check for leaks. Customer is concerned over high bills/high reads. Sherri Reisinger, 407-212-6229. Please leave details of investigation on tag on door. Thank you, Sam.	09/14/15	Reread meter checked for leaks no leaks tagged door#91014177, read 2513110 gl	F07	REISINGER, SHERRI	Samantha Gongre	HIBILL	09/14/15	9330307797	(407) 212-6229	Greg Liggins	Completed
4885427950	389 TANGELO DR	08/31/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results Thanks	09/01/15	Reread meter no leak talk to customer#12273507 , read 45550 gl	F07	DOWNS, LINDA	Zakia Bouldin	HIBILL	09/01/15	0912742410	(407) 878-1667	Greg Liggins	Completed
1223624243	2978 MCKINLEY LN	08/19/15	PLEASE TAKE A RE-READ AND CHECK FOR LEAKS AS CUSTOMER IS DISPUTING BILL/USEAGE, TAG DOOR WITH RESULTS THANKS BRITTANY NV	08/20/15	Reread meter checked for leaks#33832423, read 759260 gl no leaks tagged door and talked to customer	F07	DAVIS, MARGARET	Brittany Warembourg	HIBILL	08/20/15	9109428858	(407) 323-5903	Greg Liggins	Completed
1202010000	1831 LINCOLN AVE	07/06/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER HAS HAD A HIGH BILL FOR TWO MONTHS. THANKS	07/07/15	Read-1387580. Customer has a leak registering on the meter. I told customer and he said he has a idea where the leak is at in the shower CA	F07	YOUNG, FLORIDA	LaQuon Huntley	HIBILL	07/08/15	1207936179	(407) 321-9480	Caleb Alday	Completed
6840010000	1828 KNOX AVE	05/27/15	RE READ AND CHECK FOR LEAK / CUSTOMER DISPUTING HIGH USAGE	05/28/15	checked meter for leaks no leaks detected#11207688,read163850mfgl	F07	BRUNDIDGE, AILEEN	Micah Johnson	HIBILL	05/28/15	6848784458	(407) 474-6289	Mike Finnegan	Completed
8399304758	615 BETH DR	05/15/15	Please reread meter and check for a leak. No one lives at house. Do not tag door. Contact Annette Jones on 407-718-6021. Thanks, Carolyn/FL	05/18/15	Read meter no signs of leaks#16701666,READ904200 MFGL	F07	LEEP, SHANNON JONES	Carolyn McVicker	HIBILL	05/18/15	6628035631	(407) 718-6021	Mike Finnegan	Completed
7656577436	1829 HARDING AVE	04/29/15	Please re read meter and check for leaks. thanks Karon	04/30/15	Read the meter. Registering a leak. Tagged the door and spoke with customer son. maf	F07	DANIELS, LATONIA	Karon Hinchcliffe	HIBILL	04/30/15	0408176531	(321) 444-0355	Mike Finnegan	Completed
1689129901	614 BETH DR	01/27/15	CUSTOMER REQUEST TO CHECK FOR LEAK / USAGE GOING UP AND UP	01/30/15	I read the meter the meter is registering a leak. Tagged the door maf	F07	CAPUTIS INVESTMENTS LLC	Micah Johnson	HIBILL	01/30/15	7223042969	(321) 578-0888	Mike Finnegan	Completed

Account #	Address	Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
8318632934	905 S SWEETWATER BLVD	12/29/15	please reread meter and check for leaks, customer called in about high bill. brad 480 519 2767 cust states house is empty if there is a leak please call.	12/30/15	Meter has a leak tagged door and turned off meter cause house is empty gl.... read 1567290 gl....	CRAMER,TIMOTHY	LaQuon Huntley	HIBILL	12/30/15	5023246547	(443) 253-7940		Completed
1316500000	670 MOSSY BRANCH CT	12/28/15	Steve reports bill is higher than normal - usage for past two months is over 50000 gallons per month, normal is between 15000 and 25000. Please check for leaks and contact Steve at 407-401-4751. Thanks Haida NV	12/29/15	Reread meter no leaks read 2397290 gl....	ADAMS,JILL	Haida Caruso	HIBILL	12/29/15	1310223167			Completed
6476200000	300 PARTRIDGE LN	12/28/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, IRRIGATION OR EXTRA USE ****SEPT BILL SHOWS MTR #012676427 & DEC BILL SHOWS MTR #15765154 ***** PLEASE TAG DOOR WITH RESULTS ***** - THANKS, JERRIE NV ***METER WAS CHANGED OUT ON 10/20. WAS NOT REGISTERING PROPERLY. MOST RECENT READING WITH NEW METER IS 76890 GALS. PLS VERIFY READ AND CONTACT RON ON 407-774-5710 OR CELL 407-782-8915.	12/29/15	Talked to customer he has a leak needs to call a plumber read 162060 gl....	WAGNER,RONALD	Jerrie Hoffman	HIBILL	12/29/15	6476058336	(407) 774-5710		Completed
4133210000	500 BALD CYPRESS CT	12/28/15	CUSTOMER WAS BILLED LARGE USAGE,PLEASE RE-READ METER AND CHECK FOR LEAKS,CUST HAD ESTIMATED READ ON PRIOR BILL THAT COULD BE THE PROBLEM,THANKS,SYLVIA	12/29/15	Reread meter no leaks read 7398100 gl...	JACOBS,ALAN	Sylvia Watler	HIBILL	12/29/15	4130953515	(407) 862-0267		Completed
0836725537	184 S MONTEREY ISLE	12/28/15	PLEASE REREAD METER AND CHECK FOR LEAKS GALE 407 865 6162 CALLED IN ABOUT HIGH BILL. PLEASE TAG DOOR WITH FINDINGS.	12/29/15	Reread meter no leaks tagged door gl....697310 gl....	DUTCHER,JENNIFER	LaQuon Huntley	HIBILL	12/29/15	5481355503	(407) 415-6668		Completed
5737300000	206 GREEN LAKE CIR	12/23/15	Please re-read meter and check for a leaks. Customer complaining of high bill. Please tag w/ results. Thanks	12/28/15	Check meter found no leaks. Also hung door tag. Mtr. R-3387960 JMSR	PERLMAN,HUGH	Zakia Bouldin	HIBILL	12/28/15	5739942318	(407) 862-1245	Jeff A Metheney	Completed
5753300000	117 HIDDEN OAK DR	12/22/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Thanks	12/23/15	Reread meter no leaks read 543350 gl...	SASSONE,LOUIS F	Zakia Bouldin	HIBILL	12/23/15	5753475047	(407) 772-1844		Completed
1069310000	110 STONEY RIDGE CT	12/22/15	please reread meter and check for sings of leaks. Michael has a very high bill. no known leaks. 321.303.4685 please leave a tag on door with findings	12/23/15	Reread meter no leaks tagged door read 79270 gl....	TRAD,MICHAEL	LaQuon Huntley	HIBILL	12/23/15	1065463105	(321) 303-4685		Completed
4870800000	207 THISTLEWOOD CIR	12/22/15	Please re-read and check for leaks. Mr. Robert Fletcher, 407-774-6841, called due to increase in bill amount as well as usage. Customer denies any increase in usage or any known leaks. Please leave notes of investigation on tag on door and in notes of FA. Thank you, Sam.	12/23/15	No leak reread read 3079120 gl.... tagged door	FLETCHER,ROBERT A	Samantha Gongre	HIBILL	12/23/15	4877183863	(407) 774-6841		Completed
5332110000	267 TORPOINT GATE RD	12/22/15	Please re-read meter and check for leaks, contact Ejin at 321-246-5424, leave tag with results.	12/23/15	read: 594920, no signs of leak, tagged door, usage ok in computer, jeffrey	CHUNG,SHIN	Charles Curry	HIBILL	12/23/15	5332268738	(407) 299-8065	Jeff A Metheney	Completed
6367078447	123 HIDDEN OAK DR	12/23/15	Customer complaining of high bill. condo has been empty for 12 months. please re read and check for leaks. Do Not Tag door with findings. Thank you, Janet/FL	12/23/15	Reread meter no leaks tagged door read 38780 gl....	KING,MARY	Yanet Garcia	HIBILL	12/23/15	7425208674	(407) 782-0828		Completed
1773410000	101 FOX VALLEY DR	12/21/15	Please re-read meter and check for leaks. Mrs. Trimble, 407-788-6074, is concerned due to high bill/high usage. She states that nothing has changed in terms of usage and that she is unaware of any current leaks at this time. Please leave detailed notes on tag on door and in notes of FA. Thank you very much, Sam.	12/22/15	Reread meter no leaks read 4599390 gl.... tagged door	TRIMBLE,JEROME	Samantha Gongre	HIBILL	12/22/15	1773224144	(407) 788-6074		Completed

1543310000	565 S LONGVIEW PL	12/21/15	Please re read meter and check for leaks. Customer is stating the water usage has not changed and can not have consumed this much water> Thank you, Ewan	12/22/15	Reread meter no leaks read 1006810 gl....	BLALACK,GREG	Ewan Dehnert	HIBILL	12/22/15	1549709730	(407) 682-9219	Completed
4983600000	102 STONEBRIDGE DR	12/21/15	George # 407-951-5580 asking to have meter checked for reading and malfunctioning; he say since Aug showing large consumption and nothing changes. Lived in home for last 30yrs, thinks possibly meter may need to be changed . investigate and record all information in ccb and leave tag for customer information iej 12/21	12/22/15	Reread meter no leaks read 631320 gl....	CHENEY JR,GEORGE E	Ingrid Jenkins	HIBILL	12/22/15	4984439780	(407) 788-3748	Completed
1416130427	402 N SWEETWATER BLVD	12/21/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Thanks	12/22/15	Reread meter for leak no leaks read 2387840 gl....	MCALLISTER,LARRY	Zakia Bouldin	HIBILL	12/22/15	7337556483	(712) 852-2723	Completed
9946200000	115 RED BAY DR	12/21/15	Please check meter read and leak indicator. James 407-862-4208 .Amanda	12/22/15	No leaks reread meter read 556330 gl....	MARCAN,JAMES	Amanda Stonebreaker	HIBILL	12/22/15	9940885691	(407) 862-4208	Completed
6220645573	500 RED MULBERRY CT	12/21/15	PLEASE GET RE READ AND CHECK FOR LEAK AND CALL ABDULHALIM@ 407-670-4632 WITH THE RESULTS HE HAS SOME QUESTION THANK YOU,CAMMY	12/22/15	Customer has a leak talked to customer gl read 1059130	SAMARA,ABDULHALIM M	Cammy Iwinski	HIBILL	12/22/15	1383245991	(407) 670-4632	Completed
5596300000	16 GREEN LAKE CIR	12/18/15	PLEASE REREAD METER AND CHECK FOR LEAKS. LAST 2 READS SHOW LARGE INCREASE IN USAGE AND CUST STATES THAT THEY'VE DONE NOTHING DIFFERENT. PLEASE CHECK. TAG DOOR WITH RESULTS. THANKS, GT	12/21/15	Reread meter no leaks tagged door read 665110 gl....	STAHL,THOMAS R	Glenda Thompson	HIBILL	12/21/15	5590880702	(407) 862-4327	Completed
7690300000	417 VILLAGE VIEW LN	12/18/15	Please check for signs of leak. Reread meter. Tag door or call Michael at 407-421-4981. Thanks Haida	12/21/15	Reread meter no leaks read 19200 gl....	NEFF,MICHAEL J	Haida Caruso	HIBILL	12/21/15	7693375701	(407) 421-4981	Completed
3181310000	540 S LONGVIEW PL	12/18/15	Please re-read meter and check for leaks. Customer complaining of a high bill and thinks something may be wrong w/ meter. Please tag w/ findings. Thanks	12/21/15	Reread meter no leaks read 4910750 gl....	HALPERIN,ROSANNA M	Zakia Bouldin	HIBILL	12/21/15	3183784356	(407) 590-2607	Completed
6061210000	10 SQUIRREL TRL	12/18/15	PLEASE REREAD METER AND CHECK FOR LEAKS MR NASSER HAS A VERY HIGH BILL. 407.682.4687	12/21/15	Reread meter no leaks read 64820 gl....	NASSER,MICHAEL	LaQuon Huntley	HIBILL	12/21/15	6067358973	(407) 682-4687	Completed
5975300000	209 TIMBERCOVE CIR	12/18/15	Reread meter and check for any leaks. Contact Gabriele on 407-619-4942 if needed. Thanks, Carolyn/FL	12/21/15	Reread meter no leaks read 3102870 gl....	POWERS,GABRIELE	Carolyn McVicker	HIBILL	12/21/15	5972995177	(407) 786-9063	Completed
6210210000	219 MONTEGO INLET BLVD	12/18/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please speak w/ customer, if unavailable tag w/ findings. Thanks	12/21/15	Reread meter no leaks gl read 3021120 gl....	ZIRKEL,JAMES	Zakia Bouldin	HIBILL	12/21/15	6211249168	(407) 782-9902	Completed
8982192312	209 TIMBERCOVE CIR	12/18/15	Reread meter and check for any leaks. Contact Gabriele on 407-619-4942 if needed. Thanks, Carolyn/FL	12/21/15	Reread meter no leaks read 3102870 gl....	GROETZNER,GEORGE	Carolyn McVicker	HIBILL	12/21/15	5972995177	(407) 682-9036	Completed
2052400000	2626 BENT HICKORY CIR	12/17/15	Thomas # 407-788-8073 called to see why so much more his consumption has doubled over last two bill cycles. check the meter and advise if showing any signs of leaking that can't be seen with the visible eye; also reread meter. iej 12/17	12/18/15	Check meter for leak. Found no leak. Also took meter read. MTR. R-603130 JMSR	MURPHY,THOMAS P	Ingrid Jenkins	HIBILL	12/18/15	2057071528	(407) 788-8073	Jeff A Metheney Completed

2882395006	3917 VILLAS GREEN CIR	12/17/15	Please check meter read and leak indicator. Customer states mulch has wet area; not very high usage but she is concerned. Please tag door with findings. Amanda	12/18/15	r: 46090, No signs of leak on meter. Meter not registering excessive water, no wet areas in yard. Tagged door with finding. Jeffrey	LOWELL,CANDACE	Amanda Stonebreaker	HIBILL	12/18/15	8192404655	(321) 972-6041	Jeff A Metheney	Completed
9334494605	113 COVE LAKE DR	12/17/15	Bethany called concerned about high usage. Says she was out of town for 2 weeks during November and does not water the lawn, but the bill has been increasing every month. Please check for leaks, verify read, and tag door with findings. Thanks, Brooke	12/18/15	Reread meter talked to customer no leaks read 1290430 gl....	WILSON,BETHANY	Brooke Storm	HIBILL	12/18/15	8916540831	(203) 536-7977		Completed
5967300000	705 BLUE LAKE DR	12/17/15	PLEASE GET RE READ HI BILL AND USAGE. PLEASE CALL NANCY @407-353-9611 WITH RESULTS SHE HAS QUESTIONS THANK YOU,CAMMY	12/18/15	Check meter for leak. Found no leak. Also took read. Mtr. R-9276050 JMSR	HERRINGTON,NANCY	Cammy Iwinski	HIBILL	12/18/15	5965468018	(407) 353-9611	Jeff A Metheney	Completed
9527175399	400 SWEET BAY DR	12/17/15	Customer complaining of high bill. please re read and check for leaks. Tag with finding. Thank you, Janet/FL	12/18/15	Reread no leaks read 1802390 gl....	TRAVER,ARTHUR	Yanet Garcia	HIBILL	12/18/15	3972743103	(630) 682-4350		Completed
0641400000	408 TIMBER RIDGE DR	12/18/15	Edward Johnson #407-774-2155 asking to have meter reread and verified for signs of leaking showing double consumption; showing increasing for last 3mths 61 thousand gallons of consumption record all information in ccb. lej 12/18	12/18/15	Reread no leaks gl..... read 7265650	JOHNSON,EDWARD E	Ingrid Jenkins	HIBILL	12/18/15	0649799523	(407) 774-2155		Completed
0898510000	316 CAMBRIDGE DR	12/16/15	customer calling about large usage last 2 bills,please re-read meter and check for leaks,sylvia	12/17/15	Reread meter no leaks read 1238620 gl.....	SCHOENECK,SANDRA J	Sylvia Watler	HIBILL	12/17/15	0897356152	(407) 788-0487		Completed
8944706705	1702 IVERNESS CT	12/15/15	Sahar called concerned about high usage. Usage has jumped from 26,000 gallons last month to over 67,000 gallons this month, and she says they have not done anything different at all. Please check for leaks, verify read, and tag door with findings. Sahar is requesting a call if possible at 407-403-4442. Thanks, Brooke	12/16/15	No leaks reread meter 1743990 gl....Tagged door no leaks	Shaikh,Sahar	Brooke Storm	HIBILL	12/16/15	3259217322	(407) 403-4442		Completed
0905110000	105 PALM SPRINGS DR	12/15/15	please reread meter and check for leaks. thanks, gt tag door with results	12/16/15	Reread meter no leaks read 2364270 gl.....	JEFCOAT,JENNIFER J	Glenda Thompson	HIBILL	12/16/15	0907501740	(407) 834-8774		Completed
6439249154	107 SWEETWATER HILLS DR	12/14/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, LEAKS IN IRRIGATION OR EXTRA USE. PLEASE TAG DOOR WITH RESULTS - JERRIE NV	12/15/15	No Leaks talked to customer read 1398100 gl....	Martin,Joseph M	Jerrie Hoffman	HIBILL	12/15/15	3347637958	(404) 348-6184		Completed
4336936505	103 AMBERWOOD DR	12/11/15	customer calling about very hi usage,this was on the old meter,premise is empty and irrag is on well,please check reads and report,sylvia	12/14/15	New meter is reading 790. JMSR	AMORGINOS,SEAN	Sylvia Watler	HIBILL	12/14/15	0879769973	(407) 463-6900	Jeff A Metheney	Completed
4951310000	917 CUTLER DR	12/11/15	PLEASE TAKE READ AND CHECK FOR LEAK. USAGE IS HIGH FOR PAST 3 MONTHS, PLEASE KNOCK ON DOOR AND SPEAK TO BARBARA. THANKS, CRW	12/14/15	Reread meter no leaks talked to customer read 71510 gl.....	FUSI,BARBARA	Crystal Woolard	HIBILL	12/14/15	4952547927	(407) 718-1280		Completed

1032813548	466 SABAL TRAIL CIR	12/10/15	CUSTOMER DISPUTING THE USAGE BETWEEN AUG & SEPT, SAID A LEAK WAS CALLED IN BETWEEN HIS HOUSE AND NEIGHBOR'S AND WAS FIXED BY THE WATER COMPANY, WHICH HE WAS TOLD BY OPERATOR THAT CAME OUT WAS ON COMPANY'S SIDE BUT HE ENDED UP WITH OVER A \$300.00 WATER BILL. HE WANTS A SUPVR TO CONTACT HIM REGARDING THIS. HE IS AWARE OF NEW METER INSTALLED RICK VELAZQUEZ. PHONE: 407-234-4923 /IC	12/11/15	Reread meter no leaks read 211400 gl.....	VELAZQUEZ,MELISSA	Isabel Ceballos	HIBILL	12/11/15	4336672657	(407) 963-3320	Completed	
3729310000	173 HOLDERNESS DR	12/09/15	Please re-read meter, check for leaks, leave tag with results, please call ahead 470-869-6764.	12/11/15	Reread meter no leaks tagged door gl....	MURPHY, LORRAINE	Charles Curry	HIBILL	12/11/15	3727750505	(407) 869-6764	Completed	
2764410000	132 COUNTRYSIDE DR	12/09/15	Trisha Presco called concerned about high usage. Last two reads higher than her normal average. Please check for leaks, verify read, and tag door with findings. Thanks, Brooke	12/10/15	Check meter for leak. Meter is indicating leak. About 1/2 gal. a min. Took read & left door tag on findings. Could not make contact with customer. JMSR	PRESCO,PATRICK	Brooke Storm	HIBILL	12/10/15	2768524751	(407) 869-5705	Jeff A Metheney	Completed
7770965169	389 CYPRESS LANDING DR	12/09/15	Mr Georgi 407-427-0998 called about high usage. Cust has been watering but last three to four months are considerably higher than in past years. Please re-read and check for leak. Tag door with findings. Thank you! Bonnie	12/10/15	No leaks reread meter read 848750 gl.... tagged door no leaks	GEORGI,VICTOR	Bonnie Storm	HIBILL	12/10/15	6975689739	(407) 427-0998	Completed	
8578961095	122 HOLDERNESS DR	12/08/15	Please obtain reading and check for leaks please tag with findings. Billed System estimate Kim-FL	12/09/15	No leaks reread meter read 1030410 gl.... the read is correct the meter id number match up	COMPITELLO,MICHAEL	Kimberly Bennett	HIBILL	12/09/15	7782363402	(516) 810-8294	Completed	
6658210000	1743 RUTLEDGE RD	12/07/15	PLEASE RE-READ METER and Check for leaks. / KENNIGER,JAMES CALLED IN REGARDING HIGH BILL FOR THIS MONTH. BILLS NORMALLY RUN BETWEEN 25.00 AND 30.00. PLEASE GIVE HIM A CALL @ NUMBER ON FILE./IC	12/08/15	Reread meter talked to customer he has a very slow leak I told him he had to fix the leak before we can test meter read 780700 gl.....	KENNIGER,JAMES A	Lakisha Cooper	HIBILL	12/08/15	6650409122	(407) 333-0549	Completed	
8892210000	808 GREENSHIRE CT	12/07/15	customer is calling about hi bill,please re-read meter and check for leaks,sylvia	12/08/15	Tagged door customer has a leak tagged door to call a plumber gl....	BALES,TIPTON C	Sylvia Watier	HIBILL	12/08/15	8897811090	(407) 878-3325	Completed	
4383510000	525 PRESTON RD	12/07/15	Customer is calling in about high bill. We already setup an FA for this but tech must have went to wrong house cause he states he spoke with customer and they had new grass installed and they are watering more. Customer states she never spoke with anyone nor does she have new grass. Can you do a re-read please? Zola 407-921-4012. She states house has a wall covered in Ivy and the mailbox is red with jasmine growing on it. If possible please tag door with results. Thanks, Paul.	12/08/15	Reread meter no leaks read 5830660 gl....	RODRIGUEZ,ZOILA	Paul Wright	HIBILL	12/08/15	4384969989	(407) 260-6789	Completed	
4544310000	2042 W CROWLEY CIR	12/07/15	Jo Ellen (407-617-9276) reports bill much higher than normal. States nothing has changed with her usage. Meter just exchanged. Please check read on old meter and check for signs of leak. Call customer with results. Thanks Haide NV	12/08/15	No leak at meter read 830 gl....	ROSENBERG,JO ELLEN	Haide Caruso	HIBILL	12/08/15	4544999291	(407) 444-6367	Completed	
3731400000	2147 DEER HOLLOW CIR	12/07/15	PLEASE RE-READ AND CHECK FOR LEAKS.READING WAS VERY HIGH. CUSTOMER SAID HE HAD A PLUMBER OUT WHO DIDNT FIND ANY LEAKS. TAG DOOR WITH FINDINGS. THANKS BRITTANY NV	12/08/15	Reread meters no read 5757340 gl....	MAVIGLIA,RAYMOND	Brittany Warembourg	HIBILL	12/08/15	3733150283	(407) 829-7363	Completed	

9042869478	129 TINDALE CIR	12/07/15	David called concerned about usage. Says it's only him and his daughter, does not know why usage would bounce up and down as much as it does. Please check for leaks and verify read, please tag door with findings. Thanks, Brooke	12/08/15	No leaks reread meter read 2220180 gl tagged door no leaks	Garrett,David	Brooke Storm	HIBILL	12/08/15	8388470602	(407) 786-5231		Completed
6907500000	326 VISTA OAK DR	12/07/15	PLEASE GET A RE READ AND CHECK FOR LEAKS HI BILL CALL UDAY@ 407-444-0528 WITH RESULTS.THANK YOU,CAMMY	12/08/15	Customer has a slow leak tagged door for customer to call plumber gl.....	RANJIT,UDAY	Cammy Iwinski	HIBILL	12/08/15	6905933914	(407) 444-0528		Completed
0296410000	114 ESSEX DR	12/07/15	customer complaining of high bill, says meter not spinning. please re read and check for leaks. Thank you, Janet/FL	12/08/15	Did not find any leak at meter. Meter is not registering indicating leak on customers side of meter. Mtr. R-2522700 JMSR	KUCHARSKI,JASON	Yanet Garcia	HIBILL	12/08/15	0299252651	(407) 409-0220	Jeff A Metheney	Completed
1294600000	657 PINE SHADOW CT	12/04/15	PLEASE RE-READ AND CHECK FOR LEAKS, LAST READ WAS 85,550, SAID HE HASN'T NOTICED ANY LEAKS AND HASN'T FILLED HIS POOL. TAG DOOR WITH RESULTS. SCOTT 321-228-3081. THANKS BRITTANY NV	12/07/15	Reread meter no leaks read 1752790 gl..... talked to customer gl...	DIXON,SCOTT R	Brittany Warembourg	HIBILL	12/07/15	0290464426	(321) 228-3081		Completed
0816310000	170 HAVILLAND PT	12/04/15	RE-READ METER & CHECK FOR LEAKS CUSTOMER IS WATERING BUT SAYS NOT THAT MUCH TAG DOOR OR SEE CUSTOMER /IC	12/07/15	Reread meter no leaks tagged door read 1627270gl.....	PATEL,PRABODH	Isabel Ceballos	HIBILL	12/07/15	0819127184	(407) 869-7694		Completed
3144610000	143 TARRYTOWN TRL	12/04/15	Customer calling complaining of very high usage. Usage is over 50,000. He states he had someone check the house for leaks but they didn't find anything. Can you please do a re-read on this and check meter for leaks? Leave door tag on door with results if possible. Thanks, Paul.	12/07/15	Reread meter no leaks read 1954490 gl.....	ILL,MISTY	Paul Wright	HIBILL	12/08/15	3148487589	(407) 767-8564		Completed
0270400000	2207 EARLEAF CT	12/04/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL. DENIES LEAKS ON PREMISE, IRRIGATION OR EXTRA USE. PLEASE TAG DOOR WITH RESULTS - THANKS, JERRIE NV	12/07/15	Reread meter no leaks read 2630170 gl.....	GOLD,JAY	Jerrie Hoffman	HIBILL	12/08/15	0274351166	(407) 333-3779		Completed
0214260297	206 HARROGATE PLACE	12/04/15	PLEASE RE-READ AND CHEAK FOR LEAKS . READING IS SHOWING 96,870 GALLONS USED. CUSTOMER SAID NO LEAK INSIDE OR OUTSIDE. TAG DOOR WITH RESULTS. THANKS BRITTANY NV	12/07/15	Reread meter no leaks read 1166570 gl..... Tagged door no leaks	PENNISI,SHENA	Brittany Warembourg	HIBILL	12/07/15	9043088745	(407) 408-8441		Completed
7687510000	1374 N MARCY DR IRRIG	12/04/15	Customer is calling complaining of very high usage. He states the reading on the meter doesn't match the one on the bill. Can you do a re-read on meter please? Thanks, Paul.	12/07/15	Reread meter no leaks read 255550 gl.....	BAY LAGOON HOMEOWNERS	Paul Wright	HIBILL	12/07/15	7687791512	(321) 274-3970		Completed
0649207305	352 CYPRESS LANDING DR	12/03/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. SAID THE WATER IS ONLY USED FOR IRRIGATION ONCE A WEEK. THANKS BRITTANY NV	12/04/15	Reread meter no leaks read 3633630 gl.....	LAVERNIA,HOMERO	Brittany Warembourg	HIBILL	12/07/15	1996541824	(305) 804-2135		Completed
4258585177	106 OAKLEY CT	12/03/15	Please check meter read and leak indicator. Explained that previous meter was slowing down. She is now being charged actual usage. Maureen 407-580-0796. Amanda	12/04/15	No leaks read 53870 gl.....	GUADALUPE,MAUREEN	Amanda Stonebreaker	HIBILL	12/04/15	1756047770	(407) 580-0796		Completed
1352800000	210 THISTLEWOOD CIR	12/03/15	PLEASE REREAD METER AND CHECK FOR LEAKS AT HOME. SUSANNE CALLED IN ABOUT HIGH BILL. 407.756.9447. PLEASE TAG DOOR WITH FINDINGS.	12/04/15	Customer has small leak dial spinning slow tagged door to call plumber gl.....	DARROCH,SUSANNE M	LaQuon Huntley	HIBILL	12/04/15	1353184853	(407) 788-6872		Completed



4071310000	101 WILD PLUM LN	12/03/15	Customer complaining of high bill. check for leaks and re read meter. Thank you, Janet/FL	12/04/15	No leak reread meter gl....	WINN,JANICE	Yanet Garcia	HIBILL	12/04/15	4071326762	(407) 682-2156	Completed
3713510000	134 HOLDERNESS DR	12/02/15	Please re-read meter and check for leaks. Mr. Donald Orth, 407-774-1126, called to discuss his high reads. Customer is concerned that he may have a leak and would like for us to come out to determine what is causing the high usage. Please leave detailed notes of investigation on tag on door and in notes on FA. Thank you, Sam.	12/03/15	Reread meter no leaks read 5443620 gl...	ORTH,DONALD	Samantha Gongre	HIBILL	12/03/15	3717243834	(407) 774-1126	Completed
1572320065	1525 GRACE LAKE CIR	12/02/15	1525 GRACE LAKE CIR IS CALLING REGARDING THE HIGH USAGE ON THE LAST BILLING. PLEASE CHECK FOR LEAKS AND ADVISE BY TAGGING THE DOOR. SHE KNOWS OF NO LEAKS - SO MAYBE IT IS A MIS-READ. 407-932-8680. LORETTA	12/03/15	No leak customer has new sod in parts of his yard read 4234400 gl....	MILLER,HALEY	Loretta Abbott	HIBILL	12/03/15	6786980732	(407) 932-8680	Completed
1460900000	207 AMBERGATE CT	12/02/15	CUSTOMER IS INSISTING THAT SOMETHING IS WRONG WITH METER, NEVER USES THIS MUCH WATER,PLEASE RE-READ AND CHECK FOR LEAKS, THANKS, SYLVIA	12/03/15	Reread meter checked for leaks no leaks read 550200 gl...	RYAN,ROBERT	Sylvia Watler	HIBILL	12/03/15	1462174246	(407) 865-7874	Completed
3096200000	304 PARTRIDGE LN	12/02/15	PLEASE REREAD METER AND CHECK FOR LEAKS... TAG DOOR WITH RESULTS. THANKS, GT	12/03/15	Reread meter no leaks read 2406620 gl....	THOMAS,PEGGY A	Glenda Thompson	HIBILL	12/03/15	3091470686	(407) 788-5100	Completed
4744310000	193 HOLDERNESS DR	12/01/15	please reread meter and check for leaks. leave a tag on the door with findings. Richard called in about very high usage 321.436.6212	12/02/15	Reread meter no leaks read 2356570 gl....	SPENCER,RICHARD M	LaQuon Huntley	HIBILL	12/02/15	4745662905	(321) 436-6212	Completed
2232010000	108 TRAFALGAR PL	11/30/15	please re-read meter and check meter for leaks, customer has high bill, please tag door with results of investigation Thank you Sarah/nv - 12/1/15 customer want to be present - knock on door call before arrival Henry # 407-682-1695. Kim-FL	12/02/15	Reread meter no leaks talked to customer read 466600 gl	ROGERS,KARLENE	Sarah Locascio	HIBILL	12/02/15	2239815098	(407) 682-1695	Completed
4028510000	310 BENTLEY DR	12/01/15	Ezma Sharpe # 407-862-5388 asking was there an issue with misreading the meter for the past two mths. she is concerned regarding the cost since we have higher rates in bers. She is asking for and investigate and advised if it's accurate readings leave customer a tag we came out to verify her reading. iej 12/1	12/02/15	Reread meter no leaks tagged door gl....	SHARPE,EZMA D	Ingrid Jenkins	HIBILL	12/02/15	4029919219	(407) 862-5388	Completed
3922988276	237 E HORNBEAM DR	11/30/15	PLEASE RE-READ AND CHECK FOR LEAKS. TAG DOOR. THANKS BRITTANY NV	12/01/15	No leaks reread meter tagged door gl....	CORN,MICHAEL	Brittany Warembourg	HIBILL	12/01/15	9543445146	(678) 558-7903	Completed
7768600000	214 W CUMBERLAND CIR	11/30/15	Phila called concerned about high usage, reads have increased about 10,000 gallons over the last 3 months, but is still in line with what she used around this time last year. Please verify read and tag door with findings. Thanks, Brooke	12/01/15	NO leaks reread meter tagged door no leaks gl....507330	WILFONG,PHILA	Brooke Storm	HIBILL	12/01/15	7762984269	(407) 774-5950	Completed
7241600000	107 E BERKSHIRE CIR	11/30/15	Customer calling in stating no way he used 48,000+ gals. He wanted us to re-read the meter and check it for leaks. Can you re-read the meter and check it for leaks please? If possible tag door with results. Thanks, Paul.	12/01/15	Reread meter the correct read is 639860 gl no leaks	SHEPPARD,MATTHEW C	Paul Wright	HIBILL	12/01/15	7247274286	(407) 862-1478	Completed
9500310000	549 WHISPERWOOD DR	11/30/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ findings. Thanks	12/01/15	Reread no leaks tagged door gl....	BERNER,BARRY	Zakia Bouldin	HIBILL	12/01/15	9509220696	(407) 865-7905	Completed



7489639637	596 ESTATES PL	11/24/15	Ronald 407-440-4191 asking to have verify of the reading says home is empty for the most of month; check the reading and if showing signs of leak at the meter indicator. record all the information in ccb. lej 11/24	11/25/15	meter reading: 225720, observing no signs of leak or meter registering water passing through on a timed 30 second watch. jim	SLANSKY,ADAM	Ingrid Jenkins	HIBILL	11/25/15	8203248359	(516) 317-5174	Jeff A Metheney	Completed
1235028507	1282 EASTLAND PT	11/23/15	Customer calling about very high usage. Both past readings been over 40,000. Can you take a re read and check meter for leaks. Tag door with results please. Thanks, Paul.	11/24/15	Reread meter no leaks read 388390 tagged door gl....	CLARK,ANGELA	Paul Wright	HIBILL	11/24/15	6287622288	(407) 461-8875		Completed
6946410000	575 PRESTON RD	11/23/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Thanks	11/24/15	Reread meter no leaks read 4223510 gl....	KELLER,PATRICIA	Zakia Bouldin	HIBILL	11/24/15	6947106526	(407) 332-8475		Completed
4383510000	525 PRESTON RD	11/23/15	Customer complaining of high bill. Please reread meter and check for leaks. Tag door with results. Thanks, Karyn	11/24/15	spoke with the home owner - no leaks in the house - had new grass installed watering a little more JAM	RODRIGUEZ,ZOILA	Karen Thimmes	HIBILL	11/24/15	4386315990	(407) 260-6789		Completed
0325435644	173 SHERIDAN AVE	11/20/15	173 SHERIDAN AVE. JOHN G. WOULD LIKE FOR YOU TO CHECK HIS METER FOR A LEAK - DOES NOT KNOW OF ONE IN THE HOUSE. PLEASE CHECK AND TAG THE DOOR WITH YOUR FINDINGS. 407-265-7609. LORETTA	11/23/15	No leak reread meter read 533100 gl.... tagged door no leaks found	ROBINSON,LINDA	Loretta Abbott	HIBILL	11/23/15	5481427620	(407) 718-2935		Completed
6690918771	172 SHERIDAN AVE	11/20/15	Please re read meter and check for leaks. Thank you, Ewan	11/23/15	Reread meter no leaks read 252170 gl....	MEHIO,ABDULRAHMAN A	Ewan Dehnert	HIBILL	11/23/15	1397255408	(407) 848-9398		Completed
6540061337	109 COUNTRY HILL DR	11/20/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, IRRIGATION OR EXTRA USE. ***PLEASE TAG DOOR W/ RESULTS **** - THANKS, JERRIE NV	11/23/15	Customer has small leak could be running toilet read 372590 gl....	STEPHAN,BENJAMIN	Jerrie Hoffman	HIBILL	11/23/15	6095757020	(407) 389-9439		Completed
4031110000	1588 SUNSHINE TREE BLVD	11/19/15	THE MURRAY'S AT 1588 SUNSHINE TREE BLVD. IS QUESTIONING THE HIGHER THAN USUAL USAGE FOR THEM AT 1588 SUNSHINE TREE BLVD. 321-274-2419. PLEASE TAG THE DOOR WITH YOUR FINDINGS. LORETTA	11/20/15	Reread meter no leaks gl....	MURRAY,JOHN L	Loretta Abbott	HIBILL	11/20/15	4032320657	(321) 274-2419		Completed
3403400000	364 WOODSTEAD CIR	11/17/15	There appears to be a major issue at this premise. Readings have been over 100K for several months. Pls check FA for 10/23 which shows a repair that was made. Please be certain to contact Lloyd Brown on 407-230-3557 when at the site. He knows of no leaks and yet he has bills of \$379 and \$234 the last two months. Thank You, Carolyn/FL	11/18/15	Reread meter no leak read 1105790 gl.... Dial was not spinning could they be watering too much ????	BROWN,LLOYD	Carolyn McVicker	HIBILL	11/18/15	3409248613	(407) 230-3557		Completed
6047610000	536 THAMES CIR	11/13/15	RE-READ METER & CHECK FOR LEAKS USAGE SPIKED TO 40,000 GALS. DID HAVE A TOILET RUNNING BUT SAID NOT THAT MUCH /C TAG DOOR W/FINDINGS	11/16/15	Reread meter customer has a slow leak dial spinning very slow tagged door of findings read 339910 gl....	BREMER,FRED	Isabel Ceballos	HIBILL	11/16/15	6040708538	(407) 332-8867		Completed
2646086821	104 HABERSHAM DR	11/13/15	Customer complaining of high bill. reread and check for leaks. Tag with findings/Janet/FL	11/16/15	Customer has a leak I tagged door for them to call plumber read 933860 gl....	PRATT,AMIE	Yanet Garcia	HIBILL	11/16/15	8263670251	(321) 356-5383		Completed
0283968827	192 TOLLGATE BR	11/13/15	Please obtain reading check for leaks tag customer with findings. usage tripled. Jessica #407-970-6226. Kim-FL	11/16/15	Reread meter no leaks talked to customer read 1189160 gl....	FRYMAN,DAVID M	Kimberly Bennett	HIBILL	11/16/15	5761905385	(719) 330-6482		Completed
2557730914	192 TOLLGATE BR	11/13/15	Please obtain reading check for leaks tag customer with findings. usage tripled. Jessica #407-970-6226. Kim-FL	11/16/15	Reread meter no leaks talked to customer read 1189160 gl....	HERB,JESSICA	Kimberly Bennett	HIBILL	11/16/15	5761905385	(407) 970-6226		Completed

1406010000	1200 POMELO CT	11/10/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Thanks	11/11/15	Reread meter no leaks tagged door read 3312670 gl.....	LABOY,HELENE	Zakia Bouldin	HIBILL	11/11/15	1406375426	(407) 470-2426		Completed
4580400000	1877 WINGFIELD DR	11/10/15	Reread meter and check for any leak. Bill that closed on 11/3 shows 120K gallons used. Harry Rein (Judge) is contact on 407-435-7903. Pls talk with him if possible. Carolyn/FL	11/11/15	Reread meter no leaks tagged door read 2050 gl.....	REIN,HARRY	Carolyn McVicker	HIBILL	11/11/15	4587413367	(407) 333-4444		Completed
9438619730	327 CINDY CT	11/09/15	Please re-read meter and check for leaks. Crystal Sundin, 321-422-0616. Customer called due to concerns over high bill. Denies any extra usage or known leaks at this time. Please leave notes of investigation on tag on door and in notes on FA. Thank you, Sam.	11/10/15	Reread meter no leaks tagged door no leaks gl.....	FOWLER,DAWN	Samantha Gongre	HIBILL	11/10/15	4816206429	(302) 344-1417		Completed
3748300000	108 TINDALE CIR	11/06/15	Please re read meter and check for leaks. Thank you, Ewan	11/09/15	Reread meter for leaks read 906780 gl... no leaks	COMPTON,GARY L	Ewan Dehnert	HIBILL	11/09/15	3745995435			Completed
4856100000	102 FOX VALLEY DR	11/05/15	Please re-read meter and check for leaks. Mrs. Pellarin, 407-463-0417, is concerned due to high bill. Customer states she has been cutting back on her irrigating. Please leave notes of investigation on tag on door and in FA. Thank you, Sam.	11/06/15	Reread meter no leaks tagged door read 3439120 gl.....	PELLARIN,THOMAS D	Samantha Gongre	HIBILL	11/06/15	5200348375	(407) 463-0417		Completed
9182446800	211 S SHADOWBAY BLVD	11/05/15	Customer calling complaining of very high usage. He states no one is really even home. Can you please re read the meter and also check it for leaks? Please tag door if you can with results so he knows to call plumber or not. Thanks, Paul.	11/06/15	No leaks re read meter read 1287060 gl...	KUMAR,CHARAN	Paul Wright	HIBILL	11/06/15	1136718303	(407) 788-7481		Completed
2801400000	967 DEERWOOD LOOP	10/29/15	Customer calling in complaining about very high bill usage. Can you please do a re-read on the meter and check it for leaks? 321-356-7817 Mahmoud would like you to contact him please. Please contact customer an hour prior to coming. Thanks, Paul.	11/03/15	Reread meter read 1042660 gl.... no leaks	HERIBA,MAHMOUD	Paul Wright	HIBILL	11/03/15	2802104229	(407) 869-4549		Completed
2107710000	362 NEEDLES TRL	11/02/15	Reread meter and check for leaks. Michael Fleming's contact is 407-462-4016. New Meter installed on 7/23/15. Carolyn/FL	11/03/15	Reread meter no leaks read 48280 gl.....	FLEMING,MICHAEL A	Carolyn McVicker	HIBILL	11/03/15	2104377054	(407) 462-4016		Completed
5719538398	652 N LONGVIEW PL	10/30/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS BRITTANY NV	11/02/15	Check meter for lead. Did not find any leak. Mtr. R-2728150 JSM	WILSON,RICHARD	Brittany Warembourg	HIBILL	11/02/15	0762556772	(304) 543-8771	Jeff A Metheney	Completed
7419400000	1580 MYRTLE LAKE HILLS RD	10/28/15	Please re-read meter check for leaks, customer is concerned of the usage even after I told him it's for 2 months. Please leave tag on door with findings. Jeff ph#407-221-6180	10/29/15	Reread meter talked to customer read 3669740 gl.....	DIX,JEFF	Linette Orengo	HIBILL	10/29/15	7417883477	(407) 221-6180		Completed
0464175602	702 SWEETWATER CLUB BLVD	10/26/15	PLEASE RE-READ AND CHECK FOR LEAKS. KAYLA SAYS NO ONE LIVES AT PRIMISE. CALL KAYLA WITH FINDINGS. 7007-451-8111. THANKS BRITTANY NV	10/27/15	Reread meter no leaks read 29819700 gl.... tried to call customer	GRABER,JAMES J	Brittany Warembourg	HIBILL	10/27/15	4801960403	(407) 774-6444		Completed
3337992197	139 TARRYTOWN TRL IRRG	10/26/15	PLEASE RE-READ AND CHECK FOR LEAKS. KAYLA SAID NO ONE IS AT THIS PROPERTY. PLEASE CALL KAYLA WITH WHAT YOU'Y FIND 707 451-8111. THANKS BRITTANY NV	10/27/15	Reread meter no leaks read 740000 gl.....	POLYMATHIC PROPERTIES	Brittany Warembourg	HIBILL	10/28/15	2785839221	(707) 317-4368		Completed

3447073432	636 EAST CLUB CIR	10/26/15	Please re-read meter and check for leaks. Mrs. April Brown, 314-803-5370, called to dispute high bill/usage. She has not resided in the home since 08/07. The read taken for the bill shows significant amount of usage that does not align with an empty house. The read recently taken on 10/21 is causing concern as well. Please leave detailed notes on tag on door and in comments section of FA. Thank you, Sam.	10/27/15	Reread meter no leaks read 56110 gl....	CHONG,BRUCE	Samantha Gongre	HIBILL	10/27/15	0090229595	(912) 344-1990	Completed
5882500000	114-B WISTERIA DR	10/22/15	Please obtain reading and check for leaks tag/inform customer of findings. Kim	10/23/15	No leaks reread meter tagged door read 463360 gl....	SOHAIL,MOHAMMAD G	Kimberly Bennett	HIBILL	10/23/15	5885094183	(407) 682-5323	Completed
5481610000	11 SLEEPY HOLLOW CV	10/21/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ finding. Thanks	10/22/15	Reread meter no leaks read 1874730 gl....	WALSH,CHARLES T	Zakia Bouldin	HIBILL	10/22/15	5484594408	(407) 310-8751	Completed
7930757665	112 RAINTREE DR	10/20/15	Please reread meter and check for leaks. Mrs. Nicole McCulley, 407-580-4023, is concerned due to high bill/high usage. There has been no one living in the home since July. Please leave detailed notes of investigation on comments on FA and on door tag. Thank you, Sam.	10/21/15	No leaks reread meter read 1808720 gl....	TUCKER,DONNA	Samantha Gongre	HIBILL	10/21/15	5362641326	(407) 325-4905	Completed
1191500000	672 SMOKERISE BLVD	10/19/15	Please re-read meter and check for signs of a leak. Customer states no irrigating during that time period.... Tag door with findings.... Thanks	10/20/15	Reread meter talked to customer she has a leak read 5301430 gl....	ENGELHARDT,CHARLE S D	Shona Robinson	HIBILL	10/20/15	1198835603	(407) 682-3209	Completed
0761500000	418 TWISTING PINE CIR	10/19/15	Reread meter and check for leaks. Mrs. Zarek is contact on 407-788-2502. Appears to be irrigation. Only one person living at the house. CarolynFL	10/20/15	Reread meter no leaks read 4426230 gl....	ZAREK,JOHN	Carolyn McVicker	HIBILL	10/20/15	0760876246	(407) 788-2502	Completed
9679200000	432 VILLAGE VIEW LN	10/19/15	Please re read meter and check for leaks. Thank you, Ewan	10/20/15	Reread meter no leaks read 251540 gl....	MAYER,GEORGE T	Ewan Dehnert	HIBILL	10/20/15	9671633630	(407) 862-7809	Completed
1032813548	466 SABAL TRAIL CIR	10/15/15	Pls Reread meter and check for any leaks. New meters put in on 8/5. Emailed Kim/Sylvia with customer's concerns. CarolynFL	10/16/15	READ METER AND CHECKED FOR LEAKS. NO LEAKS INDICATED AT METER AT THIS TIME. CANNOT CHECK IRRIGATION ZONES FOR LEAKS.THHIS IS A NEW METER AND WILL PROBABLY REGISTER BETTER THAN THE OLD METER THAT WAS 20+ YEARS OLD.TAGGED DOOR WITH THESE FINDINGS... KEV	VELAZQUEZ,MELISSA	Carolyn McVicker	HIBILL	10/15/15	4333381938	(407) 963-3320	Kevin Cooper Completed
0034500000	112 OAKLEY CT	10/14/15	PLEASE TAKE READ AND CHECK FOR LEAK. USAGE GOING UP EACH MONTH SINCE JUNE AND NOW HAS DOUBLED WHAT IT USED TO BE. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	10/15/15	Customer has a leak dial spinning slow reread meter tagged door read 182820 gl....	GILFILLAN,DONALD	Crystal Woolard	HIBILL	10/15/15	0037658490	(407) 865-7504	Completed
0954100000	1273 LEARNING LP	10/06/15	PLEASE TAKE READ AND CHECK FOR LEAK. LAST READ WAS 11902800. WILL CALL BACK FOR RESULTS. THANKS, CRW	10/15/15	Reread no leaks detected read 11995900.... gl	FOREST LAKE ACADEMY	Crystal Woolard	HIBILL	10/15/15	0950987607	(407) 862-6761	Completed
6157200000	214 HICKORY DR	10/09/15	PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. HAS IRRIGATION. THANKS, CRW	10/12/15	Reread meter no leaks tagged door read 2440550 gl....	CASTLE,JUDITH A	Crystal Woolard	HIBILL	10/12/15	6159567187	(407) 788-8649	Completed
1805410000	305 FOX VALLEY DR	10/08/15	Please re-read and check for leaks. Mrs. Konnie Marshall, 407-797-4341, is concerned due to increased usage over past several months and has not done anything to increase usage. Concerned there may be a leak. Please leave notes on tag on door and in comments section on FA. Thank you, Sam.	10/09/15	Customer has a leak. Tagged door dial spinning slow read 445960 gl....	MARSHALL,KONNIE	Samantha Gongre	HIBILL	10/09/15	1803974510	(407) 797-4341	Completed

1109830113	222 W BERKSHIRE CIR	10/08/15	Nickolas called want to have meter re-read. Usage has more than double from what he normally uses. Please check for any signs of a leak and tag door with findings....Thanks	10/09/15	Reread meter checked for leaks read 263470 gl... no leaks	DORAZIO,NICHOLAS	Shona Robinson	HIBILL	10/09/15	9218274853	(407) 421-0860	Completed
0728810000	2780 CITRON DR	10/07/15	Reread meter and check for leaks. Contact is Connie on 407-869-6802. Pls talk with Connie if possible. Thanks, Carolyn/FL	10/09/15	Reread meter no leaks read 2253760 gl....	BOZARD,JOHN W	Carolyn McVicker	HIBILL	10/09/15	0727192399	(407) 869-6802	Completed
4711800000	PEACHLEAF CT IRRIG	10/07/15	Customer stating this bill is exremely high. States they used about 4,000,000 on this street. Please re read meter and check meter for leaks. Rick 407-402-6694 is the guy who handle water out there. Wants you to call him when youre out there if you can. Thanks, Paul.	10/08/15	spoke with the irrigation guy & explained we had a bad read meter is off JAM	WINGFIELD RESERVE HOA	Paul Wright	HIBILL	10/08/15	4711011862	(407) 788-6700	Completed
3594251218	3986 LANCASHIRE LN	10/06/15	Customer is complaining about high bill. Please reread meter and check for leaks. Tag door with results. Thanks, Karyn	10/07/15	Reread meter no leaks tagged door read 1117940 gl.....	BROCKMAN,HARRY J	Karen Thimmes	HIBILL	10/07/15	0119305142	(407) 889-4633	Completed
7301200000	1578 N RIDGE LAKE CR	10/06/15	Customer complaining of high bill. check for leaks and re read meter. door tag with findings. Thank you, Janet/FL	10/07/15	Reread meter no leaks read 1881560 gl.... tagged door	FRAZEE,HUGH M	Yanet Garcia	HIBILL	10/07/15	7306529135	(407) 739-8586	Completed
1234210000	3940 COVERLY CT	10/05/15	Please re-read meter and check for leaks. Customer complaining of high bill. Customer states that he turned the house valve and street valve off when he left home 8/15. Thanks	10/06/15	Reread meter no leaks read 13430 gl....	PERRY,EUGENE	Zakia Bouldin	HIBILL	10/06/15	1230207386	(614) 457-3746	Completed
1383210000	1015 EDMISTON PL	10/02/15	RE-READ METER & CHECK FOR LEAKS CUSTOMER IS A HEAVY USER, USUALLY 100,000 GALS HISTORY PER MONTH. TAG DOOR OR SEE CUSTOMER, SHE INSISTS THAT SPRINKLERS ARE OFF COMPLETELY /IC	10/05/15	Reread meter and talked to customer no leaks read 2848960 gl	FARIA,MANUEL	Isabel Ceballos	HIBILL	10/05/15	1387322294	(407) 341-7871	Completed
0726900000	414 EVESHAM DR	10/01/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMER IS ELDERLY AND LIVES ALONE AND DOESNT KNOW IF SHE HAS A LEAK SOMEWHERE. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAH/NV	10/02/15	Reread meter customer has a leak tagged door and talked to her told her to call a plumber read 629860 gl....	ULMER,GERTRUDE A	Sarah Locascio	HIBILL	10/02/15	0725730308	(407) 862-2514	Completed
1604826019	308 NEW WATERFORD PL	10/01/15	Customer complaining of high bill. Home is a seasonal home. Please re read meter and check for leaks. Tag with findings. Thank you, Janet/FL	10/02/15	Reread meter no leaks read 1435100 gl... tagged door	WALTER,ERIC	Yanet Garcia	HIBILL	10/02/15	2003697444	(859) 227-2349	Completed
6833010000	3330 SUNSET VIEW CT	09/30/15	PLEASE REREAD AND CHECK FOR LEAKS. JEFF CALLED ABOUT HIGH BILL 407-468-7881. LEAVE TAG WITH FINDINGS. THANKS	10/01/15	Reread meter no leaks tagged door read 5890450 gl	DARUSZKA,NICOLE	LaQuon Huntley	HIBILL	10/01/15	6833105574	(407) 468-7881	Completed
8892627281	285 TORPOINT GATE RD	09/29/15	Please re read meter and check for leaks. Thank you, Ewan	09/30/15	Reread meter no leaks tagged door read 1534650 gl....	O'NEIL,KATHLEEN	Ewan Dehnert	HIBILL	09/30/15	9955319273	(407) 754-1033	Completed
7801866073	204 BROM BONES LN	09/28/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, EXTRA USE AND STATES IRRIGATION IS ON A WELL - THANKS, JERRIE NV	09/30/15	No leaks reread meter read 44180 gl..	VEGA,ANGEL	Jerrie Hoffman	HIBILL	09/30/15	4704171622	(407) 310-1881	Completed

5651263177	304 N CRANE COVE	09/29/15	Reread meter and check for leaks. Lori's contact is 407-756-4020. She will also check irrigation schedule. Pls tag door. CarolynFL	09/30/15	Reread meter no leaks tagged door read 4271080 gl	KRAEGER,JOHN	Carolyn McVicker	HIBILL	09/30/15	1686170044	(407) 310-3861	Completed
6575932412	142 HOLDERNESS DR	09/29/15	PLEASE RE-READ AND CHECK FOR LEAKS, TAG DOOR WITH RESULTS. THANKS BRITTANY NV	09/30/15	Reread meter checked for leaks no leaks read 2038680 gl...	ANSBACH,JEFFREY S	Brittany Warembourg	HIBILL	09/30/15	3374388273	(407) 682-6826	Completed
9613510000	240 SPRING RUN CIR	09/28/15	Claudette called to report high usage. Possible misread. Please re-read and check for leaks and tag door with findings. Thanks, Brooke	09/29/15	Reread meter no leaks read 402040 gl tagged door	KETCHAM,CLAUDETTE H	Brooke Storm	HIBILL	09/29/15	9614353400	(407) 869-0007	Completed
1884427168	113 TRAFALGAR PL	09/28/15	Please reread meter # 15172855 and check for any sign of leaks. The customer usage is high and the customer is concerned Req By: Mr. Koutamonov 323-316-5145. Thank you, Amber	09/29/15	Reread meter no leaks read 354290 gl...	KOUTAMONOV,LEV	Amber Daffer	HIBILL	09/29/15	7520178847	(323) 316-5145	Completed
7386400000	121 SPRINGSIDE CT	09/25/15	Please re-read meter check for leaks. Customer is concerned of the high bill. States only her living here and nothing has changed. She did pressure washing Thurs. 9/24/15. Please tag door with findings. Carole ph# 407-862-2369	09/28/15	Reread meter no leaks tagged door with findings read 1172650 gl	WRIGHT,CAROLE	Linette Orenge	HIBILL	09/28/15	7386180983	(407) 862-2369	Completed
3096200000	304 PARTRIDGE LN	09/25/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL DENIES LEAKS ON PREMISE, EXTRA USE OR IRRIGATION - THANKS, JERRIE NV	09/28/15	No leaks reread meter tagged door with findings read 1750970 gl....	THOMAS,PEGGY A	Jerrie Hoffman	HIBILL	09/28/15	3093067663	(407) 788-5100	Completed
6215975429	251 MOUNTS BAY CT	09/24/15	**KNOCK ON DOOR UPON ARRIVAL**Rec'd call from Ms. Cristine Scalera (201)-259-8035 please re-read meter and check for leaks. Claims not using irrigation and Pool Leak was repaired during prior bill cycle for August billing. Need thorough notes on account. Thanks, Lorie	09/25/15	Reread meter knocked on door no answer no leaks read 5244330 gl	SCALERA,CHRISTINE	Lorie Mayeski	HIBILL	09/25/15	5459278691	(201) 259-8035	Completed
8318632934	905 S SWEETWATER BLVD	09/24/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS /IC	09/25/15	Reread meter checked for leaks no leaks read 1289440 gl...	CRAMER,TIMOTHY	Isabel Ceballos	HIBILL	09/25/15	5022469431	(443) 253-7940	Completed
7630517499	107 STONEBROOK CT	09/23/15	RE-READ METER & CHECK FOR LEAKS VERIFY IF LAST READING WAS CORRECT /IC TAG DOOR W/FINDINGS	09/24/15	Reread meter talked to customer no leaks 5383520 gl...	CHRISTIAN,BROOKE	Isabel Ceballos	HIBILL	09/24/15	2151099048	(407) 862-1755	Completed
4591500000	1915 LOST SPRING CT	09/23/15	Reread meter and check for leaks. Contact is Deborah on 407-234-4497. Usage was 23K...normally about 15K. No known leaks. Thanks, CarolynFL	09/24/15	Reread meter no leaks talked to customer read 210190 gl...	GOLCHINI,DEBORAH	Carolyn McVicker	HIBILL	09/24/15	4593050656	(407) 389-0882	Completed
0036482801	210 HUMMINGBIRD LN	09/23/15	Please take re-read and check for leaks. Landlord John Abadi, 407-963-5226, called to see what the source of the high bill is. If possible, 8am-12pm. Please call Mr. Abadi when you are headed over to the residence, he wants to be there when you investigate and is purposely staying in the Longwood area in order to be there when you investigate. Thank you, Sam.	09/24/15	Reread meter talked to customer read 1113350 gl... meter was misread	UDLEY,ERIC	Samantha Gongre	HIBILL	09/24/15	4026302995	(407) 474-4880	Completed

7132610000	200 HUMMINGBIRD LN	09/23/15	200 HUMMINGBIRD LN, ROSE BOTTLEY, DOES NOT KNOW OF ANY LEAKS BUT CAN YOU PLEASE CHECK ON THIS AND RE-READ THE METER. 407-774-6710. TAG THE DOOR WITH YOUR FINDINGS, SHE SAYS NO LIFE CHANGES, COMPANY, ETC. LORETTA	09/24/15	Talked to customer I believe she has a running toilet dial would spin stop then start back spinning read 1044270 gl....	BOTTLEY,ROSE M	Loretta Abbott	HIBILL	09/24/15	7135371749	(407) 774-6710		Completed
7305999096	248 STEVENAGE DR	09/22/15	Reread meter and check for leaks. Sarah's contact is 407-607-4262. Last month's bill showed over 60K usage...not running irrigation. Most recent 30 days under 5K. May have been wrong read for 8/24 bill. CarolynFL	09/23/15	Reread meter no leaks called customer spoke with her she was not home tagged door read 3997220 gl....	Henson,Sarah	Carolyn McVicker	HIBILL	09/23/15	6398348146	(407) 607-4262		Completed
7398328132	606 WATER OAK LN	09/22/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER SAID NO ONE LIVES IN THE HOUSE. THANKS BRITTANY NV	09/23/15	Reread meter no leaks read 553070 gl....	AMARO,JUDY	Brittany Warembourg	HIBILL	09/23/15	3412676997	(305) 785-4415		Completed
9748847772	105 WOODMILL RD	09/22/15	John # 239-287-7559 asking to have meter reread and verify if leaking increasing of consumption over 5mths.	09/23/15	Reread meter checked for leaks no leaks talk to customer read 514270 gl....	SHERMAN,JOHN	Ingrid Jenkins	HIBILL	09/23/15	7508136732	(239) 287-7559		Completed
5786775069	11 GREEN LAKE CIR	09/21/15	Please re read meter and check for leaks. Thank you, Ewan	09/22/15	Reread meter no leaks#14900515 read 226790 gl....	BEVAN,KENNETH	Ewan Dehnert	HIBILL	09/22/15	7150688580	(407) 461-0623	Greg Liggins	Completed
3687356697	612 SMOKERISE BLVD	09/21/15	PLEASE REEAD METER AND CHECK FOR LEAKS. KYLE 407.451.8453 CALLED IN ABOUT HIGH BILL. PLEASE TAG DOOR WITH FINDING. THANKS.	09/22/15	Reread meter no leaks tagged door #11764158, read 828530 gl....	ANDERSON,KYLE	LaQuon Huntley	HIBILL	09/22/15	3733238653	(407) 451-8453	Greg Liggins	Completed
3897628055	320 VALLEY DR	09/21/15	Reread meter and check for leaks. Angela is contact on 321-251-7908. 18 days was 8K...no leaks have been identified. Sprinklers ran one week of this billing cycle....CarolynFL	09/22/15	Check meter. Found no leaks. Mtr. R- 3290120 JSM	SANDER,ANGELA	Carolyn McVicker	HIBILL	09/22/15	5197966117	(321) 251-7908	Jeff A Metheney	Completed
2178210000	313 N SHADOWBAY BLVD	09/21/15	Received called from Ms. Magali (407)-222-2939 stated not happy with previous read (old meter) now meter exchanged on 9-3-15. The read on the old meter shows higher than normal usage? I spoke with John Marinelli and please re-read meter, check for leaks. We need to confirm read and figure out if she matches the daily consumption stated in previous billing. Last meter glass was fogged. Lorie	09/22/15	Found no leak or trouble with meter. Mtr. R-0001930 JSM	CINTRON,MAGALI	Lorie Mayeski	HIBILL	09/22/15	2171356961	(407) 222-2939	Jeff A Metheney	Completed
4467300000	307 WILD OLIVE LN	09/21/15	Please check leak indicator and read correct. Customer had leak about a yr ago and states was repaired but pressure has been low in the home since. Her usage is pretty consistent; advised she may have an issue with irrigation. Patricia 407-774-0171...Amanda	09/22/15	No leak detected. 70psi at the hosebib and good amount of flow coming out. New read is 4519870..RH	YANKOWICH,EDWARD	Amanda Stonebreaker	HIBILL	09/22/15	4468641732	(407) 774-0171	Rodel Hermano	Completed

5083674869	112 DES PINAR LN	09/18/15	RE-READ METER & CHECK FOR LEAKS DID SAY HE HAD A RUNNING TOILET VERIFY IF READING IS CORRECT TAG DOOR W/FINDINGS /IC	09/21/15	Reread meter talk to customer she has a leak landlord suppose to fix #14582971 , read 203600gl	MURRIAS,ANDRE	Isabel Ceballos	HIBILL	09/21/15	5354949388	(321) 439-2831	Greg Liggons	Completed
4637010000	1204 HOMOSASSA CT	09/17/15	Please check meter and also do meter test. Please contact Mike or Florence 407-772-0665 or 407-808-9363 to see when they are available for meter test. Thank you, Ewan	09/18/15	Reread meter for billing checked for leaks no leaks# 014381961 , read 1782780gl	MECKLENBURG,FLORENCE	Ewan Dehnert	HIBILL	09/18/15	4638221081	(407) 772-0665	Greg Liggons	Completed
5326426242	209 CHICHESTER CV	09/15/15	Customer complaining of high water bill again. she has check her irrigation. home vacant. check for leaks and reread meter. Realtor Erin, 321-231-2262. please call with result. Thank you. Janet/L	09/16/15	Reread meter checked for leaks tagged door no leaks#29131509 , read 3399880 gl....	SEMPELES,ANY	Yanet Garcia	HIBILL	09/16/15	9640654415	(919) 389-3996	Greg Liggons	Completed
8957700000	113 E ICHABOD TRL	09/14/15	PLEASE GET A RE READ AND CHECK FOR LEAKS HI BILL AND LET PAULETTE@ 407-332-7121 WITH RESULTS.THANK YOU,CAMMY	09/15/15	Reread meter no leaks tagged door# 12644896 , read 875890 gl	VELHO,PAULETTE	Cammy hwinski	HIBILL	09/15/15	8956516203	(407) 332-7121	Greg Liggons	Completed
3900300000	1378 S RIDGE LAKE CR	09/09/15	please reread meter and check for leaks customer has had a high bill for 3mths. Carol 407.332.7887 thanks. Tag door with findings.	09/10/15	Reread meter checked for leaks# 85485585 , read 739280 customer has a slow leak tagged door of findings gl....	FADELEY,BRETT	LaQuon Huntley	HIBILL	09/11/15	3906860991	(407) 332-7887	Greg Liggons	Completed
5784248553	1440 CANAL POINT RD	09/09/15	Please check meter read and leak indicator. Tag door if customer has leak. He does have irrigation. Advised him to have it checked. Marc 321-972-3777.Amanda	09/10/15	Reread meter no leaks#14369778, read 368980 gl	PETITPAS,MARC	Amanda Stonebreaker	HIBILL	09/11/15	3167096404	(321) 972-3777	Greg Liggons	Completed
1361300000	1790 MARKHAM GLEN CIR	09/08/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please tag w/ results. Customer requesting to speak w/ you when you come out. Thanks	09/09/15	Reread meter no leaks no one came to door at resident# 13339374 , read 846550 gl.... tagged door of findings	ENGLISH,PATRY	Zakia Bouldin	HIBILL	09/09/15	1366269590	(407) 333-3168	Greg Liggons	Completed
3594251218	3986 LANCASHIRE LN	09/08/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	09/09/15	Reread meter checked for leaks no leaks# 084781175 , read 9980 gl	BROCKMAN,HARRY J	Zakia Bouldin	HIBILL	09/09/15	0111717581	(407) 889-4633	Greg Liggons	Completed
8662900000	118 SHELLIE CT	09/01/15	Please re read meter and check for leaks, also if possible can you tell or see if the neighbors irrigation is tied into his lines. States that when neighbors irrigation is on he sees his meter spinning. Contact Greg 407-682-7660 or 407-739-1086 at least 1 hour before going out to premise. Thank you, Ewan	09/03/15	Reread meter talk to customer his meter is not tied in to the neighbors no leak indicated#15394344, read 138870 gl	NIBLACK,GREG	Ewan Dehnert	HIBILL	09/03/15	8662825551	(407) 682-7660	Greg Liggons	Completed
0054542636	1724 SUNWOOD DR	09/02/15	please reread meter and check for leaks. Bill knox is maintenance and would like to be present. 407.591.6840 need 30 min call in advance.	09/03/15	Reread meter no leaks talk to customer stated that he had toilet leaks that he fixed but he say its no way he use that amount of water#08064790 , read 3003960 gl	MONANI,EILEEN	LaQuon Huntley	HIBILL	09/04/15	7896479631	(201) 261-9236	Greg Liggons	Completed
8588379445	111 SHELLIE CT	08/31/15	customer is calling about hi bill,please check for leaks and re-read meter,sylvia	09/01/15	Reread meter has a leak tagged door#11429293 , read 1764120 gl dial was spinning gl	DEBOSE,JESSICA	Sylvia Watler	HIBILL	09/01/15	5220852495	(253) 376-6960	Greg Liggons	Completed
7346512759	316 DORCHESTER CT	08/31/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL. DENIES LEAKS ON PREMISE OR EXTRA USE. HAD SIMILAR ISSUE IN JUNE - THANKS, JERRIE NV	09/01/15	Reread meter checked for leaks# 30230465 , read 1093180 no leaks tagged door gl....	BAIO,MICHAEL	Jerrie Hoffman	HIBILL	09/01/15	1495270679	(407) 617-3517	Greg Liggons	Completed



1300900000	204 AMBERGATE CT	08/31/15	Please re-read meter and check for leaks. Usage up slightly past month not aware of any leaking irrigation heads or plumbing issues. Tag door when done stating current read and findings. Thanks, Lorie	09/01/15	Reread meter no leaks tagged door # 12133257 , read 696340 gl	ECKLUND,ALICE	Lorie Mayeski	HIBILL	09/01/15	1301208061	(407) 774-5497	Greg Liggins	Completed
3727510000	112 LAUREL OAK DR	08/31/15	PLEASE REREAD METER AND CHECK FOR LEAKS. LEAVE A FINDINGS ON DOOR. DELORES CALLED ABOUT HIGH BILL 407.774.7118. THANKS.	09/01/15	Reread meter checked for leaks no leaks#15394357, read 55300 gl	MARR,LANCELOT	LaQuon Huntley	HIBILL	08/31/15	3727154946	(407) 774-7118	Greg Liggins	Completed
0661117484	206 ALBRIGHTON CT	08/31/15	Please check meter read and leak indicator. Customer states home is vacant. Corliss 407-788-7970. Amanda	09/01/15	Reread meter home is vacant no leaks#15151613, read 7218970 gl no leak meter was misread	LYNCH,CORLISS	Amanda Stonebreaker	HIBILL	09/01/15	9451783421	(407) 788-7970	Greg Liggins	Completed
6575700000	325 RAVEN ROCK LN	08/31/15	Please contact Juanita 407-332-7632 as she does not believe the re reads given are accurate. She would like to be present when you are there reading meter. Thank you, Ewan	09/01/15	Reread meter customer was present #011536549, read 302140 gl customer is requesting a meter test...	COLEMAN,JUANITA	Ewan Dehnert	HIBILL	09/01/15	6577061723	(407) 332-7632	Greg Liggins	Completed
1536400000	2541 LONG IRON CT	08/31/15	please verify read and check for any leaks. Please tag door with results thanks vfr	09/01/15	CHECKED METER, METER IS REGISTERING A VERY SMALL LEAK ON PROPERTY, LEAK INDICATOR IS JUST BARELY SPINNING. TAGGED DOOR WITH INFO AND READ. INFORMED THEY MAY WANT TO CONTACT A PLUMBER TO LOCATE AND REPAIR. KEV	GATELEY,JUDITH	Vanessa Robinson	HIBILL	09/01/15	1537169214	(407) 865-9945	Kevin Cooper	Completed
3181310000	540 S LONGVIEW PL	08/31/15	Mr. Halperin called to stated his consumption has been large for the last three billings, investigate and record all information n ccb. lej 8/31	09/01/15	READ IS 4725810 AT TIME OF ARRIVAL AND METER DOES INDICATE A LEAK ON PROPERTY BUT NO ONE HOME AND DO NOT KNOW WHERE LEAK IS ON PROPERTY. ALSO TAGGED DOOR TO INFORM THEY MAY WANT TO CONTACT A PLUMBER TO LOCATE AND REPAIR LEAK. KEV	HALPERIN,ROSANNA M	Ingrid Jenkins	HIBILL	09/01/15	3180920872	(407) 590-2607	Kevin Cooper	Completed
4271700000	127 E CUMBERLAND CIR	08/31/15	Customer complaining of 2 months of high bills. please check for leaks and re read. Door tag with findings. Thank you. Janet/FL	09/01/15	Reread meter no leaks tagged door #17821084 , read 8441900 gl	SINCAVAGE,JOHN	Yanet Garcia	HIBILL	09/01/15	4278977577	(407) 947-7166	Greg Liggins	Completed
0707400000	118 ALBRIGHTON DR	09/01/15	Customer concerned about usage... Customer Read 6835520. Irrigation turned off, but Red Dial reads 2.5 at 7AM and now 6.8. Has verified no problem with toilets and water heater. Does not have water softener. Contact is Bill Brun on 407-862-0710. If we can check on 9/1 he would greatly appreciate it. Water comes in on far end of house and main feed goes through the attic. Water Pressure appears normal. Usage has looked out of line since about April. Carolyn/FL	09/01/15	Reread meter talk to customer no leaks# 16073805 , read 6835540 gl customer requesting meter test	BRUN,WILLIAM J	Carolyn McVicker	HIBILL	09/01/15	0705146042	(407) 862-0710	Greg Liggins	Completed
0764918419	330 WEKIVA COVE RD	08/26/15	If possible early A.M. read is requested, knock on door upon arrival. Customer claims irrigation is on well please confirm. Please carefully re-read meter. Customer reported read of 2531420 (if this is correct it would change final bill for previous and start bill for new plus August billing) Thanks, Lorie M. 8-26-15	08/27/15	Reread meter read was correct #083175133 read 2531600 gl	PAYNE,CYNTHIA	Lorie Mayeski	HIBILL	08/27/15	1479712165	(407) 575-5512	Greg Liggins	Completed



7290991830	1297 EASTLAND PT	08/26/15	Please re-read meter check for leaks. Please leave tag on door with findings. Customer is concerned of high bill/usage. States no leaks, no repairs, no pool, no new sod. Nothing has changed. Melodie ph# 407-756-0947	08/27/15	Reread meter checked for leaks no leaks # 09201415 , read 1785760 tagged door gl	SZARA,MELODIE	Linette Orengo	HIBILL	08/27/15	9656315423	(407) 756-0947	Greg Liggons	Completed
4244492415	330 HUNTERS POINT CT	08/25/15	Ivan called concerned about high usage. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	08/26/15	Reread meter for billing# 12132908 , read 484060 gl tagged door no leaks gl	DIAZ,JOSE M	Brooke Storm	HIBILL	08/26/15	0426399639	(561) 758-3138	Greg Liggons	Completed
6083718889	549 S LONGVIEW PL	08/25/15	Please re-read and check for signs of leak. Customer is disputing usage. Also believes we messed up his sprinkler lines and yard when the fire hydrant was turned on... Michael Adams @ 386 689 2219...Thanks	08/25/15	CHECKED METER AND NO LEAKS ARE INDICATED. CALLED CUSTOMER AND INFORMED THAT THEY MAY WANT TO CHECK IRRIGATION. HE DID SAY THEY ADJUSTED RUN FOR NEW SOD BUT TURNED OFF IRRIGATION LAST WEEK. INFORMED THAT EXTRA WATERING WILL CAUSE HIGH USAGE.. KEV	ADAMS,MICHAEL J	Shona Robinson	HIBILL		6409278703	(386) 689-2218		Completed
6610309678	692 N LONGVIEW PL	08/24/15	Customer complaining of high bill. please check for leaks. Thank you. Thomas Hodgson 407-782-9060. door tag with findings.	08/25/15	Check meter found no leak. Made contact with customer & informed him that meter did not indicate any leak. JSM	HODGSON,THOMAS	Yanet Garcia	HIBILL	08/25/15	8496394977	(407) 782-9060	Jeff A Metheney	Completed
7021576798	124 RAIN TREE DR	08/21/15	PLEASE REREAD METER AND CHECK FOR LEAKS HOUSE IS EMPTY SINCE MAY MR RAVI 407 682 5454	08/24/15	Read-585500. Read is correct. No leak showing on meter CA	MCCULLEY,ERIC	LaQuon Huntley	HIBILL	08/24/15	4238300937	(407) 592-6038	Caleb Alday	Completed
4535438822	3840 E SR 436 Unit 1072	08/21/15	Please re-read meter check for leaks, customer is concerned of high bill. Joe ph# 407-381-4123	08/24/15	Reread meter no leaks# 07019681 , read 432730 gl	MARTINEZ MANGIARDI	Linette Orengo	HIBILL	08/24/15	5919435093	(407) 381-4123	Greg Liggons	Completed
0436700000	2059 BILTMORE PT	08/21/15	PLEASE RE-READ AND CHECK FOR LEAKS. LEAVE TAG WITH FINDINGS. 407.869.8898. THANKS. MRS ZERVITZ.	08/24/15	Check meter found no leak. Made contact with customer. He said they have had some irrigation trouble. They fix irr. trouble. JSM	ZERVITZ,DR MICHAEL	LaQuon Huntley	HIBILL	08/24/15	0433588775	(407) 869-8898	Jeff A Metheney	Completed
3504700000	104 W ICHABOD TRL	08/20/15	RE-READ METER & CHECK FOR LEAKS. CUSTOMER SAYS IT'S IMPOSSIBLE THAT HE'S USED THAT MUCH WATER. SEE CUSTOMER OR TAG DOOR /IC	08/21/15	Reread meter no leaks tagged door# 12033619 , read 820480 gl	BELTRAN,DIEGO	Isabel Ceballos	HIBILL	08/21/15	3508439980	(407) 260-5697	Greg Liggons	Completed
2834639774	3 TAPPAN ZEE LN	08/20/15	PLEASE REREAD METER AND CHECK FOR LEAKS. CUST HAD VERY HIGH USAGE. PLEASE CHECK. THANKS, GT... TAG DOOR WITH RESULTS.	08/21/15	Reread meter checked for leaks tagged door of findings#08301396, read 788380 gl	JACOBS,JAMES	Glenda Thompson	HIBILL	08/21/15	8122460699	(202) 210-0321	Greg Liggons	Completed
2969510000	110 COVERIDGE LN	08/20/15	Please re read meter and check for leaks. Thank you, Ewan	08/21/15	Reread meter no leaks#33388362, read 2147880 gl	BAKER,DOUGLAS	Ewan Dehnert	HIBILL	08/21/15	1960852256	(954) 821-2609	Greg Liggons	Completed
3509400000	2515 LAST TEE CT	08/20/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMER HAS HIGH BILL AND DOESNT KNOW WHY HER USAGE WENT UP. PLEASE CALL KAY WITH RESULTS AT 407 312-5971 THANK YOU SARAH/NV	08/21/15	Reread meter no leaks tagged door with findings# 08064839 , read 1162350 gl	FULP,STEPHEN	Sarah Locascio	HIBILL	08/21/15	3505970103	(407) 466-3006	Greg Liggons	Completed
7352978879	300 MAGNOLIA LAKE DR	08/19/15	RE-READ METER & CHECK FOR LEAKS. VERIFY LAST READING WAS CORRECT; CUSTOMER SAID SHE DOESNT WATER. TAG DOOR OR SEE CUSTOMER /IC	08/20/15	Read-452620...No leaks showing on meter. Tagged door and told customer to check irrigation...Ca	NANDRA,HARMINDER	Isabel Ceballos	HIBILL	08/20/15	8824192566	(407) 921-2074	Caleb Alday	Completed

9387700000	123 OAK LEAF LN	08/19/15	PLEASE RE-READ AND CHECK FOR LEAKS. ELIZABETH 407.741.3733 CALLED IN ABOUT HIGH BILL FOR THE LAST TWO MONTH. THANKS TAG DOOR WITH FINDINGS.	08/20/15	Read 4245270. Meter is registering a leak. Tagged door with findings CA	BROWN,PATRICK	LaQuon Huntley	HIBILL	08/20/15	9381115228	(407) 741-3733	Caleb Alday	Completed
4904200000	803 FOX VALLEY DR	08/19/15	Please reread meter and check for leaks. Thanks Karon	08/20/15	READ METER AND METER DOES INDICATE A LEAK ON HER PROPERTY. SHUT OFF HOUSE VALVE AND METER STOPPED. INFORMED CUSTOMER THAT LEAK IS PAST HOUSE VALVE INSIDE HOUSE AND TO CHECK TOILETS OR SHE MAY WANT TO CALL A PLUMBER. KEV	MILLER,MICHAEL A	Karon Hinchcliffe	HIBILL	08/20/15	4904632208	(407) 862-3579	Kevin Cooper	Completed
0135110000	1200 ROXBORO RD	08/18/15	Reread meter and check for leaks. Mr. Freycenet is contact on 407-830-7471. Usage is very high for past two months (53K, etc)...he states no irrigation, pressure washing, etc. Thanks...Pls contact customer directly if possible. Carolyn/FL	08/20/15	CHECKED METER AND IT IS GOOD, NOT REGISTERING ANY LEAKS, CHECKED CUSTOMERS IRRIGATION IT SEEMS OK, INFORMED CUSTOMER IF STILL CONCERNED WITH HIGH USAGE TO CONTACT IRRIGATION OR PLUMBER TO CHECK, READ: 585700, SME	FREYCENET,T E	Carolyn McVicker	HIBILL	08/20/15	0136478607	(407) 830-7471	Shawn Ebert	Completed
3304510000	107 LAUREL OAK DR	08/18/15	Please re read and check for leaks. Thank you, Ewan	08/19/15	Reread checked for leaks no leaks# 10722742, read 1421380 gl	HUBBARD,AUDREY G	Ewan Dehnert	HIBILL	08/19/15	3305817491	(407) 788-0807	Greg Liggons	Completed
8850222893	202 BUTTONWOOD DR	08/18/15	Please re read meter and check for leaks. Thank you, Ewan	08/19/15	Reread meter checked for leaks # 32912342, read 1271770 gl	ROOSE,SUZANNE	Ewan Dehnert	HIBILL	08/19/15	8813387689	(407) 331-8151	Greg Liggons	Completed
2551954355	250 ST JAMES PL	08/18/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	08/19/15	Reread meter checked for leaks#15172846, read 118270 gl	Daleiden,Michael	Zakia Bouldin	HIBILL	08/19/15	6424129872	(407) 923-7452	Greg Liggons	Completed
6132210000	218 E HORNBEAM DR	08/17/15	Ms. Casey # 407-869-9224 asking to have meter reread showing 80thousand gallons of consumption suspects misreading or leaking of meter; record all information in ccb lej 8/17	08/18/15	Reread meter checked for leaks# 99413948, read 3186050 gl called customer no leaks	CASEY,DONALD L	Ingrid Jenkins	HIBILL	08/18/15	6131920685	(407) 869-9224	Greg Liggons	Completed
7937710000	2420 JENNIFER HOPE BLVD	08/17/15	Please re-read meter and check for leaks. Customer is concerned of high bill which does not meet with his knowledge of usage. Mark, 407-682-6722. Thank you, Sam.	08/18/15	Reread meter no leaks called customer#13432369, read 844560 gl	MATTHEWS,MARK	Samantha Gongre	HIBILL	08/18/15	7934075523	(407) 682-6722		Completed
1248573005	2420 JENNIFER HOPE BLVD	08/17/15	Please re-read meter and check for leaks. Customer is concerned of high bill which does not meet with his knowledge of usage. Mark, 407-682-6722. Thank you, Sam.	08/18/15	Reread meter no leaks called customer#13432369, read 844560 gl	Niemeyer,Mark	Samantha Gongre	HIBILL	08/18/15	7934075523			Completed
9374027606	156 RAINTREE DR	08/14/15	please re-read and check for leaks. tag door with findings. thanks. Joseph 407.927.3277	08/17/15	Reread meter and talked to customer no leaks #083120628, read 1907350 gl	D'ORIO,JOSEPH	LaQuon Huntley	HIBILL	08/17/15	7146876315	(407) 927-3277	Greg Liggons	Completed
8350400000	107 TINDALE CIR	08/14/15	cust calling about higher than normal bill,please re-read meter and check for leaks,sylvia	08/17/15	Reread meter checked for leaks#13195542, read 146310 gl	ESTEPP,JAMIE	Sylvia Watier	HIBILL	08/17/15	8350281743	(407) 371-1986	Greg Liggons	Completed
888549191	12 GREEN LAKE CIR	08/14/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, EXTRA USE OR IRRIGATION - THANKS, JERRIE NV	08/17/15	Checked for leaks no leaks# 13651062, read 391090 gl	CRAIN,VANESSA M	Jerrie Hoffman	HIBILL	08/17/15	1076440308	(407) 492-1770	Greg Liggons	Completed

0618078437	714 RIVERBEND BLVD	08/14/15	PLEASE GET RE READ AND CHECK FOR LEAKS PLEASE CALL RICHARDS @ 863-661-6761 WITH THE RESULTS. THANK YOU, CAMMY	08/17/15	Reread meter checked for meter# 10716285, read 106620 gl no leaks called customer	CARDI REALTY INC	Cammy Iwinski	HIBILL	08/17/15	0227012459	(407) 862-1734	Greg Liggons	Completed
8834089200	621 N LONGVIEW PL	08/12/15	Reread meter and check for leaks. Previous month 123K gallons. Contact is Ernie Falco on 407-497- 3477. Pls try to contact him if possible. He is not living at the residence at this time. Thanks, CarolynFL	08/13/15	Reread meter no leaks also called customer and left a message #09197225, read 2158660 gl	PHILLIPS, VICKI	Carolyn McVicker	HIBILL	08/13/15	2305089635	(407) 920-6506	Greg Liggons	Completed
8852210000	198 S MONTEREY ISLE	08/12/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE, IRRIGATION OR EXTRA USE - THANKS, JERRIE NV	08/13/15	Reread meter high bill checked for leaks#11385598, read 378890 customer has a leaks dial spinning real slow tagged door gl	WYNTER, YVONNE	Jerrie Hoffman	HIBILL	08/13/15	8851405989	(407) 869-7978	Greg Liggons	Completed
1611410000	356 NEW WATERFORD PL	08/12/15	Lois called concerned about high bill. Please check for leaks, verify reading, and tag door with findings. Customer also requesting we mark location of meter. Thanks, Brooke	08/13/15	Reread meter checked for leaks#34789832, read 1211520 gl tagged door no leaks	STRONG, LOIS	Brooke Storm	HIBILL	08/13/15	1611323702	(407) 774-2735	Greg Liggons	Completed
4125410000	1873 ARLINGTON CT	08/10/15	Pam reports high usage - please reread, check for leaks, please call Pam at 407-341-4135,	08/11/15	Check meter did not find any leak. Made call & left message with customer. JSM	FOELS, CRAIG	Haida Caruso	HIBILL	08/11/15	4124037307	(407) 341-4135	Jeff A Metheney	Completed
7504510000	505 PRESTON RD	08/06/15	PLEASE GET A RE READ AND CHECK FOR LEAK. PLEASE SPKAK WITH ALBERT @407-339- 8734 THERE IS A HUGE BILL AND HE WANT AN EXPLANATION. THANK YOU, CAMMY	08/11/15	Spoke with customer today. We got a read on Friday 8-7 (R:223830) and a read today 8-10 (R:224540) and they are in his normal range. Explained to the customer that from July 7 through Aug 7 he has used 5070gals which is in his normal usage range. Not sure what caused his reading to spike from June to July except for some kind of leak or something was left on. Meters don't go bad for one month and then go back to normal the next. The meter only registers when flow is going through it. He is not happy with that answer and doesn't feel he should pay the bill. Told him that he will have to discuss that with someone in the office. Matt	GILMORE, ALBERT C	Cammy Iwinski	HIBILL	08/10/15	7501653603	(407) 339-8734	Matthew Morrell	Completed
3132669195	293 TORPOINT GATE RD	08/06/15	Please re-read the meter and check for leaks. The customer is complaining of a high bill.	08/07/15	Reread meter no leaks #14164038, read 220450 no leaks gl	PICKETT, STEPHANIE	Jessica Bridges	HIBILL	08/07/15	1927850528	(407) 733-1606	Greg Liggons	Completed
7439010000	268 TORPOINT GATE RD	08/07/15	Customer called due to high bill for 2 months says she does not use the sprinkler system at all since the rain. please check for leaks and re read meter, tag with findings. Thank you. JanetFL	08/07/15	Reread meter checked for leaks#13700954, read 351730gl	JENNINGS, CAROL A	Yanet Garcia	HIBILL	08/07/15	7430299115	(407) 739-1798	Greg Liggons	Completed
0755500000	202 ATHERSTONE CT	08/04/15	Customer called stated no reason for high usage. Knock on door upon arrival Mr. Moses @ 407-335- 1014 Please re-read meter and check for leaks. Tag door with results. Thanks, Lorie	08/06/15	CHECKED METER AND METER IS REGISTERING LEAK ON CUSTOMERS SIDE. KNOCKED ON DOOR, NO ONE HOME. CALLED BOTH CONTACT NUMBERS IN SYSTEM AND ON FA AND LEFT MESSAGES THAT THERE IS A LEAK ON PROPERTY AND HE MAY WANT TO CONTACT A PLUMBER TO LOCATE AND REPAIR BUT THIS IS WHY HIS BILL IS HIGHER. TAGGED DOOR WITH THIS INFO AS WELL... KEV	REUBEN, MOSES	Lorie Mayeski	HIBILL	08/06/15	0754645970	(407) 772-1880	Kevin Cooper	Completed
3210600000	227 W BERKSHIRE CIR	08/05/15	SUSAN PADGETT AT 227 W BERKSHIRE HAS HAD HIGHER THE USUAL BILLS THE LAST 2 MONTHS. PLEASE SEE IF YOU CAN FIND A LEAK AND RE-READ. SHE KNOWS OF NO LEAKS. TAG THE DOOR TO LET HER KNOW OF YOUR FINDINGS PLUS SHE WILL KNOW WHEN YOU WERE THERE. 407-862-6625. LORETTA	08/06/15	Reread meter checked for leaks# 11429152, read 808990 gl customer has a leak spoke with her	PADGETT, SUSAN R	Loretta Abbott	HIBILL	08/06/15	3212455717	(407) 862-6625	Greg Liggons	Completed

0633210000	811 GREENSHIRE CT	08/04/15		08/05/15	Reread meter customer has leak tagged door# 11694493 , read 3920860 gl	WERTHER,BARBARA	Carolyn McVicker	HIBILL	08/05/15	0633571251	(407) 862-4388	Greg Liggins	Completed
3528500000	307 HUNTERS POINT TRL	08/04/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER IS DISPUTING BILL/USEAGE. TAG DOOR WITH REULTS. THANKS BRITTANY NV	08/05/15	Reread meter check for leaks# 08064677 , read 1840930 gl customer has a leak tagged door gl	GLENN,HUNTER	Brittany Warembourg	HIBILL	08/05/15	3526250269	(407) 774-5499	Greg Liggins	Completed
4710753281	104 E WYNDHAM CT	08/04/15	PLEASE TAKE READ AND CHECK FOR LEAK. LOOKS LIKE EACH MONTH USAGE IS GOING UP. PLEASE "ONLY" TAG DOOR IF LEAK IS FOUND. THANKS, CRW	08/05/15	Reread meter checked for leaks#15368827, read 157720 no leaks gl	FERRARO,JIM	Crystal Woolard	HIBILL	08/05/15	7027154880	(407) 334-1210	Greg Liggins	Completed
4535438822	3840 E SR 436 Unit 1072	08/04/15	please verify read and check for any leaks... pls tag door with results thanks vfr	08/05/15	Reread meter no leaks tagged door# 07019681, read 431430 gl	MARTINEZ MANGLARDI	Vanessa Robinson	HIBILL	08/05/15	5911192584	(407) 381-4123	Greg Liggins	Completed
5241300000	103 KILKENNY CT	08/03/15	MR. & MRS. JONES ARE CALLING REGARDING THE HIGHER THAN USUAL BILL. THEY DO NOT FIND ANY LEAKS AND WOULD LIKE YOU ALL TO CHECK THIS AND RE-READ. PLEASE LEAVE TAG ON THE DOOR WITH YOUR FINDINGS AT 103 KILKENNY CT, 321-251-7820. LORETTA	08/04/15	Reread meter no leaks tagged door#13651174, read 194240gl	JONES,AURA M	Loretta Abbott	HIBILL	08/04/15	5247368844	(321) 251-7820	Greg Liggins	Completed
1291306019	293 CAMBRIDGE DR	08/03/15	Please check meter read and leak indicator. Customer has irrigation and pool but states nothing has changed. Matthew 407-844-8460. Amanda	08/04/15	Reread meter no leaks# 32438214 , read 1420970 gl	MCDONALD,MATTHEW	Amanda Stonebreaker	HIBILL	08/04/15	9304487762	(407) 844-8480	Greg Liggins	Completed
2509279208	368 NEWTON PL	08/03/15	CUST CALLING ABOUT UNUSUALLY HI BILL,PLEASE RE-READ METER AND CHECK FOR LEAKS,SYLVIA	08/04/15	Reread meter no leaks #18731622, read 296700 gl	PEAVEY,GLENDA	Sylvia Watier	HIBILL	08/04/15	6661957298	(407) 463-5452	Greg Liggins	Completed
8562400000	107 HICKORY TREE RD	08/03/15	please re-read meter and check for leaks. Robert called in about high bill. 321.439.3172. Thanks. Please leave finding on door tag.	08/04/15	Reread meter no leaks# 10454341 , read 1042100 gl	GESSLER,ROBERT	LaQuon Huntley	HIBILL	08/04/15	8569268152	(321) 439-3172	Greg Liggins	Completed
9771200000	1665 WINDY BLUFF PT	08/03/15	MS. Summitt # 407-322-0745 asking to have meter checked for leaking unable to determine if leak or just high consumption showing 11thousand in 12days reading as of today, investigate and record all information ie] 8/3	08/04/15	Reread meter no leaks # 11386123 , read 973050 gl	SUMMITT,GARY L	Ingrid Jenkins	HIBILL	08/04/15	9776111948	(407) 332-0745	Greg Liggins	Completed
0816310000	170 HAVILLAND PT	08/03/15	Mrs. Patel called to report high bill. Please check for leaks, verify read, and tag door with findings. Thanks, Brooke	08/04/15	Reread meter no leaks #10571285, read 1512040 gl	PATEL,PRABODH	Brooke Storm	HIBILL	08/04/15	0818934666	(407) 869-7694	Greg Liggins	Completed
5011017925	1499 GRACE LAKE CIR	08/03/15	JAIME LEVINE AT 1499 GRACE LAKE CIR IS CALLING THE HIGH USAGE ON THIS LAST BILLING. NO KNOWN LEAKS, ETC. WILL YOU PLEASE CHECK THE METER FOR A LEAK AND RE-READ? TAG THE DOOR WITH YOUR FINDINGS SO SHE WILL KNOW WHEN YOU WERE THERE 321-278-3240. LORETTA	08/04/15	Reread meter no leaks #821055, read 4171230 gl	LEVINE,JAIME	Loretta Abbott	HIBILL	08/04/15	1465239011	(321) 278-3240	Greg Liggins	Completed
8265534194	105 SQUIRE HILL RD	08/03/15	PLEASE GET A RE READ AND CHECK FOR LEAKS HI BILL COMPLAINT. PLEASE CALL THONG @ 432-432-2055 WITH THE RESULTS.THANK YOU,CAMMY	08/04/15	Reread meter checked for leaks# 08135796 , read 08135796 gl no leaks	McCREARY,THONG	Cammy Iwinski	HIBILL	08/04/15	5671333438	(423) 432-2055	Greg Liggins	Completed
2951970875	108 WHEATLAND CT	07/31/15	PLEAS INVESTIGATE. ALEXANDRA 407.797.6741 CALLING BOUT HIGH BILL. PLEASE RE-READ METER AND CHECK FOR LEAKS. TAG DOOR WITH FINDINGS. THANKS.	08/03/15	Reread meter checked for leaks no leaks#012643116, read 963110 gl	PARNELL,ALEXANDRA	LaQuon Huntley	HIBILL	08/03/15	5213131844	(407) 883-1281	Greg Liggins	Completed

7376900000	404 EVESHAM DR	07/31/15	PLEASE RE-READ METER CHECK FOR LEAKS. RUTH 407 496 9508 CALLING ABOUT HIGH BILL.	08/03/15	Read meter checked for leaks# 14900955 , read 29920 gl	TAVERA,RUTH	LaQuon Huntley	HIBILL	08/03/15	7373605807	(407) 496-9508	Greg Liggons	Completed
4926974524	106 WHEATLAND CT	07/31/15	Reread meter and check for leaks. Keosha's contact is 407-212-6941. Irrigating twice a week, 20 minutes each zone, approx. 3 zones. Carolyn/FL	08/03/15	Reread meter checked for leaks#012643105, read 7401000 gl	SIMS,KEOSHA	Carolyn McVicker	HIBILL	08/03/15	9123402863	(407) 212-6941	Greg Liggons	Completed
0025500000	111 SUFFOLK CT	07/31/15	Please reread meter and check for leaks. Thanks Karon	08/03/15	Reread meter no leaks# 12332975 , read 535920 gl	SCHUTZ,TIMOTHY W	Karon Hinchcliffe	HIBILL	08/03/15	0027505906	(407) 702-2717	Greg Liggons	Completed
8853800301	117 DELLWOOD DR	07/30/15	CUSTOMER CALLING ABOUT VERY HI BILL.USAGE SHOWS OVER 100,000 GAL,SAID IRRAG IS OFF,ALSO METER READS WENT FROM 5 NUMBERS TO 6 NUMBERS,SYLVIA	07/31/15	Reread meter no leaks #14900663, read 162800 gl verified	CHARI,SOUMYA	Sylvia Watler	HIBILL	07/31/15	9747850822	(407) 494-9084	Greg Liggons	Completed
9319474398	202 STEVENAGE DR	07/31/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/31/15	Read-2219990 .Read is correct. No leaks registering on the meter. Tagged door with findings CA	MCNULTY,TIM	Zakia Bouldin	HIBILL	07/31/15	9010485858	(321) 438-2296	Caleb Alday	Completed
2886210000	1505 MARVIN ST	07/31/15	Ms Parker #321-377-1912 called regarding her billing she had a leak and asking if we can reread the meter, prior month show 125thousand then estimate and 325thousand gallons. showing no leak as of 7/15 asking to recheck meter for leak.reread and record all information in ccb. iej 7/31	07/31/15	Read is correct. New read is 1986470. Found an irrigation leak in front of the house. Placed blue flags around the area of the leak. Turned backflow off to avoid the sprinklers from turning back on until repairs are made. Notified customer with findings. RH	PARKER,JULIE	Ingrid Jenkins	HIBILL	07/31/15	2887717673	(407) 339-1945	Rodel Hermans	Completed
4927510000	4 TAPPAN ZEE LN	07/29/15	customer is calling about unusually hi bill, please re-read meter and check for leaks,sylvia	07/30/15	Reread meter#29320091 , read 4376210 gl spoke with customer she is requesting meter test	GOLDBERG,JEANNE	Sylvia Watler	HIBILL	07/30/15	4928131708	(407) 332-0668	Greg Liggons	Completed
7407782558	109 ROCK LAKE RD	07/29/15	Please re-read meter and check for leaks. Mrs. Dopico is concerned about bill doubling, while she does not know where the extra consumption could be coming from. Janette 407-383-5609. Thank you, Sam.	07/30/15	Reread meter high consumption#11060583, read 1418620 gl	DOPICO,JULIO	Samantha Gongre	HIBILL	07/30/15	3712875465	(407) 383-5609	Greg Liggons	Completed
4566139892	116 BRIER PATCH CT	07/28/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER DIDN'T MOVE INTO THE HOME UNTIL 7-10-2015 AND HE HASN'T NOTICED ANY LEAKS. PLEASE TAG DOOR WITH RESULTS. FRANK 717-574-5727. THANKS BRITTANY NV** IF YOU SEE A LEAK CAN YOU SHUT OFF THE IRRIGATION SYSTME OFF FROM THE OUTSIDE**	07/29/15	Reread meter checked for leaks no leaks#11429287, read 2313350 gl	DICKINSON,FRANK	Brittany Warembourg	HIBILL	07/29/15	9432371841	(717) 574-5727	Greg Liggons	Completed
1985600000	227 W COTTESMORE CIR	07/28/15	Please re read meter and check for leaks. Thank you, Ewan	07/29/15	Reread meter checked for leaks#10318521, read 779690 gl no leaks	Fletcher,Eugennie	Ewan Dehnert	HIBILL	07/29/15	1984756594	(407) 788-5386	Greg Liggons	Completed
0988555443	526 THAMES CIR	07/27/15	Customer complaining of high bill, please reread meter and check for leaks. Customer will be home 1-4pm. Please knock on door with results. Thanks, Karyn	07/28/15	Reread meter#12561700, read 331060 no leaks no one came to the door gl	MARSH,KIMBERLY	Karen Thimmes	HIBILL	07/28/15	2004668061	(407) 800-4272	Greg Liggons	Completed
0645200000	194 TOLLGATE TRL	07/27/15	Reread meter and check for leaks. Michael's contact is 407-919-8228. No irrigation. 6/7 was System Estimate and it may have been too low. Pls tag door. Carolyn/FL	07/28/15	Reread water meter# 12734416 , read 193260 no leaks gl	KNOWLEN,MICHAEL H	Carolyn McVicker	HIBILL	07/28/15	0641199955	(407) 919-8228	Greg Liggons	Completed

9500310000	549 WHISPERWOOD DR	07/28/15	Please re-read meter and check for leaks. Mrs. Berner is concerned due to recent high bills opposed to her lower water usage, 407-865-7905. Thank you, Sam.	07/28/15	Check for leaks did not find any leaks. Made contact with customer. Mtr. R-1209300 JSM	BERNER,BARRY	Samantha Gongre	HIBILL	07/28/15	9505646509	(407) 865-7905	Jeff A Metheney	Completed
8886755866	209 S SWEETWATER BLVD	07/27/15	Please re-read meter and check for leaks. Customer wants to know where the meter is located so please leave tag on the door with results and meter location. Dinna ph# 407-620-7761	07/28/15	Found no leak. Made contact with customer & showed them location of meter. Also took meter read. Mtr. R-4475440. JSM	POTTIER,DINNA	Linette Orengo	HIBILL	07/28/15	7114453093	(407) 620-7761	Jeff A Metheney	Completed
4628610000	535 THAMES CIR	07/24/15	customer calling about hi bill, please re-read meter and check for leaks.sylvia	07/27/15	Reread meter checked for leaks#13551534, read 529550 gl no leaks	DUBBER,JOHN	Sylvia Watler	HIBILL	07/27/15	4621348635	(407) 265-6164	Greg Liggons	Completed
2953510000	545 DEVONSHIRE BLVD	07/23/15	Customer complaining of high bill, please reread meter and check for leaks. Tag door with results. Thanks, Karyn	07/24/15	Reread meter no leaks tagged door# 13651015 ,read 177200 gl	PEREZ,MIRIAM C	Karen Thimmes	HIBILL	07/24/15	2953952345	(407) 260-8508	Greg Liggons	Completed
5041712874	201 NEEDLES TRL	07/23/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. BARBARA 407 399 7873 CALLED IN ABOUT BILL DOUBLING. TAG DOOR WITH FINDINGS. THANKS	07/24/15	Reread meter no leaks tagged door # 15245442 ,read 514790 gl	NELSON,BARBARA	LaQuon Huntley	HIBILL	07/24/15	4976076598	(407) 399-7873	Greg Liggons	Completed
5557210000	1308 W MARVIN ST	07/23/15	customer had higher than normal usage this past month, please re-read meter and check for leaks,sylvia	07/24/15	Reread meter checked for leaks#36178068 ,read 1574210 gl no leaks	SPELL,JAMES A	Sylvia Watler	HIBILL	07/24/15	5552146550	(407) 831-4877	Greg Liggons	Completed
6136906106	1520 ROBERT ST	07/23/15	Jeff called to have his meter re-read and check for any signs of a leak.. Please door with findings. Shona	07/24/15	Reread meter no leaks #14900513 ,read 267580 gl tagged door	FOSTER,JEFF	Shona Robinson	HIBILL	07/24/15	8135814588	(321) 501-7447	Greg Liggons	Completed
2326500000	1359 SHADY KNOLL CT	07/22/15	Please check meter read and leak indicator. Customer disputes high usage. Bryan 407-562-6970. Amanda	07/23/15	Reread meter checked for leaks #13196385 ,read 681450 gl no leaks tag door	MCNEIL,BONNIE	Amanda Stonebreaker	HIBILL	07/23/15	2322117351	(407) 831-8040	Greg Liggons	Completed
9163310000	1610 ROBERT ST	07/21/15	Chris Snively called to report extremely high bill. He says that his neighbor at 1620 Robert St has a large leak in their irrigation system, and that customer is currently away, and doesn't know if their line is connected to his. Please check for leaks, verify reading, and tag door with findings. Please call Chris Snively 407-619-8362. Thanks, Brooke	07/22/15	Reread water meter# 19440843 read, 1201180 no leaks	SNIVELY,MARY JO K	Brooke Storm	HIBILL	07/22/15	9161987673		Greg Liggons	Completed
2061800000	209 COLONIAL LN	07/21/15	Please check meter read and leak indicator. Customer had high usage in May due to pool fill, last month there was System Estimate, now this month over 30,000gal? Please check and note FA. Charles 407-331-7410. Amanda	07/22/15	Reread meter# 095945509 ,read 2276220 no leak	VONEBERSTIEN,CHARLES G	Amanda Stonebreaker	HIBILL	07/22/15	2060899930	(407) 331-7410	Greg Liggons	Completed
5969700000	124 COLONIAL LN	07/21/15	Please check meter read and leak indicator. Please note FA. Said she checked the meter and when water is on the meter spins advised her that's what is supposed to happen. Advised her to check irrigation but she insisted there is a problem with our meter. Julie 407-587-9654. Amanda *** please leave tag on door with findings *** Customer called back and said he filled a 5 gallon bucket and usage doubled, he said meter not working, he says he has about 80 lbs of pressure. /ic	07/22/15	Reread meter#11650682, read 823300 no leaks	GOCHNOUR,JULIE A	Amanda Stonebreaker	HIBILL	07/22/15	5964049854	(407) 587-9654	Greg Liggons	Completed

1519200000	152 STONEY RIDGE DR	07/21/15	Please re-read meter and check for leaks. Ms. Heuring is concerned due to high bills, 407-767-9519. There is only one person living in her house, sprinklers running 2x a week, low-flow appliances, no extra use of water, etc. Thank you, Sam.	07/22/15	Reread meter checked for leaks no leaks#14163175, read 453170	HEURING,KATHLEEN	Samantha Gongre	HIBILL	07/22/15	1511021156	(407) 767-9519	Greg Liggons	Completed
5235624881	102 CEDARWOOD CIR	07/21/15	customer calling about hi bill,please re-read meter and check for leaks,sylvia	07/22/15	Read meter. No leaks registering on meter at this time..Tagged door with findings CA	LINDQUIST,ANITA	Sylvia Watler	HIBILL		6383108659	(407) 332-6566		Completed
6446310000	115 RED CEDAR DR	07/21/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS. CUSTOMER ROBERT WILL BE HOME SO PLEASE KNOCK ON DOOR TO SHARE RESULTS THANK YOU SARAH/NV	07/22/15	Reread meter# 11106628 ,read84809 gl no leaks	KELLY,ROBERT D	Sarah Locascio	HIBILL	07/22/15	6447249011	(407) 862-0322	Greg Liggons	Completed
6356208757	1526 GRACE LAKE CIR	07/22/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL, READ ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	07/22/15	READ METER AND NO LEAKS INDICATED AT THIS TIME AND READ IS IN LINE WITH PREVIOUS READINGS. CUSTOMER MAY WANT TO CHECK IRRIGATION ZONES FOR LEAKS. KEV	WILLIAMS,HARVEY	Lori Jones	HIBILL	07/22/15	9438411967	(217) 412-1500	Kevin Cooper	Completed
6575700000	325 RAVEN ROCK LN	07/20/15	Please re read meter and check for leaks. Thanks Karon	07/22/15	Reread meter# 11536549 ,read 256400	COLEMAN,JUANITA	Karon Hinchcliffe	HIBILL	07/22/15	6574978606	(407) 332-7632	Greg Liggons	Completed
6910510000	176 CASEY CT	07/21/15	Please door tag with reading Thank you.	07/22/15	Customer complaining of high bill. Please Re read meter and check for leaks. Audrey 407-332-9113 - Reread meter no leaks #09631362 read 1572060	WRYE,RALPH	Yanet Garcia	HIBILL	07/22/15	6910813914	(407) 332-9113	Greg Liggons	Completed
5093400000	317 WOODSTEAD LN	07/22/15	Customer complaining of high bill, please re read and check for leaks. Door tag with findings. Thank you.	07/22/15	READ METER AND CHECKED FOR LEAKS. METER DOES NOT INDICATE A LEAK AT THIS TIME. TAGGED DOOR THAT THE READ IS CORRECT AND METER DOES NOT INDICATE A LEAK AND THEY MAY WANT TO CHECK IRRIGATION ZONES FOR LEAKS OR BROKEN HEADS. KEV	COPPOLA,LYNDA	Yanet Garcia	HIBILL	07/22/15	5096189624	(407) 865-7212	Kevin Cooper	Completed
4868406235	111 HIDDEN OAK DR	07/20/15	Please investigate. Fariborz 321.972.3030 called in about high bill for last two months. Please re-read and check for leaks. tag door with findings. Thanks.	07/21/15	Read-447900. Read is correct. No leaks registering on the meter..Tagged door with findings CA	SOTOODEH,FARIBORZ	LaQuon Huntley	HIBILL	07/22/15	2295658806	(321) 972-3030	Caleb Alday	Completed
7251300000	105 EASTERN FORK	07/20/15	Please re-read meter check for leaks. Customer is concerned of high bill. Please leave tag on door with results. Jeanne ph# 407-341-5227	07/21/15	Reread meter checked from leaks#092974205,read4254040 no leaks	TAYLOR,JEANNE E	Linette Orengo	HIBILL	07/21/15	7256046691	(407) 341-5227	Greg Liggons	Completed
8095368418	100 DES PINAR LN	07/20/15	Reread meter and check for leaks. Robert's bill was estimated on 6/7. Contact is Robert on 407-404-0939.	07/21/15	Reread meter#14900651 ,read42570gl	2 CH Properties LLC	Carolyn McVicker	HIBILL	07/21/15	9415368736	(352) 796-3847	Greg Liggons	Completed
8246316141	208 TOLLGATE TRL	07/20/15	HIGH USAGE SHOWING ON BILL. IRRIGATION ISN'T ON, NO LEAKY TOILETS THAT THEY KNOW OF. PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	07/21/15	Reread meter checked for leaks#011643552read8465110gl	BRESTOWSKI,MIRIAM	Crystal Woolard	HIBILL	07/21/15	9875716661	(407) 625-1665	Greg Liggons	Completed
7127400000	205 BLUE LAKE DR	07/20/15	RE-READ METER & CHECK FOR LEAKS CUSTOMER SAYS SHE'S NOT WATERING, VERY HIGH USAGE AND NO LEAKS. CUSTOMER WANTS TO BE THERE /IC PHONE: 407-619-6745	07/21/15	Reread meter customer has a leak spoke to someone at the resident# 13684664 ,read669240gl	WANG,XUE	Isabel Ceballos	HIBILL	07/21/15	7127303920	(407) 619-6745	Greg Liggons	Completed



7873500000	449 TWISTING PINE CIR	07/20/15	Please re-read meter check for leaks. Customer is concerned of high bill. Please tag door with findings. Faye 407-341-5557	07/21/15	Reread meter# 14278457 ,read829340 no leaks	MCGREGOR,DAVID	Linette Orengo	HIBILL	07/21/15	7879412455	(407) 341-5557	Greg Liggins	Completed
6540410000	102 LONESOME PINE DR	07/20/15	Customer complaining of high bill. Please reread meter and check for leaks. Tag door with results. Thanks, Karyn	07/21/15	Reread water meter checked for leaks# 12333337 ,read 359150 customer has slow leak dial was spinning real slowly	NITZSCHKE,RON	Karen Thimmes	HIBILL	07/22/15	6542267646	(407) 774-5423	Greg Liggins	Completed
5301310000	315 W SABAL PALM PL	07/20/15	RE-READ METER & CHECK FOR LEAKS CUSTOMER THINKS IT'S BEEN MIS-READ WITH NEIGHBOR'S METER. TAG DOOR OR SEE CUSTOMER /IC	07/21/15	Reread meter no leaks#33149656,read1556040gl	PARKER,ROLLEEN	Isabel Ceballos	HIBILL	07/21/15	5306975892	(407) 788-9997	Greg Liggins	Completed
4445210000	225 ARNOLD AVE	07/20/15	RE-READ METER, CHECK FOR LEAKS AND VERIFY READ WAS CORRECT, TAG DOOR W/FINDINGS /IC	07/21/15	Reread no leaks #15172842,read66480gl	HINELY,HERBERT	Isabel Ceballos	HIBILL	07/21/15	4447653634	(407) 339-4805	Greg Liggins	Completed
4138400000	94 HICKORY TREE RD	07/20/15	Rec'd call from Ms. Daisy Martinez (407)-265-0768. Please re-read meter & check for leaks, Tag door. Customer stated that usage is higher than expected. Even though a computer estimate was used for June 14th billing still no reasoning for high consumption. Lorie	07/21/15	Reread meter checked for leaks#08301331,read1203140gl	MARTINEZ,DAISY	Lorie Mayeski	HIBILL	07/21/15	4139378618	(407) 265-0768	Greg Liggins	Completed
4071310000	101 WILD PLUM LN	07/20/15	JANICE WINN CAME INTO THE OFFICE REGARDING THE HIGH BILL, FOR THE 07/13/15 BILLING. THEY HAVE NO KNOWN LEAKS AND NOTHING HAS CHANGED. PLEASE CHECK FOR A LEAK AND RE-READ THE METER. TAG THE DOOR WITH YOUR FINDINGS AT 101 WILD PLUM LN. 407-682-2156. LORETTA	07/21/15	Reread meter#34196582,read 5193880 gl no leaks	WINN,JANICE	Loretta Abbott	HIBILL	07/22/15	4075203069	(407) 682-2156	Greg Liggins	Completed
4796200000	151 STONEY RIDGE DR	07/20/15	Reread meter and check for leaks. James is the contact on 407-335-9582. Appears to be due to the fact that previous bill was estimated too low. James still wanted it checked to be sure. Thanks, Carolyn/FL	07/21/15	Reread meter no leaks #17997877,read981910gl	POND,JAMES	Carolyn McVicker	HIBILL	07/21/15	4795749130	(407) 335-9582	Greg Liggins	Completed
9544410000	115 AUTUMN DR	07/20/15	Reread meter and check for leaks. Alan is contact on 407-834-5033. He understands it is for 35 days. Has done a little more irrigating. No known leaks....Ran 15K...normally 8K. Carolyn/FL	07/21/15	Reread checked for leaks#13685020 ,read 157160 gl no leaks	MOSS,ALAN	Carolyn McVicker	HIBILL	07/22/15	9548494005	(407) 834-5033	Greg Liggins	Completed
5719538398	652 N LONGVIEW PL	07/20/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL. ADMITS TO IRRIGATION BUT DENIES LEAKS ON PREMISE OR INCREASE IN USE - THANKS, JERRIE NV	07/21/15	Reread meter checked for leaks#08301554,read2447770gl no leaks	WILSON,RICHARD	Jerrie Hoffman	HIBILL	07/21/15	0761309836	(304) 543-8771	Greg Liggins	Completed
5323608556	134 HEATHER HILL RD	07/20/15	Please check meter read and leak indicator. Alejandrina 407-722-4172. Amanda	07/21/15	Reread meter no leaks#092974106, read 7098850 no leaks	GALLEGOS,ALEJANDRI NA	Amanda Stonebreaker	HIBILL	07/22/15	4012476285	(407) 722-4172	Greg Liggins	Completed
5640262041	113 CEDAR POINT LN	07/17/15	Ms. Allen 310-251-8793 asking to have meter checked for verification of reading and also for sings of meter functions; appears to have happen last year the same issue of large consumption. Investigate and record all information. ***PLEASE DO NOT TAG DOOR..2ND HOME. PLS CONTACT MRS. ALLEN. Thank You, Carolyn/FL***	07/21/15	Reread meter #10318534 ,read 809370 gl customer has a leak tagged door with findings	ALLEN,HERMINA	Ingrid Jenkins	HIBILL	07/22/15	2323089669	(310) 251-8793	Greg Liggins	Completed
6117743848	184 TOLLGATE TRL	07/20/15	PLEASE GET A TRE READ AND CHECK FOR LEAKS I THINK THE READ MAYBE WRONG PLEASE CALL CHARLES @ 407-721-9550 WITH RESULT LM IF THEY DONT ANSWER.THANK YOU,CAMMY	07/21/15	Reread meter checked for leaks# 32438402 ,read900450gl	WAKEFIELD,CHARLES	Cammy Iwinski	HIBILL	07/21/15	5090959227	(407) 721-9550	Greg Liggins	Completed



4200510000	635 DEVONSHIRE BLVD	07/20/15	Mrs. Dioriojr wants meter re-read and check for signs of a leak....Tag door with findings...Thanks  If at all possible please call Joseph ph# 407-920-3832/cust at premise,wants to speak with operator,sylvia	07/21/15	Reread meter no leaks# 09400881,read202640gl	DIORIOJR,JOSEPH	Shona Robinson	HIBILL	07/21/15	4202545045	(407) 920-3832	Greg Liggons	Completed
7495110000	216 ADAIR AVE	07/20/15	Please re-read and check for leaks. Complaint due to high bill and high reads. There is only one resident living at the home (disabled) and they only run sprinklers twice a week. Thank you, Sam.	07/21/15	Reread meter checked for leaks# 17961350 ,read2728080gl no leaks	HARMON,MRS JOHN	Samantha Gongre	HIBILL	07/21/15	7490905167	(407) 677-8599	Greg Liggons	Completed
8421041174	346 GOLFSIDE CV	07/17/15	Laurie called concerned about high bill. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	07/20/15	Reread read meter checked for leaks customer has leak maybe a running toilet tagged door dial spinning stop then spinning again no was home #18808308,read700620	KILGORE,LAURIE	Brooke Storm	HIBILL	07/20/15	2190713629	(407) 620-0037	Greg Liggons	Completed
4597200605	1750 W CARLTON ST	07/14/15	Customer called due to high bill. please re read meter and check for leaks. Paul Sullivan 407-579-4880. Thank you.	07/15/15	Reread meter no leaks# 13545074 ,read476740gl	SULLIVAN,PAUL	Yanet Garcia	HIBILL	07/15/15	9918946037	(407) 281-2925	Greg Liggons	Completed
4357510000	7 TAPPAN ZEE LN	07/14/15	customer called about hi usage,wants us to check read and for leaks,adv prev read was an estimate,sylvia	07/15/15	Took meter read & check for leaks. Found no leaks. Left door tag stating findings. Mtr. R-67990 JSM	TUTTLE,CAROL	Sylvia Watler	HIBILL	07/15/15	4353396440	(407) 260-5216	Jeff A Metheney	Completed
0967110000	1699 KINGSTON RD	07/14/15	Ms. Tillstson # 407-339-3022 asking to have meter read and check showing very low estimated reading on last month. Can we just verify meter is accessible and also record read and also the reading. iej 7/14	07/15/15	Reread meter#095241374,read874090gl	TILLOTSON,DANNY	Ingrid Jenkins	HIBILL	07/15/15	0960040259	(407) 339-3022	Greg Liggons	Completed
2236500000	216 PHEASANT RUN CT	07/14/15	Donald # 407-733-7478 asking to have meter check seems to not been read correctly or suspects a misreading or leaking meter. check and record the information in ccb. iej 7/14	07/15/15	Check meter , found no leak & meter is registering. Also made contact with customer. And took read. Mtr. R7647610 JSM	CARTER,DONALD	Ingrid Jenkins	HIBILL	07/15/15	2232463856	(407) 733-7478	Jeff A Metheney	Completed
0547200000	212 HICKORY DR	07/13/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL. DENIES LEAKS ON PREMISE OR EXTRA USE. ADMITS TO IRRIGATION SYS BUT ONLY RUNS TWICE A WEEK FOR 20 MIN. AND NO LEAKS FOUND - THANKS, JERRIE NV	07/14/15	Check meter did not find leak. Made contact with customer. Mtr. R- 366430 JSM	TETTERTON,DAVID	Jerrie Hoffman	HIBILL	07/14/15	0547133035	(407) 302-6106	Jeff A Metheney	Completed
3421000000	1500 KENLYN DR	07/13/15	Re-read meter and check for leak. Speak with customer or tag door if no one home.	07/14/15	Check meter for leak did not find any. Made contact with customer. He had plumber out ,said they did not find any leak. Meter reading. Mtr. R - 404707 JSM	PERRA,ROGER	Ferrellyn Trovinger	HIBILL	07/14/15	3429296125	(407) 862-2746	Jeff A Metheney	Completed
2797200000	561 WOODVIEW DR	07/10/15	Please re-read meter and check for leaks. Customer complaining of high bill. Please contact Mr. Stone at 407.463.5109 prior to coming out. Customer would like to present. Thanks	07/13/15	Reread meter checked meter no leaks#14582947,read356990gl	STONE 2ND,HARRY C	Zakia Bouldin	HIBILL	07/13/15	2792968638	(407) 619-3986	Greg Liggons	Completed
3498423995	148 BRIDGEVIEW CT	07/09/15	Please re read meter and check for leaks. Customer states not sure how this much water is being used. Thank you, Ewan	07/10/15	Made contact with customer. Meter was indicating a leak on customers side. JSM	WYSONG,NATALIE	Ewan Dehnert	HIBILL	07/10/15	9910416865	(407) 221-3804	Jeff A Metheney	Completed
6878200000	601 FOX VALLEY DR	07/10/15	Jovo Djuric #407-788-8114 asking to have her meter checked for high consumption and possible leaking at the meter; please record all information in ccb. iej 7/10	07/10/15	Read-4241830...Last read was incorrect....Tagged door to have customer call office for the correct bill amount.CA	DJURIC,JOVO	Ingrid Jenkins	HIBILL	07/10/15	6875113570	(407) 788-8114	Caleb Alday	Completed

5060341676	1926 WINGFIELD DR	07/08/15	Please re read meter and check for leaks. Thank you, Ewan	07/10/15	RE-READ METER AND THERE IS NO SIGN OF LEAKS AT THIS TIME. BUT THAT DOES NOT MEAN THERE ARE NO LEAKS ON IRRIGATION ZONES.. KEV	MOLLENA,WINSTON	Ewan Dehnert	HIBILL	07/10/15	5959498495	(407) 333-9634	Kevin Cooper	Completed
8766902300	336 FOREST PARK CIR	07/10/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ findings. Thanks	07/10/15	Reread meter checked for leaks#15394326,read72290gl no leaks	JUSINO,KRISTINA	Zakia Bouldin	HIBILL	07/10/15	6986136679	(407) 670-5700	Greg Liggons	Completed
2351110000	1564 SUNSHINE TREE BLVD	07/07/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, ALSO CUSTOMER IS REQUESTING CALL FROM OPS MANAGER REGARDING METER EXCHANGE HE CAN BE REACHED AT 407-948-2004 THANK YOU SARAH/NV	07/09/15	READ METER AND HE DOES HAVE A LEAK SOMEWHERE INSIDE HOME. SPOKE WITH CUSTOMER ABOUT NEW METER AND LEAK ON HIS PROPERTY.. KEV	ABBOTT,JOSEPH	Sarah Locascio	HIBILL	07/09/15	2359007922	(407) 774-7728	Kevin Cooper	Completed
6693100000	383 KAPOK CT	07/08/15	Please reread meter and check for leaks. Please check to make sure the meter is working properly. Thanks Karon	07/09/15	CHECKED METER AND NO LEAKS INDICATED AT THIS TIME. LADY AT HOUSE CAME OUT AND CHECKED IT WITH ME ANS SAW THERE WAS NO PROBLEMS. INFORMED TO CHECK TOILETS AND IRRIGATION.. KEV	GALLAGHER,JUDY	Karon Hinchcliffe	HIBILL	07/09/15	6699156449	(407) 920-6507	Kevin Cooper	Completed
4701210000	1040 SWEETWATER CLUB BLVD	07/07/15	PLEASE TAKE RE-READ AND CHECK FOR LEAKS. CUSTOMER IS DISPUTING BILL/USEAGE. CARL 407-256-1110. THANKS BRITTANY NV	07/08/15	Read-200780. Read is correct. No leaks. Tagged door.CA	SCONNELLY,CARL	Brittany Warembourg	HIBILL	07/08/15	4709914768	(407) 256-1110	Caleb Alday	Completed
0364210000	950 SWEETWATER CLUB BLVD	07/07/15	Customer called complaining of high bill. Re-reread meter and check for leaks. 407-399-0618 Thank you.	07/08/15	Read-601840. No leaks and read is correct. Tagged door with findings.CA	BELL,THOMAS	Yanet Garcia	HIBILL	07/08/15	0369310137	(407) 774-6426	Caleb Alday	Completed
8625710000	1540 JILL JENEE LN	07/07/15	Re-read meter and check for leak. Ms Sharma can be reached at 407-862-9920. Speak with customer.	07/08/15	Reread meter no leaks# 33891205 ,read1998710gl	SHARMA,SHUB BEV	Ferrellyn Trovinger	HIBILL	07/08/15	8627974995	(407) 862-9920	Greg Liggons	Completed
1007410000	2825 WALDENS POND CV	07/07/15	Customer complaining of high bill, please reread meter and check for leaks. 407-829-6666. Tag door with results. Thanks, Karyn	07/08/15	READ METER AND NO LEAKS INDICATED AT THIS TIME. INFORMED CUSTOMER TO CHECK IRRIGATION ZONES FOR BROKEN HEADS, HE STATED THAT THE TOILETS ARE GOOD.. KEV	RAZA,AHSAN	Karen Thimmes	HIBILL	07/08/15	1007796068	(407) 829-6666	Kevin Cooper	Completed
3120500000	1383 WINDY RIDGE CT	07/07/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/08/15	read meter and there are no leaks indicated at meter , spoke with customer and informed to check toilets and irrigation... kev	GAIBOR,PEPE L	Zakia Bouldin	HIBILL	07/08/15	3129925804	(407) 767-5933	Kevin Cooper	Completed
8568783509	2104 CLUSTER BRANCH CT	07/06/15	Ken called to report very high bill. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	07/07/15	Read-3201560. No leaks and the read is correct.. Tagged door with findings.CA	HEIMANN,KEN	Brooke Storm	HIBILL	07/07/15	0311589471	(352) 212-6100	Caleb Alday	Completed
1940500000	1375 WINDY RIDGE CT	07/06/15	Ms. Williams 407-831-3865 called regarding high usage. Usage is considerably higher than past high usage months/years. Cust stated they have cut back on watering, no leaks that aware, no issues with sprinkler heads, no running toilets. Please re-read meter and check for leak. Tag door with findings. Thank you! Bonnie	07/07/15	Read-8810110. Read meter and spoke with customer..Customer stated that they replaced toilet flapper. I told them that is most likely why they had a high water bill...They are going to watch for the next bill and see what the usage is. The read is in line.CA	WILLIAMS,JERRY	Bonnie Storm	HIBILL	07/07/15	1940136687	(407) 831-3865	Caleb Alday	Completed
0162010000	282 LAKAY PL	07/06/15	PLEASE RE-READ METER AND CHECK FOR LEAKS,CUSTOMER WOULD LIKE TO BE PRESENT PLEASE KNOCK ON DOOR,SYLVIA	07/07/15	Read is 4277400 No leak detected. Read is correct. No one is home. Advised to check irrigation runtime settings and each zones for leaks.. RH	GRUNDY,DIANNE	Sylvia Watier	HIBILL	07/07/15	0165800120	(407) 788-2370	Rodel Hermano	Completed

3345212811	1430 SUZANNE WAY	07/06/15	Robert called stating that he thinks he may have a water leak. Says nothing has changed and his bill continues to rise. Please go by and investigate....Thanks	07/07/15	Read is 848130. Read is correct. No leak detected. Customer mentioned about them replacing sprinkler heads in the past weeks. Advised to check their irrigation settings and check each zones for leaks. RH	MILLER,ROBERT I	Shona Robinson	HIBILL	07/07/15	7343238258	(407) 788-7990	Rodel Hermans	Completed
6134329471	1777 ROBERT ST	07/02/15	Please re-read meter and check for leaks. Mr. Rodriguez is concerned about consecutive high reads but says there has been no extra usage. Would like a phone call following investigation and tag on door with notes from investigation. Mr. Rodriguez 407-227-2268. Thanks, Sam.	07/06/15	Reread meter checked for leaks#11650676./read 133440gl no leaks	RODRIGUEZ,KIMBERLY	Samantha Gongre	HIBILL	07/06/15	8323913537	(407) 227-2268	Greg Liggins	Completed
1666800000	213 STEVENAGE DR	07/01/15	cust calling about very hi bill please re-read meter and check for leaks.sylvia	07/02/15	Check for leaks found none. Meter is reading. MTR.R 561730 JSM	LEPISH,KAREN A	Sylvia Watier	HIBILL	07/02/15	1666614357	(407) 756-0466	Jeff A Metheney	Completed
7281000000	304 NEEDLES CT	06/30/15	Please re-read meter check for leaks, customer is adamant they didn't use all this water. Please tag door with findings. Kenneth ph# 407-788-3582	07/01/15	Reread meter checked for leaks# 08135826 /read1740590 no leaks gl	LYNN,KENNETH	Linette Orengo	HIBILL	07/01/15	7280699553	(407) 788-3582	Greg Liggins	Completed
3207606188	442 WEKIVA COVE RD	06/30/15	Please check leak indicator and reading correct. I think customer may have issue with irrigation system. Please tag door. Gloria 352-317-0206. Amanda	07/01/15	Check meter for leak. Found nothing leaking. Left door tag JSM	GREEN,GEOFFREY	Amanda Stonebreaker	HIBILL	07/01/15	6601719658	(614) 634-3320	Jeff A Metheney	Completed
9134410000	204 FOX VALLEY DR	06/30/15	CUSTOMER CALLED, SAYS LEAK INDICATOR IS NOT MOVING, AND GAVE READ THAT IS 8K MORE THAN LAST READ WE TOOK. STILL WANTS US TO COME OUT AND READ METER AND CHECK FOR LEAK, PLS TAG DOOR WITH RESULTS.	07/01/15	Check meter for leak. Found nothing leaking. Made contact with customer. Also left a door tag. JSM	DYCKO,NORMA	Crystal Woolard	HIBILL	07/01/15	9130891132	(407) 682-6756	Jeff A Metheney	Completed
6040400000	119 HICKORY TREE RD	06/26/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	06/30/15	Check meter for leak. Did not find any leak. Mtr. R- 51730 JSM	JASIUNAS,JIM	Jerrie Hoffman	HIBILL	06/30/15	6048500857	(321) 439-7298	Jeff A Metheney	Completed
2801400000	967 DEERWOOD LOOP	06/29/15	Please speak with customer about usage. He had 40,000gal FEB-March and wants us to go back through readings said this is not correct/ Advised we have been out 2 times and got reading all in line. He doesn't believe irrigation can use that much water. He has household of 4 ppl and irrigates lawn 3x week. Please explain no 2 houses are the same- everybody has separate irrigation habits. Mahmoud 407-869-4549. Amanda	06/30/15	SPOKE WITH SON AT HOUSE AND INFORMED THAT THE METER IS NOT REGISTERING A LEAK AND THE READS ARE IN LINE WITH PREVIOUS AND ALSO INFORMED THAT THEY MAY WANT TO CHECK IRRIGATION. KEY	HERIBA,MAHMOUD	Amanda Stonebreaker	HIBILL	06/30/15	2803928815	(407) 869-4549	Kevin Cooper	Completed
2236500000	216 PHEASANT RUN CT	06/29/15	please re-read meter and check meter for leaks, customer is concerned about high usage. please tag door with results Thank you Sarah/vn	06/30/15	Took read & check for leak. Found nothing leaking. Mtr. R-7644980 JSM	CARTER,DONALD	Sarah Locascio	HIBILL	06/30/15	2230726133	(407) 733-7478	Jeff A Metheney	Completed
2914600000	218 ALBRIGHTON CT	06/29/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS AND TAG DOOR WITH RESULTS THANK YOU SARAH/VN	06/30/15	Check meter for leak. Found nothing leaking.Took meter read & hung door tag. JSM	WILLIAMS,TONY	Sarah Locascio	HIBILL	06/30/15	2917279767	(407) 788-4264	Jeff A Metheney	Completed
1604826019	308 NEW WATERFORD PL	06/25/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS. CUSTOMER IS CONCERNED ABOUT HIGH USAGE. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAH/VN	06/25/15	Reread meter checked for leaks #32668222 read1313100gl no leaks	WALTER,ERIC	Sarah Locascio	HIBILL	06/26/15	2004135086	(859) 227-2349	Greg Liggins	Completed
6630500000	240 SLADE DR	06/24/15	Please re read meter and check for leaks. Thanks Karon	06/25/15	Took meter read. Mtr. R-615880 Also check for leak. Found meter with a very slow leak. Made contact with customer and informed her of problem. JSM	CRIGAR,DOLORES	Karon Hinchcliffe	HIBILL	06/25/15	6638818974	(407) 332-8734	Jeff A Metheney	Completed

4383510000	525 PRESTON RD	06/23/15	Please check meter read and leak indicator. The reads are very sporadic. Is the meter functioning properly. Meter was installed 1977. Single elderly person in the home and no irrigation...Zoila 407-260-6789. Amanda	06/24/15	Reread meter checked for leaks no leaks# 012489456 ,read5810130gl	RODRIGUEZ,ZOILA	Amanda Stonebreaker	HIBILL	06/24/15	4386607255	(407) 260-6789	Greg Liggons	Completed
1925500000	609 LONGMEADOW CIR	06/19/15	Please re-read meter check for leaks. Customer is concerned of high bill. Tim phone# 407-774-1419. Please tag door with findings.	06/23/15	Reread meter checked for leaks# 083264721 ,read7210 no leaks gl	HAZLETT,TIM W	Linette Orengo	HIBILL	06/23/15	1929903503	(407) 774-1419	Greg Liggons	Completed
5507730698	2160 WOODBRIDGE RD	06/22/15	Please re-read and check for leaks, Howard called to report very high usage this month. He says nothing has changed at all, but usage has increased about 6x. Please tag door with findings. Thanks, Brooke	06/23/15	Reread meter no leaks#15089275,read1557850gl	Wilson Management	Brooke Storm	HIBILL	06/23/15	4819405022	(407) 896-1200	Greg Liggons	Completed
1645700000	2082 BILTMORE PT	06/19/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	06/22/15	Reread meter checked for leaks no leaks#09406697,read1492430gl	LASINE,SUE	Glenda Thompson	HIBILL	06/22/15	1642197136	(954) 260-7466	Greg Liggons	Completed
2662600000	604 RIVERPARK CIR	06/19/15	Contact Mr. Murphy at 407-951-7887 with results. He runs an irrigation system, but average usage is about 45,000 gallons/month. Last read was almost 100,000 gallons. Thanks Haida NV *Customer called back 6/22 to advise that he believes we have been misreading the meter for several months, as he discovered this weekend that the meter box was full of dirt. Please verify. Thanks, Brooke*	06/22/15	Reread meter no leaks detected#17281109,read7221590gl	MURPHY,THOMAS E	Haida Caruso	HIBILL	06/22/15	2669384248	(407) 951-7887	Greg Liggons	Completed
9319110000	1698 KINGSTON RD	06/22/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMER HAS A HIGH BILL AND READ ON BILL IS SYSTEM ESTIMATE SO PLEASE GET PROPER METER READ. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAH/NV	06/22/15	Reread meter talk with customer no leak#14781069,read126280gl	PROSEN,LARRY	Sarah Locascio	HIBILL	06/22/15	9314425817	(407) 325-7020	Greg Liggons	Completed
0041723450	114 ROSE BRIAR DR	06/19/15	Ms. Shilling 305-495-4606 concerned about high usage. Cust normal avg at previous address 5550 gals. Previous owner at this address regularly used approx 29,000 gals. Suggested cust check timer on sprinkler system as they are watering on a regular basis. Cust does not feel increased usage due to irrigation. No leaks that aware of, no running toilets. Please tag door with results. Thank you! Bonnie	06/22/15	Reread meter no leaks tagged the door#14287746,read330330gl	SHILLING,KHAMHCEK	Bonnie Storm	HIBILL	06/22/15	8432245753	(305) 495-4606	Greg Liggons	Completed
5681700000	750 MARKHAM WOODS RD	06/18/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USE REFLECTED ON BILL. ADMITS TO IRRIGATION SYST BUT DENIES ANY LEAKS ON THE PREMISE OR INCREASE IN USE - THANKS, JERRIE NV	06/19/15	Reread meter checked for any leaks# 09406702 ,read2442310gl	BENITEZ,JOSE R	Jerrie Hoffman	HIBILL	06/19/15	5686765725	(407) 786-2497	Greg Liggons	Completed
9001700000	220 MARKHAM WOODS RD	06/18/15	PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	06/19/15	Reread meter no leak tagged door # 084781170 ,read996340gl	BOUKAL,RICHARD	Crystal Woolard	HIBILL	06/19/15	9003463893	(407) 637-4202	Greg Liggons	Completed
8655210000	210 SWEET GUM WAY	06/18/15	Please re-read meter and checking for leaks. Customer complaining of a high bill. Please tag door w/ findings. Thanks	06/19/15	Reread meter no leaks detected#12332962,read315580gl	COEN,NANCY E	Zakia Bouldin	HIBILL	06/19/15	8659892744	(407) 786-8767	Greg Liggons	Completed
5651200000	108 MARKHAM WOODS RD IRRG	06/17/15	PLEASE INVESTIGATED. RE-READ AND CHECK FOR LEAKS. MIKE 404 389.1081 CUSTOMER HAS A VERY LARGE BILL. NO KNOWN LEAKS.	06/18/15	Reread meter no leaks just alot irrigating# 10021701,read4747200	HIEN LLC	LaQuon Huntley	HIBILL	06/18/15	5659452505	(407) 389-1081	Greg Liggons	Completed
8754410000	486 WINDING CREEK PL	06/16/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	06/18/15	Reread meter checked for any leaks#32666630,read2692230gl no leaks	BEHR,GLENN	Jessica Bridges	HIBILL	06/18/15	8750242706	(407) 788-6977	Greg Liggons	Completed

1412210000	222 E HORNBEAM DR	06/17/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL/USAGE REFLECTED ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	06/18/15	Reread meter checked for any leaks# 14900710 ,read144610gl no leaks	MYERS,NATALIE	Jerrie Hoffman	HIBILL	06/18/15	1413855679	(407) 869-6724	Greg Liggons	Completed
2745797937	201 HONEYSUCKLE LN	06/16/15	CUST CALLED IN ABOUT HIGH BILL AT LOCATION. CUST HAD NEW METER INSTALLED 4/15 AND USAGE HAS BEEN VERY HIGH SINCE THEN. PLEASE RE-READ AND CHECK FOR LEAKS. 321-277-0173 Mrs. Delp	06/17/15	Reread meter checked for leaks#15394331,read59190 no leak detected	CRIDER,JACK	LaQuon Huntley	HIBILL	06/17/15	9681491797	(407) 310-5625	Greg Liggons	Completed
6544500000	477 WILD OAK CIR	06/16/15	Please re read meter and check for leaks. Please make sure meter is working properly. Thanks Karon	06/17/15	Reread meter checked for leaks#14164029,read462580 no leaks	SHERMAN,ARNOLD	Karon Hinchcliffe	HIBILL	06/17/15	6546074006	(407) 774-2631	Greg Liggons	Completed
2147600000	548 TIMBER RIDGE DR	06/15/15	Mrs. Kersten called to request re-read and leak check due to very high bill. Please check reading, verify if any leaks present, and tag door with findings. Thanks, Brooke	06/16/15	Reread meter checked for leaks read 3726980 spoke to customer no leak detected gl - Spoke with customer she don't have a leak reread meter#84430192,read3726980gl	KERSTEN,DARON	Brooke Storm	HIBILL	06/16/15	2148383279	(407) 921-0861	Greg Liggons	Completed
5285410000	111 COUNTRYSIDE DR	06/15/15	CUST CALLING ABOUT HIGHER THAN NORMAL BILL, PLEASE RE-READ METER AND CHECK FOR LEAKS, SYLVIA	06/16/15	Reread meter checked for leaks# 29064002 ,read3905670 no leaks gl	BUTLIN,SIMON	Sylvia Watler	HIBILL	06/16/15	5281445622	(407) 252-1352	Greg Liggons	Completed
9011800000	109 THISTLEWOOD CIR	06/15/15	Please check meter read and leak indicator. Customer states filled his pool but that was completed last bill cycle on 04/25. Also states has irrigation on WELL. He thinks we are estimating bills. Gary 407-774-2135. Amanda	06/16/15	Reread meter checked for leaks# 014433213 ,read5000350no leak l spoke with customer gl	HEROLD,GARY	Amanda Stonebreaker	HIBILL	06/16/15	9016903314	(407) 774-2135	Greg Liggons	Completed
4921076102	117 WOODMILL RD	06/15/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. FREDRICK 407-920-0659. THANKS BRITTANY NV **** PLEASE SPEAK WITH CUSTOMER ABOUT WHAT YOU FIND*****	06/16/15	Reread meter possible leak customer was not home dial on meter spinning slow tagged door for customer to call a plumber# 13700960 ,read244990gl	COE,FREDERICK	Brittany Warembourg	HIBILL	06/16/15	0731071653	(407) 920-0659	Greg Liggons	Completed
6076510000	530 CORNWALL CT	06/11/15	Cynthia called to report high usage this month. She says she is not aware of any leaks. Please check for leaks, verify reading, tag door with findings. Thanks, Brooke	06/12/15	Reread meter checked for leaks no leak tagged door#096804392,read1707870gl	MILLER,CYNTHIA E	Brooke Storm	HIBILL	06/12/15	6070012032	(321) 960-0881	Greg Liggons	Completed
6379010000	301 SWEETWATER CLUB CIR	06/08/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER CALLED COMPLAINING OF A HIGH BILL	06/09/15		RAYMOND,ROY C	Jessica Bridges	HIBILL		6371244835	(407) 869-8813		Completed
8865710000	2620 CARA LYNN WAY	06/05/15	Mr. Howard called due to high usage please check meter #, reading and if any leaks are being detected on the meter. Inform Mr. Howard of findings #407-869-6144. Kim-FL	06/08/15	Spoke with Mr Howard he doesn't have a leak at meter# 10115941 ,read1136830gl	GESSLER,HOWARD	Kimberly Bennett	HIBILL	06/08/15	8869829540	(407) 869-6144	Greg Liggons	Completed
0662810000	1301 SUZANNE WAY	06/04/15	PLEASE RE-READ METER/CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/ USE REFLECTED ON BILL. DENIED LEAKS ON PREMISE/ OR EXTRA USE. THANKS BRITTANY NV	06/05/15	I read meter checked for a leak there no signs of any leaks read is 594850 maf	BROSTROM,DARREL	Jerrie Hoffman	HIBILL	06/05/15	0661347169	(407) 682-1387	Mike Finnegan	Completed
1793667102	1195 SWEETWATER CLUB BLVD	06/02/15	Please re read meter and check for leaks. Thank you, Ewan	06/03/15	Reread meter checked for leaks no leaks found# 09050408 ,read2015600gl	ALDISOURCE SINGLE FAMILY INC	Ewan Dehnert	HIBILL	06/03/15	6621383872	(866) 952-6514	Greg Liggons	Completed

9332810000	365 NEEDLES TRL	06/01/15	Rec'd E-Mail from customer stating High Consumption and had two issues in the past with tree root intrusion and plumbing issues. Please re-read meter and check for leaks. Please tag door with findings. Leave thorough notes on FA as customer will call in to discuss. Thanks, Lorie	06/02/15	read meter ,read on 5/12/15 was wrong , right read 252730 I tagged the door maf	THOMAS,CARLOS	Lorie Mayeski	HIBILL	06/02/15	9330944096	(407) 788-2456	Mike Finnegan	Completed
8783814552	125 DURHAM PL	06/01/15	PLEASE RE-READ METER AND CHECK FOR LEAKS,LOOKS LIKE METER READER ADDED AN EXTRA 0,CUSTOMER LIVES IN CONDO,HAS NO IRRAG OR POOL ETC,THANKS,SYLVIA	06/02/15	read the meter checked for a leak there no signs of any leak read is 10000 maf	MANUEL,PATRICIA	Sylvia Watier	HIBILL	06/02/15	7612712942	(407) 331-1998	Mike Finnegan	Completed
1260370730	109 SANDY OAKS PLACE	06/01/15	Mr. Tubbs #407-808-4802 asking to have check the hose on the backflow is leaking showing large amt. of consumption his amt. is 33 thousand gallons usage. please investigate and record all notes. lej 6/1	06/02/15	Called customer no answer backflow slow dripping but dial not spinning on meter#13544839,read 116310	TUBBS,BRAD	Ingrid Jenkins	HIBILL	06/02/15	7849546783	(407) 808-4802	Greg Liggons	Completed
1359400000	221 SLADE LN	05/26/15	RE-READ METER & CHECK FOR LEAKS SAYS SHE DOESN'T HAVE AN IRRIGATION SYSTEM AND DOESN'T WATER AND HAS HAD NO LEAKS TAG DOOR W/FINDINGS /C	05/27/15	Check meter for leak,found no leak. Meter is registering when water is on at house. And not registering when turned off. Made contact with customer & left door tag with her. JSM	LEASON,FRANCES E	Isabel Ceballos	HIBILL	05/27/15	1350972470	(407) 332-7283	Jeff A Metheney	Completed
7913971599	500 SWEETWATER BAY CT	05/26/15	Reread meter and check for leaks.....Usage was 75K for 34 days....Do quite a bit of irrigating but this usage is definitely unexpected. Coprtact is Randall on 814-873-5470. Thanks, CarolynFL	05/27/15	read the meter checked for a leak there no sign of any leaks read is 969540 maf	Randall,Seth	Carolyn McVicker	HIBILL	05/27/15	9894925072	(814) 873-5470	Mike Finnegan	Completed
4902377281	1300 N MARCY DR	05/22/15	RE READ METER AND CHECK FOR LEAK	05/26/15	Read meter checked for leaks No# 11386140 ,read367520mfgl	CIESLA,HEATHER	Micah Johnson	HIBILL	05/26/15	0573890847	(407) 470-9358	Mike Finnegan	Completed
4138210000	116 SWEETBRIAR BR	05/20/15	Please check meter for leak- customer shows leak but thinks meter is broke. Please tag door with results. Poly 407-332-6985 Amanda	05/21/15	Read meter customer has a leak in the irrigation turned off at valve# 18110150 ,read4799320mfgl	WILSON,POLLY H	Amanda Stonebreaker	HIBILL	05/21/15	4136011237	(407) 332-6985	Mike Finnegan	Completed
4085700000	310 STONEBRIDGE DR	05/20/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USAGE REFLECTED ON BILL. DENIES LEAKS ON PREMISE/EXTRA USE - THANKS, JERRIE NV	05/20/15	Read is correct and there are no leaks registering on the meter..Tagged door with findings.CA	HINTZE,RUSSELL	Jerrie Hoffman	HIBILL	05/20/15	4081333338	(407) 810-4041	Caleb Alday	Completed
5507400000	114 PENELOPE DR	05/19/15	Please reread meter and check for leaks. Customer has heat pump that uses water for the air conditioning/heat. Unit is in garage. Her usage for one person has been 49K gallons. she suspects that we have not been reading the meters. I assured her that we have been reading the meter. DONNA DOES NOT WANT WATER TURNED OFF. Afraid it will burn up her heat pump. If possible, talk with Donna (407-496-5926). Thank You, CarolynFL	05/20/15	READ METER AND THERE ARE NO LEAKS, SPOKE WITH CUSTOMER AND SHE DID STATE THAT SHE DID PRESSURE WASH PATIO IN BACK LAST MONTH. I ADVISED THAT MAY BE WHY HER BILL IS HIGHER. SHE WILL MONITOR.. KEV	MORSE,DONNA	Carolyn McVicker	HIBILL	05/20/15	5509307396	(407) 332-8226	Kevin Cooper	Completed
8974232631	1691 N KINGSTON RD	05/19/15	Reread meter and check for leaks. Preston is contact on 407-947-1458. Irrigation was fixed for the last bill cycle. 82K gallons. Has a large yard with several zones and runs at least 3 times per week with at least 20 minutes per zone...maybe 30 minutes. If read is correct, this may be the cause for the extra high usage. CarolynFL	05/20/15	R- 162650 AND METER IS NOT REGISTERING A LEAK AT THIS TIME. CALLED AND GOT CUSTOMERS VOICEMAIL AND LEFT MESSAGE INFORMING OF THIS AND HE MAY WANT TO CHECK IRRIGATION ZONES. KEV	BELLAIRE,PRESTON	Carolyn McVicker	HIBILL	05/20/15	4056914538	(407) 834-8663	Kevin Cooper	Completed
7803310000	113 MARCY BLVD	05/19/15	Please re read meter and check for leaks, she feels you may be reading next doors meter. Thanks Karon	05/20/15	R-1764840 AND NO LEAKS ARE INDICATED AT METER.. KEV	MCCORMICK,MICHAEL	Karon Hinchcliffe	HIBILL	05/20/15	7809796595	(407) 260-6238	Kevin Cooper	Completed



0761500000	418 TWISTING PINE CIR	05/15/15	Please re-read meter check for miss read, and leaks. Customer states nothing has changed and she should not have a high bill. Patricia's phone number 407-788-2502	05/18/15	Reread meter #17138026 ,read4304650mfgl No leaks tag door	ZAREK,JOHN	Linette Orengo	HIBILL	05/18/15	0766747936	(407) 788-2502	Mike Finnegan	Completed
1963410000	680 TRINITY CT	05/18/15	Charles called to report extremely high usage this month. Says no running toilets, says he hasn't noticed anything leaking. Please verify reading, check for leaks, and tag door with findings. Thanks, Brooke	05/18/15	Read-3364420. No leaks found. Meter read is correct. Tagged door with findings.CA	FASCIANA,CHARLES C	Brooke Storm	HIBILL	05/21/15	1969948102	(407) 332-6823	Caleb Alday	Completed
6197110000	1801 WINGFIELD DR	05/14/15	Ms. Rodriguez #407-830-9236 asking to see if the repair to the line from last month working caused her water billing to triple of consumption. They are asking if a credit of usage can be given since they hadn't changed or used any extra water; investigate and record all information in ccb, leave a tag at door for customer notes. iej 5/14	05/15/15	REread meter no leaks detected tag door to let. customer no leaks# 33247019,read3448710 mf gl	RODRIGUEZ,ANTONIO L	Ingrid Jenkins	HIBILL	05/15/15	6194471242	(407) 830-9236	Mike Finnegan	Completed
4550510000	620 CAMBRIDGE CT	05/13/15	Reread meter and check for leaks. Roselle's contact is 407-353-9789. She is a single 83 year old and does not believe her usage is correct. No sprinklers. Thank You, New Meter installed 6/12/14. At that time there was a "pigtail" issue. She is showing over 5K per month. uses very little water. Carolyn/FL	05/14/15	CUSTOMER HAS WATER RUNNING THROUGH METER AT ABOUT 7 GPM. FOUND HOUSE VALVE FOR HER AND SHUT OFF, INFORMED HER LEAK IS PAST HER HOUSE VALVE AND RECOMMENDED SHE CONTACT A PLUMBER OR SOMEONE TO FIND LEAK AND REPAIR. KEV	VORAN,ROSELLE C	Carolyn McVicker	HIBILL	05/14/15	4550403607		Kevin Cooper	Completed
9054210000	1000 SWEETWATER CLUB BLVD	05/13/15	Customer complaining of high bill. Please reread meter and check for leak. Thanks Connie	05/14/15	Reread meter no leaks detected tag the door #14086438,read1964870 mf gl	LUCCHESI,JOSEPHINE	Constance Dunn	HIBILL	05/14/15	9055280298	(407) 865-2336	Mike Finnegan	Completed
4790400000	2131 DEER HOLLOW CIR	05/13/15	Customer called due to extremely increased usage over the last 2 months. Please check for leaks, verify reading, and tag door with findings. Thanks, Brooke	05/14/15	Reread meter no detection of any leaks#34857881,read 4611210 mf gl	SHABBIR,NUZHAT N	Brooke Storm	HIBILL	05/14/15	4793392508	(407) 804-1068	Mike Finnegan	Completed
6714300000	1698 MARKHAM GLEN CIR	05/12/15	Reread meter and check for leaks. Usage double the normal amount for 33 days. Contact is Marcia on 504-940-7255. Thank You, Carolyn/FL	05/13/15	Check meter found on & not registering. Mtr. R-3549820. Left meter on. JSM	THOMPSON,JOHN	Carolyn McVicker	HIBILL	05/13/15	6719581577	(407) 463-5078	Jeff A Metheney	Completed
3876301340	110 IBIS RD	05/08/15	Please re-read meter make sure it's being read correctly and check for leaks. Customer is concerned of usage. Please tag door with findings. Jane phone number 407-456-3500	05/12/15	I read meter checked for a leak there no sign of any leaks I put tag in mail box because gate locked maf	Horne,Gregory	Linette Orengo	HIBILL	05/12/15	8276522082	(407) 456-3500	Mike Finnegan	Completed
4655489647	2118 ROYAL FERN CT	05/06/15	RE READ AND CHECK FOR LEAK	05/07/15	READ THE METER CHECKED FOR A LEAK THERE NO SIGN OF ANY LEAKS THE READ IS 507410 MAF	JOSEPH,MICHAEL	Micah Johnson	HIBILL	05/07/15	9450972706	(407) 450-0961	Mike Finnegan	Completed
3447073432	636 EAST CLUB CIR	05/06/15	Please check meter read and leak indicator. Customer disputes usage. April 314-803-5370. Amanda  ***please tag door***	05/07/15	READ THE METER READ ON , 04-21-2015 09:12AM IS WRONG READ IS 6901580 MAF	CHONG,BRUCE	Amanda Stonebreaker	HIBILL	05/07/15	0096583943	(912) 344-1990	Mike Finnegan	Completed
3386210000	1736 FIFESHIRE CT	05/06/15	Please reread meter and check for leaks. Please let Prafulla 407-310-5332 know where her meter is. Thanks Karon	05/07/15	I READ THE METER ,READ ON 4/21/15 IS WRONG , READ 515650 I ALSO MARKED WHERE THE METER BOX IS , I TAGGED THE DOOR MAF	KIRTANE,PRAFULLA	Karon Hinchcliffe	HIBILL	05/07/15	3389422586	(407) 774-9975	Mike Finnegan	Completed

6130872165	1520 JILL JENEE LN	05/05/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	05/06/15	read the meter checked for a leak there no sign of any leaks I tagged the door , # 34319357 , read is 2277810 maf	NIETO,ANTHONY	Glenda Thompson	HIBILL	05/06/15	9012324215	(740) 816-0371	Mike Finnegan	Completed
7671000000	2401 WESTWOOD DR	05/05/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL/USAGE REFLECTED ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	05/06/15	read the meter , # 13545328 , read is 52440 there no sign of any leak , maf	REASER,VIOLET A	Jerrie Hoffman	HIBILL	05/06/15	7675680363	(407) 774-0826	Mike Finnegan	Completed
6938264531	1430 VIVALDI PL	05/04/15	VERIFY LAST READING TAKEN FOR HOUSE METER. VERY HIGH READING. CHECK FOR LEAKS OR MIS-READ. TAG DOOR W/FINDINGS /C	05/05/15	I read the meter , read on 4/2115 was is wrong , read is 186250 maf	STILES,BRADLEY	Isabel Ceballos	HIBILL	05/05/15	2557757010	(775) 287-3496	Mike Finnegan	Completed
5562608264	1430 VIVALDI PL	05/04/15	VERIFY LAST READING TAKEN FOR HOUSE METER. VERY HIGH READING. CHECK FOR LEAKS OR MIS-READ. TAG DOOR W/FINDINGS /C	05/05/15	I read the meter , read on 4/2115 was is wrong , read is 186250 maf	GIBSON,LYNNE	Isabel Ceballos	HIBILL	05/05/15	2557757010	(908) 240-2906	Mike Finnegan	Completed
2768219172	605 EAST CLUB CIR	05/04/15	Please re read Meter and check for leaks. Please make sure meter is working properly	05/05/15	re read the meter checked for a leak there no sign of any leaks read is 45553740 ,maf	BORACK, TIFFANY N	Karon Hinchcliffe	HIBILL	05/05/15	1411971436	(786) 251-2811	Mike Finnegan	Completed
8456600000	203 W COTTESMORE CIR	04/30/15	Jeanine Ellis called, concerned that her bill has about doubled since this time last year. This month she was billed for around 30,000 gallons and says that nothing has changed since last year, and does not know how it's possible that she's used that much. Please check for leaks, tag door with findings. Thanks, Brooke	05/01/15	CHECKED METER AND METER IS WORKING FINE AND THERE ARE NO LEAKS INDICATED AT METER BUT CANNOT CHECK IRRIGATION, TAGGED DOOR WITH THIS INFO AND LETTING THEM KNOW THAT THEY MAY WANT TO HAVE THEIR IRRIGATION ZONES CHECKED FOR LEAKS. KEV	ELLIS,GREGORY	Brooke Storm	HIBILL	05/04/15	8458903798	(407) 772-2093	Kevin Cooper	Completed
1917200000	310 PARTRIDGE LN	04/30/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER ADMITTED TO USING IRRIGATION BUT PRIOR TO THIS READ TIME. INFORMED HIM HAS RECORD OF HIGH USAGE HERE AND MORE THAN LIKELY IS THAT. HE IS NOT HOME NOW. PLEASE TAG DOOR WITH FINDINGS. NEED THOROUGH NOTES ON FA AS HE WILL CALL BACK TO DISCUSS. LORIE	04/30/15	read the meter # 12274894 read is 961710 checked for a leak there no sign of any leaks tagged the door maf	COLLINS,THOMAS	Lorie Mayeski	HIBILL	12/27/94	1915548014	(407) 539-4248	Mike Finnegan	Completed
9438619730	327 CINDY CT	04/28/15	Mr. Sundin called to report high usage this month. Please check for leaks, verify reading. Please tag door with findings. Thanks, Brooke	04/29/15	read the meter checked for a leak there no sign of any leaks # 082142635 , read is 13451345870	FOWLER,DAWN	Brooke Storm	HIBILL	04/29/15	4814100814	(302) 344-1417	Mike Finnegan	Completed
1149600000	2243 SPRINGS LANDING BLVD	04/27/15	RE- READ METER AND CHECK FOR LEAK / DISPUTING 30K GAL USAGE.	04/28/15	I read the meter #14901419 read is 82480 , checked for a leak there no sign of any leaks maf	JOHNSON,CYNTHIA L	Micah Johnson	HIBILL	04/28/15	1141248876	(407) 786-2097	Mike Finnegan	Completed
1246267234	1100 CAMBRIDGE CT	04/27/15	*Knock on door upon arrival*Call from Mrs. Irma Solomons (407)-862-7090 stated high usage again as in December, 2014 when she had irrigation fixed in December. Concerned about possible leak. Please re-read meter and check for leaks. Tag door with findings. Lorie	04/28/15	read the meter checked for a leak there no sign of any leak I spoke with customer , and left tag read is 147060 maf	SCOGGINS,VANESSA	Lorie Mayeski	HIBILL	04/28/15	8461747395	(321) 945-8557	Mike Finnegan	Completed
6015410000	645 CHELSEA RD	04/27/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DENIES LEAKS ON PREMISE/CHANGE IN USAGE - THANKS, JERRIE NV	04/28/15	re read the meter checked for a leak there no sign of any leaks read is 17870 maf	GREENAN,MARY C	Jerrie Hoffman	HIBILL	04/28/15	6017761390	(407) 332-4874	Mike Finnegan	Completed
9915410000	635 CHELSEA RD	04/27/15	MS. Connell #407-332-6431 calling suspects we are estimating her bills asking to have read and to check for any signs of leaking lej 4/27	04/28/15	read meter checked for a leak there no sign of any leaks I tagged door read is 123070 maf	CONNELL,CLAIRE	Ingrid Jenkins	HIBILL	04/28/15	9916757755	(407) 332-6431	Mike Finnegan	Completed



3739727138	238 TIMBERLAND AVE	04/23/15	Mr. Doyle 443-253-6471 very concerned about high bill. Old meter in since 1977/new meter installed in March. Prior usage avg approx. 1500 gals per month. Explained old meters slow down and do not provide accurate usage. Mr Doyle does not believe it is possible to use over 53,000 gallons in 15 days. Says no irrigation or leaks. Please re-read meter and check for leak at cust request. Please make contact with cust. Thank you! Bonnie	04/24/15	I read the checked a leak. customer has a leak on his pvc line. I spoke with the customer and let him know read is 130500 maf	DOYLE,LISA	Bonnie Storm	HIBILL	04/24/15	3151405551	(443) 253-6471	Mike Finnegan	Completed
3452400000	394 WOODSTEAD CIR	04/22/15	Please re read meter and check for leaks. Tag door with results. Thank you, Ewan	04/23/15	read the meter checked for a leak there no sign of any leak read is 693390 tagged the door maf	ZAJKOWSKI,MYRON M	Ewan Dehnert	HIBILL	04/23/15	3450690077	(407) 788-1064	Mike Finnegan	Completed
6946410000	575 PRESTON RD	04/21/15	DISPUTE ON USAGE 80K GAL / RE READ METER / CHECK FOR LEAK / MAKE SURE WORKING PROPERLY	04/22/15	re read the meter # 99178564 read is 4108740 , read I on 4/6/15 was wrong . I spoke with the customer and give him a tag maf	KELLER,PATRICIA	Micah Johnson	HIBILL	04/22/15	6949947332	(407) 332-8475	Mike Finnegan	Completed
5889500000	672 RIVERPARK CIR	04/21/15	Dispute of 60k gal / PLEASE RE READ METER / CHECK FOR LEAK / MAKE SURE ALL WORKING PROPERLY	04/22/15	I read the meter checked for a leak there no sign of any leaks I tagged the door read is 2426010 maf	ALTI,ANTHONY T	Micah Johnson	HIBILL	04/22/15	5881128165	(407) 774-3312	Mike Finnegan	Completed
6136906106	1520 ROBERT ST	04/21/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL/USAGE REFLECTED ON BILL. DENIES LEAKS ON PREMISE/EXTRA USE. - THANKS, JERRIE NV	04/22/15	read the meter checked the leak there no sign of any leaks read is 17920 maf	FOSTER,JEFF	Jerrie Hoffman	HIBILL	04/22/15	8131624427	(321) 501-7447	Mike Finnegan	Completed
8544510000	284 SPRING RUN CIR	04/22/15	PLEASE RE READ METER AND CHECK FOR LEAK / USAGE HIGHER THAN NORMAL *CUSTOMER REQUEST RANG DOOR BELL UPON ARRIVAL	04/22/15	read the meter checked for a leak , there no sign of any leaks read is 103850 maf	DRAWDY,JULIA K	Micah Johnson	HIBILL	04/23/15	8541358647	(407) 869-9061	Mike Finnegan	Completed
5040410000	200 TOLLGATE TRL	04/21/15	Please re-read meter check for leaks. Please knock on the door and speak to Julia. She is very concerned the usage keeps going up and down and she isn't doing anything different. Julia's phone number is 407-331-7195	04/22/15	CHECKED METER AND NO LEAKS ARE INDICATED ON MAIN LINES AND METER IS WORKING FINE. SPOKE WITH HER AND INFORMED THAT THE METER IS NOT SHOWING A LEAK BUT SHE MAY WANT TO HAVE HER IRRIGATION ZONES CHECKED.	KALSTROM,JULIA	Linette Orengo	HIBILL	04/22/15	5046653232	(407) 332-7195	Kevin Cooper	Completed
2353210000	121 FOXRIDGE RUN	04/20/15	*LEAVE TAG **DISPUTE ON METER READ / RE READ AND CHECK FOR LEAK PLEASE.....	04/21/15	Read is 4110230. Tagged door with findings. RH	KATZ,CHARLES	Micah Johnson	HIBILL	04/21/15	2354099466	(407) 332-6354	Rodel Hermano	Completed
1867600000	132 POINT VIEW LN	04/20/15	CUSTOMER REQUESTING RE READ AND CHECK FOR LEAK ( NEW METER ) HIGH BILL / USAGE	04/21/15	No leak detected . Read is 72830. Customer believes he did not used that much water he stated he barely runs the sprinkler systems but he have 4 zones and runs them no more than 25 mins/zone. Customer will call the office to request a meter test. RH	BAUM,ROBERT	Micah Johnson	HIBILL	04/21/15	1862176634	(407) 862-1009	Rodel Hermano	Completed
1689397753	408 WILLOWBROOK LN	04/17/15	Rec'd call from Mr. Peter Howe (407)-274-0094 stated high consumption highest in the two years he's been here. Please obtain current read and check for leaks. Tag door with findings. Thanks, Lorie M. 4-17-15	04/20/15	read the meter , the meter is registering a leak I tagged a door # 34363342 , read is 1053350 maf	HOWE,PETER	Lorie Mayeski	HIBILL	04/20/15	3913049468	(407) 274-0094	Mike Finnegan	Completed
3304510000	107 LAUREL OAK DR	04/16/15	Please reread meter and check for leaks. Customer wants to be present. Please knock on door when you arrive. Thanks Connie	04/17/15	Read-1250960.. Customer has a leak on his main line feeding his house..The grass was all wet I probed around and found where it was leaking..He is calling a plumber to get repairs made..The leak was around 3 gpm. I exercised curbstop and turned the water off. the plumber should be able to turn the water back on.CA	HUBBARD,AUDREY G	Constance Dunn	HIBILL	04/17/15	3303520218	(407) 788-0807	Caleb Alday	Completed

4122300000	100 PALM LAKE CT	04/14/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. PLEASE TAG W/ FINDINGS. THANKS	04/15/15	read the meter checked for a leak there no sign of any leaks I tagged the door read is 13800 maf	PRATT,EVELYN G	Zakia Bouldin	HIBILL	04/15/15	4124591587	(407) 862-6470	Mike Finnegan	Completed
1838110000	608 WATER OAK LN	04/14/15	Please re-read meter and check meter for leaks, customer has high bill that shows over 28,000 gallons used. Please tag door with results thank you sarah/viv	04/15/15	I read the meter , checked for a leak , there no sign of any leaks # 11207831 read is 282170 , tagged the door maf	VAN WYE,GREG	Sarah Locascio	HIBILL	04/15/15	1833670757	(407) 620-2185	Mike Finnegan	Completed
3731400000	2147 DEER HOLLOW CIR	04/13/15	Reread meter and check for leak. Over 30-40K for several months. May be irrigation related. Contact is Raymond on 407-829-7363. Pls tag door. Carolyn/FL	04/14/15	read the meter checked for a leak there no sign of any leaks I tagged the door # 33247030 read is 5504090 maf	MAVIGLIA,RAYMOND	Carolyn McVicker	HIBILL	04/14/15	3731880705	(407) 829-7363	Mike Finnegan	Completed
5856012738	1307 SWEETWATER CLUB BLVD	04/10/15	Please reread meter and check for leaks. High consumption. Customer has not been at residence since 12/2014. Please turn off water, may be toilet running. Thanks Connie	04/13/15	I read the meter # 11207533 read is 215720 meter is registering a leak , I turned off and tagged door maf	ADOLPHE,MARSISTE	Constance Dunn	HIBILL	04/13/15	4344522725	(718) 490-9407	Mike Finnegan	Completed
3060115463	1804 WINGFIELD DR	04/09/15	MRS. ST ONGE AT 1804 WINGFIELD DR IS CALLING REGARDING A LARGE INCREASE IN USAGE ON THIS LAST BILLING. NO KNOWN LEAKS AND NOTHING HAS CHANGED - NOT EVEN THE IRRIGATION SYSTEM WHICH THEY HAVE ALREADY HAD CHECKED - BUT CAN YOU PLEASE CHECK AND TAG THE DOOR. WITH YOUR FINDINGS. LORETTA	04/10/15	I read the meter the meter is registering a leak , tagged the door , # 13029148 read is 1349640 maf	ST ONGE,EDWARD	Loretta Abbott	HIBILL	04/10/15	2431570301	(407) 341-5941	Mike Finnegan	Completed
7588264840	602 LONGMEADOW CIR	04/08/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	04/09/15	CHECKED METER AND METER IS WORKING FINE AND NO LEAKS ARE INDICATED ON CUSTOMER MAIN LINES. TAGGED DOOR WITH METER READ AND THIS INFO AND ALSO TO CHECK IRRIGATION ZONES FOR BROKEN HEADS,ETC.. KEV	DORET,KATHARINE	Zakia Bouldin	HIBILL	04/09/15	4273514466	(703) 915-6586	Kevin Cooper	Completed
3268010000	435 NEWTON PL	04/07/15	Please re-read meter and check for leak. Customer complaining of a high bill. Thanks	04/07/15	I re read the checked for leaks ,there no sign any leak meter work is properly , we are out on 2/17/15 and fixed a leak on are side ,because leak was on side it was not registering through the meter # 19906219read is 432080 maf	FALLUCCA,MARTHA	Zakia Bouldin	HIBILL	04/07/15	3267332368	(407) 862-8736		Completed
4018283323	3996 RADLEY CT	04/03/15	Reread meter and check for leaks. Lynn's contact is 407-234-4014. She does not live at this address...vacant. Showing consistently 1700-1800 gallons per month. Not aware of any toilet leaks. Pls contact her if possible Carolyn/FL	04/06/15	I read the meter checked for a leak there no sign of any leaks I tagged the door read 90500 maf	WOODLEY,SAUNDRA	Carolyn McVicker	HIBILL	04/06/15	9533581400	(863) 604-7199	Mike Finnegan	Completed
5107592715	105 TINDALE CIR	04/06/15	William called to have meter re-read, and check for any signs of a leak.... Thanks	04/06/15	I read the meter checked for a leak there no sign of any leaks I tagged the door read is 18150 maf	SPITLER,JUSTIN	Shona Robinson	HIBILL	04/06/15	0569204825	(407) 990-2076	Mike Finnegan	Completed
9151143197	118 DES PINAR LN	04/01/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. PLEASE TAG W/ RESULTS	04/02/15	Read-669230. Meter is registering a leak on the meter....Kids were home but no parents. I tagged door with results and let the kids who answered the door kno to tell the parents that a leak is registering on the meter and to call a plumber.CA	PEACOCK,ANA	Zakia Bouldin	HIBILL	04/02/15	8525405453	(321) 277-8683	Caleb Alday	Completed
2873996185	209 REGIS CT	03/31/15	Please re-read meter.... customer is concerned with consumption. Usage is higher than his normal usage. Also check for any signs of a leak.	04/01/15	Read-980950...Read is correct. Customer has leak registering on the meter...Nobody was home...Tagged door with findings.CA	RIESZ,RHONDA	Shona Robinson	HIBILL	04/01/15	5173757994	(321) 279-6995	Caleb Alday	Completed
9874980299	1868 WINGFIELD DR	04/01/15	Rebecca #407-453-2353 concern of high consumption she is concerned of possible leaking meter or faulty; meter was changed out; however she has irrigation/sprinkler attached to this meter. Investigate and record information ccb. iej 4/1	04/01/15	Read-128710...Read is correct..small leak is registering on the meter....Tagged door with findings.CA	GEESLIN,REBECCA	Ingrid Jenkins	HIBILL	04/01/15	9919363397	(407) 453-2353	Caleb Alday	Completed

8883197952	1469 GRACE LAKE CIR	03/30/15	PLEASE INVESTIGATE. SHOWING CUSTOMER USED 146.980 GALLONS IN FEBRUARY BILL. RE-READ METER AND CHECK FOR LEAKS. THANKS JOHN. 407-862-5068.	03/31/15	Check Mtr. Found no leak. R-2749250 JSM	MANIGAULT,JOHN	LaQuon Huntley	HIBILL	03/31/15	6333620262	(407) 862-5068	Jeff A Metheney	Completed
4165427986	368 CYPRESS LANDING DR	03/30/15	please reread meter and check for leaks. tag door with results. cust states that he had a running toilet for about a week but has fixed it this past weekend. thanks, GT	03/31/15	Meter was misread back in 3/26/2015 Present read is 2423490. No leak detected. Tagged door with results. RH	SENGEL,SANDRA	Glenda Thompson	HIBILL	03/31/15	1955446695	(407) 761-0086	Rodel Hermano	Completed
0926410154	2351 SPRINGS LANDING BLVD	03/24/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	03/25/15	Found leak on customers irr. system. left door hanger. JSM & MF	OCONNELL,BEN	Glenda Thompson	HIBILL	03/25/15	8269550762	(407) 433-4648	Mike Finnegan	Completed
0156900000	370 FOREST PARK CIR	03/23/15	Please re read meter. Please call Bob 407-869-8592 prior to coming out. said he and the irrigation person said there is a foot of dirt on the meter and doesn't see he ops can read it. He said he wants to speak with ops. Thanks Karon	03/24/15	Check Mtr. found no leak. Mtr- R5369380 - Check Mtr. found no leak. Mtr- R5369380	SCOTT,PATRICIA	Karon Hinchcliffe	HIBILL	03/24/15	0152353591	(407) 869-8592	Mike Finnegan	Completed
9220584949	559 WEKIVA COVE RD	03/23/15	PLEASE TAKE READ AND CHECK FOR LEAK. PLEASE TAG DOOR WITH RESULTS. THANKS, CRW	03/23/15	Found mtr. leaking on customer side at pvc adapt.Mtr R-23844240. Left door hanger. JSM & MF	RICHARDS,CHERYL	Crystal Woolard	HIBILL	03/24/15	8822955762	(321) 946-3151	Mike Finnegan	Completed
8236410000	100 AUTUMN DR	03/19/15	Rec'd call from Mr. Robert Johnston (407)-869-0844. Stated he thought problem with meter as consumption billed was for 15,540. He cannot read meter facing. Please knock on door upon arrival and read meter with customer. If not home tag door with current read and findings. Lorie M. 3-19-15	03/20/15	read the meter ' read on 3/5/15 was misread read is 3409240 maf	JOHNSTON,ROBERT	Lorie Mayeski	HIBILL	03/20/15	8235421263	(407) 869-0844	Mike Finnegan	Completed
6997310000	97 SWEETBRIAR BR	03/18/15	PLEASE RE-READ THE METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	03/19/15	Read mtr. check for a leak,found leak in IRR. made contact with customer. Mtr. R-47170 JSM & MAF	GONZALEZ,VINCENTE C	Jessica Bridges	HIBILL	03/19/15	6997554342	(407) 339-6912	Mike Finnegan	Completed
6190600000	101 S SWEETWATER COVE BLVD	03/18/15	High Usage/Bill Customer disputing no leak that aware of PLEASE RE READ METER AND CHECK FOR LEAK	03/19/15	read the meter checked for a leak meter is registering a leak I spoke with the customer maf & jsm	HAYES,BYRON	Micah Johnson	HIBILL	03/19/15	6197772036	(407) 399-4481	Mike Finnegan	Completed
9561300000	107 EASTERN FORK	03/17/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL AND READ REFLECTED ON BILL. DENIES LEAKS ON PREMISE/EXTRA USE/IRRIGATION - THANKS, JERRIE NV	03/18/15	I read the meter , read on 3/3/15 is wrong , read is 5587410 maf	PERITZ,DAVID	Jerrie Hoffman	HIBILL	03/18/15	9567654455	(407) 920-7360	Mike Finnegan	Completed
4227300000	102 GREEN LAKE CIR	03/17/15	CONCERNED ABOUT THE HIGH USAGE AS OF THE LAST FEW MONTHS. HE CAN NOT FIND ANY LEAKS, INSIDE AND DOES NOT THINK A SPRINKLER HEAD COULD BE LEAKING WHEN OFF (HE HAS JUST TURNED THE SPRINKLERS ON). THEY HAVE NO WATER SOFTNER CAN YOU PLEASE CHECK FOR LEAKS AND TAG THE DOOR WITH YOUR FINDINGS? PHONE 407-682-6461. LORETTA	03/18/15	I re read meter , meter is registering a small leak , I spoke with customer , tell to check his toilets read 421980 maf	MAIORIELLO,AL	Loretta Abbott	HIBILL	03/18/15	4221450735	(407) 682-6461	Mike Finnegan	Completed
5815710000	957 STONECREEK CT	03/16/15	Please re read meter and check for leaks. Thank you, Ewan	03/17/15	I read the meter checked for a leak there no sign of any leaks read 11650 maf	HARMATUCK,STEPHEN	Ewan Dehnert	HIBILL	03/17/15	5818450008	(407) 774-6148	Mike Finnegan	Completed
5544710000	213 CANTERCLUB TRL	03/12/15	Customer complaining of high bill, please reread meter and check for leaks. Knock on door with results or tag door if no one is home. Thanks, Karyn	03/13/15	I read the meter checked for a leak there no sign of a leak I tagged the door maf	CARAKER,ANDREW	Karen Thimmes	HIBILL	03/13/15	5540745419	(407) 862-2034	Mike Finnegan	Completed
1384886560	641 LONGMEADOW CIR	02/25/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER IS COMPLAINING OF A HIGH BILL.	02/26/15	I read the meter the last read is wrong the read 129040 maf	FALCO,KRISTEN	Jessica Bridges	HIBILL	02/26/15	6508937472	(407) 756-6801	Mike Finnegan	Completed

4964410000	1886 ARLINGTON CT	02/24/15	Please re read meter and check for leaks. This is a new meter and customer states there is no way they can have used this much water. If any questions please contact Jill 407-786-4599. Thank you, Ewan	02/25/15	Customer have a plumber repair leaks #121390 FT	BONN,JILL	Ewan Dehnert	HIBILL	02/25/15	4960447614	(407) 786-4599	Frank Turner	Completed
9987193943	352 NEEDLES CT	02/24/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL	02/25/15	Check for leaks . leaks is on customer side customer is notify #118270 FT	CANNON,JULIA	Jessica Bridges	HIBILL	02/25/15	8471220946	(407) 883-1450	Frank Turner	Completed
0633210000	811 GREENSHIRE CT	02/24/15	Ms Werter's son called about high bill. Usage from 2011 until present is right at this amt. Cust is watering at night on a regular basis but does not know length of time each night. I firmly told cust that this usage is due to watering due to longevity of high usage and it is consistent without and spikes. I suggested cutting back # of days and length of time watering but cust adamant that they want leak check anyway. Please tag door with results. I also suggested checking for running toilets. Thank you! Bonnie	02/25/15	Check for leaks for 20 minutes . leak is on customer side tag door #3565160 FT	WERTHER,BARBARA	Bonnie Storm	HIBILL	02/25/15	0633718002	(407) 862-4388	Frank Turner	Completed
9074500000	2748 DEER BERRY CT	02/20/15	PLEASE TAKE READ AND CHECK FOR LEAK, PLEASE TAG DOOR WITH RESULTS. LAST 2 BILLS HAS BEEN OVER DOUBLE NORMAL. ADV CUSTOMER CANNOT TELL IF LEAK IS IN IRRIGATION SYSTEM. THANKS, CRW	02/23/15	I re read meter checked for a leak there no sign of any leak s I tagged the door maf	DEARMAS,JUDITH I	Crystal Woolard	HIBILL	02/23/15	9073446043	(407) 333-9313	Mike Finnegan	Completed
8539300000	124 TINDALE CIR	02/18/15	Customer complaining of high bill. Please reread meter and check for leaks. Tag door with results. Thanks, Karyn	02/20/15	Read-2720090. No leak found and read is correct. Tagged door with findings.CA	BROWN,KIM	Karen Thimmes	HIBILL	02/20/15	8535901686	(407) 772-1130	Caleb Alday	Completed
1264410000	165 POST AND RAIL RD	02/19/15	RE READ METER AND CHECK FOR LEAK / DISPUTING USAGE.  CUSTOMER HOME...	02/20/15	re read the meter , the read last read is wrong the read is 574640 maf	ANDERSON,SCOTT	Micah Johnson	HIBILL	02/20/15	1265931380	(407) 332-7798	Mike Finnegan	Completed
5661110000	195 WEKIVA SPRINGS RD	02/18/15	please re read meter and check for leaks. , Thanks Karon	02/19/15	I read the meter checked for a leak there no sign of any leaks maf	SWEETWATER POINTE, LLC	Karon Hinchcliffe	HIBILL	02/20/15	5662831189	(407) 862-5151	Mike Finnegan	Completed

2504426147	120 COUNTRYSIDE DR	02/17/15	Mrs. Palmer 407-353-7341 concerned about high usage. Avg usage at previous address approx. 9,000 per month. Previous usage at this house 50,000+ per month. Please re-read and check for leak. Tag door with results. Thank you! Bonnie	02/18/15	read the meter, meter is registering leak I spoke with the customer and showed he the meter was spinning read is 5052550 maf	QUESENBERRY,JESSIC A	Bonnie Storm	HIBILL	02/18/15	4418340782	(321) 356-2943	Mike Finnegan	Completed
5577851155	492 TIMBER RIDGE DR	02/17/15	CUSTOMER REQUEST RE READ AND CHECK FOR LEAK..	02/18/15	I read the water meter read on 1/2915 is wrong the read is 873940 maf	PAGE,KRISTIN	Micah Johnson	HIBILL	02/18/15	9798927214	(850) 226-2308	Mike Finnegan	Completed
1294600000	657 PINE SHADOW CT	02/13/15	THINKS METER IS MISREAD....	02/16/15	I RE READ THE METER CHECKED FOR , THERE NO SIGN OF ANY LEAKS READ IS 1300800 MAF	DIXON,SCOTT R	Ewan Dehnert	HIBILL	02/16/15	0294630210	(321) 228-3081	Mike Finnegan	Completed
7921991451	1557 REBECCA PL	02/13/15	Please re read meter and check for leaks. Thank you, Ewan	02/16/15	I READ THE METER CHECKED FOR A LEAK THERE NO SIGN OF ANY LEAKS I TAGGED THE DOOR READ IS 5076170 MAF	ADDERLEY,MARTIN	Zakia Bouldin	HIBILL	02/16/15	7349135314	(321) 948-9613	Mike Finnegan	Completed
5680410000	2105 CLUSTER BRANCH CT	02/13/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag door w/ findings. Thanks	02/16/15	I READ THE METER CHECKED FOR LEAK THERE NO SIGN OF ANY LEAKS I TAGGED THE DOOR READ IS 4326670 MAF	LAW,GREGORY	Amanda Stonebreaker	HIBILL	02/16/15	5689527023	(407) 788-8937	Mike Finnegan	Completed
7023500000	966 INNSWOOD CT	02/13/15	Please check meter read and leak indicator. Syd 407-788-8937. Amanda	02/16/15	READ THE METER CHECKED ON A LEAK THE METER IS REGISTERING A LEAK I TAGGED THE DOOR READ IS 1079610 MAF	WILLIS,LINDA	Ewan Dehnert	HIBILL	02/16/15	7021722036	(407) 389-0003	Mike Finnegan	Completed
6142410000	901 S SWEETWATER BLVD	02/10/15	Please re read meter and check for leaks. Thank you, Ewan	02/11/15	I read the meter the meter is registering a leak I tagged the door maf	SMITH,STACEY	Amanda Stonebreaker	HIBILL	02/11/15	6148013770	(407) 808-3575	Mike Finnegan	Completed
5430110000	103 WHITLEY BAY LN	02/09/15	Stacey called disputing bill. She does have irrigation but claims its off. Her usage has been increasing since Oct. She claims no leaks. Stacey 407-808-3575. Amanda	02/10/15	I read the meter checked for a leak there no sign off any leaks I tagged the door maf	GUGGENHEIM,JUDITH A	Amanda Stonebreaker	HIBILL	02/10/15	5438456428	(407) 774-1755	Mike Finnegan	Completed
9849572229	102 SWEET BAY LN	02/09/15	Please check meter read and leak indicator, customer living alone and showing 12,000gal this month. Amanda	02/10/15	I read the meter checked for a leak meter is registering a leak , I checked meter and connection around the meter they are fine , leak is on customers side I tagged the door maf	ROSEN,BARRY	Bonnie Storm	HIBILL	02/10/15	2559518248	(407) 353-1541	Mike Finnegan	Completed
7588264840	602 LONGMEADOW CIR	02/04/15	Mr. Rosen 407-353-1541 called about increasing usage. Said meter is spinning when water is off. Told cust this means that he has a leak. He does not believe that is true. Said ops had to have broken the line when new meter installed in August. Insists on having meter connection checked. No water in meter box. Thank you. Bonnie	02/05/15	I read the meter checked for a leak , there no sign any leaks I tagged the door maf	DORET,KATHARINE	Ingrid Jenkins	HIBILL	02/05/15	4276985378	(703) 915-6586	Mike Finnegan	Completed
5851010000	423 EVESHAM PL	01/30/15	Matt #870-577-7004 calling to have meter verified not leaking had a toilet repaired; please investigate and record the information in ccb. and leave the tag for customer records lej 2/4	02/02/15	Reread meter and check for leaks. In OCT house shutoff valve was dripping and was repaired. Madeline's contact is 407-493-8244. Readings seem a little high. Carolyn/FL	CONLEY,MADELINE	Carolyn McVicker	HIBILL	01/30/15	5854205501	(407) 493-8244	Jeff A Metheney	Completed

3973015187	528 ALBANY PL	01/30/15	PROPERTY MANAGER EILEEN @ 407-332-4480 CALLED AND ASKED IF THE OPERATORS CAN GO CHECK THE METER IT IS A HUGE BILL AND CUSTOMER LIVES IN ENGLAND. PLEASE CALL HER WITH RESULTS SO SHE CAN HAVE THE HOUSE CHECKED CAMMY	02/02/15	I read the meter, the meter is registering a leak , I spoke the management company , the read is 171620 maf	LABOY,YVONNE	Cammy Iwinski	HIBILL	02/02/15	3398370079	(908) 943-3958	Mike Finnegan	Completed
3950110000	1608 RUTLEDGE RD	01/23/15	Elena called concerned about high usage the past few months. I have explained to customer that her readings have been high before, usage has come back down and doesn't seem to indicate a leak but would like to have it checked anyway. Customer requests a knock on the door when we arrive if possible, if not, please tag door with findings. Thanks, Brooke	01/26/15	I read the meter checked for a leak there no sign of any leaks I tagged the door read is 1857870 maf	SERSEA,ELENA	Brooke Storm	HIBILL	01/26/15	3953887550	(407) 788-9778	Mike Finnegan	Completed
3538337305	301 CYPRESS LANDING DR	01/22/15	OWNER, BEN NGUYAN, CALLED REGARDING THE HIGH BILLS FOR THIS VACANT PROPERTY 301 CYPRESS LANDING DR. PHONE # 407-456-1743. PLEASE TAG THE DOOR WITH YOUR FINDINGS. LORETTA	01/23/15	Check for leaks no leak found #2350700	SMALBY,LORI	Loretta Abbott	HIBILL	01/23/15	6637212332	(904) 662-7963	Frank Turner	Completed
8788739793	124 WISTERIA DR	01/21/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag door w/ findings	01/22/15	I read the meter checked for a leak there no sign of any leaks read is 578410 maf	RATANASIRINTRAWOO T,USA	Zakia Bouldin	HIBILL	01/22/15	6535882293	(407) 399-1799	Mike Finnegan	Completed
9726500000	652 LONGMEADOW CIR	01/20/15	MARK RUFF IS CALLING RE: THE HIGH BILL. HE HAS CHECKED FOR LEAKS AND THE METER IS NOT INDICATING A LEAK WHEN EVERYTHING IS TURNED OFF. HOWEVER, WILL YOU PLEASE CHECK FOR LEAKS AND RE-READ THE METER AT 652 LONGMEADOW CIR. PLEASE TAG THE DOOR WITH YOUR FINDINGS. LORETTA	01/21/15	Clean out meter box and check for leaks. No leaks found #3816780 FT	RUFF,MARK H	Loretta Abbott	HIBILL	01/21/15	9723164866	(407) 786-2742	Frank Turner	Completed
6870852159	240 PINE CONE LN	01/21/15	Please check for leaks and reading is correct. Customer does have irrigation. Susanne 407-774-8633. Amanda	01/21/15	I read the meter checked for a leak there no sign of any leak I tagged the door read is 2454730 maf	DAVIS,SUSAN W	Amanda Stonebreaker	HIBILL	01/22/15	4906211192	(407) 774-1930	Mike Finnegan	Completed
5040410000	200 TOLLGATE TRL	01/20/15	Reread meter and check for leaks. Contact is Julia on 407-332-7195. Irrigation runs once each week. This last month unusually high at about 54K gallons. Carolyn/FL	01/21/15	READ THE READ IS 449110 CHECKED FOR ALEAK THERE NO SIGN OF ANY LEAKS I TAGGED THE DOOR MAF	KALSTROM,JULIA	Carolyn McVicker	HIBILL	01/21/15	5049192030	(407) 332-7195		Completed
9963310000	101 RED CEDAR DR	01/20/15	Please re read meter and check for leaks. Please leave detailed findings. Thanks Karon	01/21/15	THE READ THE METER THE METER IS REGISTERING A LEAK I TAGGED THE DOOR READ IS 4096670 MAF	PADAWER,JOE	Karon Hinchcliffe	HIBILL	01/21/15	9962195236	(407) 497-7855	Mike Finnegan	Completed
5846600000	107 COVE LAKE DR	01/16/15	Please verify reading on meter. Customer normally uses over 30-50,000gal a month- this month very low usage 3,000gal. Has this meter stopped; it was just changed 1 yr ago? Lori 407-774-3283. Amanda	01/19/15	I read the meter here is current read 440340 meter is working maf	MURPHY,LORI L	Amanda Stonebreaker	HIBILL	01/19/15	5842554329	(407) 774-3283	Mike Finnegan	Completed
3053210000	108 BAY HAMMOCK LN	01/16/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES BILL/USAGE REFLECTED. DENIES LEAKS ON PREMISE/EXTRA USAGE - JERRIE NV	01/19/15	read the meter ,the meter is registering a leak I tagged the door read is 260730 maf	ABELOW,ROXANE	Jerrie Hoffman	HIBILL	01/19/15	3057481244	(321) 277-4613	Mike Finnegan	Completed
9079010000	106 WHITLEY BAY LN	01/14/15	Call from Mrs. Wright (407)-862-2972 has high usage. Please re-read meter and check leak indicator. Please tag door with read and findings. Thanks, Lorie M. 1-14-15	01/16/15	I read the meter checked for a leak there no sign of any leaks read is 349210 tagged the door maf	WRIGHT,FREDRICKA	Lorie Mayeski	HIBILL	01/16/15	9074078830	(407) 862-2972	Mike Finnegan	Completed
5035615571	1794 MARKHAM GLEN CIR	01/12/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USAGE REFLECTED ON BILL. DENIES LEAKS ON PREMISE/EXTRA USAGE - THANKS, JERRIE NV	01/13/15	I read the meter checked for a leak there no sign of any leaks read is 2213840 maf	JIUNTA,JOSEPH	Jerrie Hoffman	HIBILL	01/13/15	6054273968	(407) 375-5278	Mike Finnegan	Completed
1613803447	126 DUNCAN TRL	01/12/15	Reread meter and check for leaks. Contact is Jeffrey on 386-235-5208. Usage has been going up to 30K for past month and a half. Very abnormal. Carolyn/FL	01/13/15	I read the meter checked for a leak the meter is registering a leak on customer side read is 3906960 tagged the door maf	NING,JEFFREY	Carolyn McVicker	HIBILL	01/13/15	1082241414	(386) 235-5208	Mike Finnegan	Completed
4932210000	162 HAVILLAND PT	01/07/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL. DENIES LEAKS ON PREMISE/IRRIGATION/EXTRA USE - THANKS, JERRIE NV	01/08/15	Clean out meter box and check for leaks on leaks found #1969270 FT	MANCONE,ANDREW F	Jerrie Hoffman	HIBILL	01/08/15	4938651404	(407) 682-3591	Frank Turner	Completed

**Utilities, Inc. of Florida - Pasco County - Summertime Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
8886800000	11720 ASPENWOOD DR	12/22/15	Customer complaining of high bill, please reread meter and check for leaks. Customer home 8-12pm. Knock on door. Thanks, Karyn	12/23/15	took read 0764500, no leak indicated, spoke with customer	SAVARESE, JAMES P	Karen Thimmies	HIBILL	12/23/15	8880655567	(727) 857-9279	Lucas Link	Completed
1666171996	11433 SINATRA CT	12/08/15	Ann called concerned about high usage. She lives alone, says no changes. Please verify read, check for leaks, and tag door with findings. Thanks, Brooke	12/09/15	took read:0382890, no leak indicated, left tag.	DYKES, ANN	Brooke Storm	HIBILL	12/09/15	0939887586	(727) 787-1562	Lucas Link	Completed
0016700000	12024 BAYONET LN	12/07/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS /IC	12/08/15	took read 0390770, no leak indicated by meter, found leak before meter on UIF side, left tag noting we will return to make repair on our side	BARILE, ANGELINA	Isabel Ceballos	HIBILL	12/08/15	0016279923	(727) 856-2405	Lucas Link	Completed
8616310000	11317 GOLF ROUND DR	12/07/15	Customer call due to high bill. re read meter and check for leaks. Tag with findings. Thank you, Janet /FL	12/08/15	took read 0227390, no leak indicated, left tag.	MASON, JAMES	Yanet Garcia	HIBILL	12/08/15	8610745809	(727) 379-9840	Lucas Link	Completed
3638800000	11612 COCOWOOD DR	11/16/15	Very high usage last two months - please check for signs of leak and tag door with results. Thanks Haida NV	11/17/15	Correct read, meter is showing no apparent leaks at this time. Tagged the house with results and I informed the customer to check the toilets for a possible flapper that may be hanging up. JB	MCSKIMMING, JOHN	Haida Caruso	HIBILL	11/17/15	3634344898	(727) 856-6764	Jeff Becker	Completed
6547800000	11540 ROSE TREE DR	11/04/15	Please check meter for leak. There was FA 08/31 that we repaired a leak. Is customer due for any water adjustment?	11/05/15	took read 0656750, no leak indicated, spoke with customer, he stated they had a leak by their shut off that was recently repaired	MCCLELLAND, JOHN	Amanda Stonebreaker	HIBILL	11/05/15	6541957141	(352) 400-2422	Lucas Link	Completed
6148800000	11741 WHITE ASH DR	11/04/15	Please re-read meter check for leaks. Customer is elderly and lives alone, very concerned of this high bill. Please tag door with findings. Florence ph# 727-856-9254	11/05/15	took read 0761620, no leak indicated, left tag with findings.	BEEHAN, FLORENCE M	Linette Orengo	HIBILL	11/05/15	6147391681	(727) 856-9254	Lucas Link	Completed
2465110000	12054 TOURNAMENT VIEW AVE	11/03/15	BORIS MIHAIOVICH IS CALLING ABOUT A VERY HIGH BILL THIS 10/28/15 BILLING. KNOWS OF NO LEAKS - BUT WILL YOU PLEASE CHECK FOR LEAKS AND RE-READ THE METER? 12054 TOURNAMENT VIEW AVE. PLEASE TAG THE DOOR WITH YOUR FINDINGS. 727-856-6223. LORETTA	11/04/15	took read: 0455410, no leak indicated, spoke with customer.	MIHAIOVICH, INES	Loretta Abbott	HIBILL	11/04/15	2460237071	(727) 856-6223	Lucas Link	Completed
6597800000	11618 GOLDEN RAIN DR	11/03/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS...THANKS, GT	11/04/15	took read: 0413290, meter indicated leak on customer's side, no answer, left tag with findings.	AMATO, GEORGE	Glenda Thompson	HIBILL	11/04/15	6592441327	(727) 856-0775	Lucas Link	Completed
4955599387	11244 KISKADEE CIR	11/02/15	Please re-read meter and check for leaks. Mrs. Pauline Mnieckowski, 203-826-6202, called regarding high usage/high bill. Customer is not aware of any leaks and denies any extra usage. Please leave results of investigation on tag on door and in notes on FA. Thank you, Sam.	11/03/15	took read: 0075560, meter indicates leak on customer side, left tag with findings.	MNIECKOWSKI, PAULINE	Samantha Gongre	HIBILL	11/03/15	6515025885	(203) 826-6202	Lucas Link	Completed



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Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
5270800000	11348 CHERRY WAY	10/30/15	Reread meter and check for any leak. ...Condo...one person. Usage is running 4-5K for last two months. Seems excessive. Thank You, CarolynFL	11/02/15	Checked meter reading is correct. today's read is 477200 and meter is indicating a slow leak at the premise. No answer, tagged house with results. JB	CAVILLE, MILDRED	Carolyn McVicker	HIBILL	11/02/15	5270446457	(727) 856-9971	Jeff Becker	Completed
7845900000	11442 SINATRA CT	10/14/15	Customer complaining of high bill. check for leaks and re read meter. Tag with findings. Thank you, JanetFL	10/15/15	CORRECT READ, NO APPEARANT LEAKS. TALKED TO CUSTOMER. SAID 11440 HAD A POOL LEAK, THINKS HE MIGHT OF USED WATER?? JB	VAUGHN, ALEX	Yanet Garcia	HIBILL	10/15/15	7848951261	(727) 856-8586	Jeff Becker	Completed
9195310517	11007 KISKADEE CIR	10/07/15	**P.M. REQUESTED IF POSSIBLE**Knock on door upon arrival**Rec'd call from Ms. Palin (727)-860-4046 states irrigation is controlled by well supply. Usage is too high. Please re-read meter, check for leaks. Tag door with current read and findings. Need thorough notes on FA for Customer Service as customer will be calling back in to discuss. Lorie	10/08/15	took read, no leak indicated, today's read in line with last read, spoke with customer.	PALIN, MARGARET	Lorie Mayeski	HIBILL	10/07/15	1056895757	(727) 860-4046	Lucas Link	Completed
7239800000	11531 HOLLY ANN DR	10/06/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ result. Thanks	10/07/15	met with customer, no leak indicated, took read: 0329860, today's read is in line with previous read. customer said she did have a new clock installed on her water softener about 2 weeks ago. I believe this may have been causing the softener to flush longer than normal before while the clock was bad.	Grassi, Joanne	Zakia Bouldin	HIBILL	10/07/15	7231629671	(727) 856-9595	Lucas Link	Completed
2846030498	11636 BOYNTON LN	09/09/15	please reread meter and and check for leaks home is empty and should have zero consumption if it is a leak call Delores 920.840.2887. thanks.	09/10/15	water off upon arrival, no leak, took read.	GERHARTZ, DELORES	LaQuon Huntley	HIBILL	09/09/15	2346991502	(920) 840-2887	Lucas Link	Completed
6892948119	11725 ASPENWOOD DR	09/10/15	Please check meter read and leak indicator. Customer single woman lives alone. States doesn't use that much water. States no visible leaks. Barbara 727-777-2285. Amanda	09/10/15	TOOK READ, NO LEAK INDICATED, LEFT TAG.	GRIFFO, BARBARA	Amanda Stonebreaker	HIBILL	09/10/15	7866245050	(727) 777-2285	Lucas Link	Completed
8845232812	11151 CLEAR OAK CIR	09/08/15	Mrs. Johnson reports slightly higher water use. Please check for signs of leak at meter and tag door with results. Thanks Haida NV	09/09/15	took read, no leak indicated, left tag.	JOHNSON, JOANN	Haida Caruso	HIBILL	09/09/15	0715790293	(727) 378-8000	Lucas Link	Completed
8904808177	11828 BAYONET LN	08/05/15	Please check meter read and leak indicator. Customer states not there- Bill 517-536-7139. Amanda	08/06/15	water off upon arrival, took read.	ROBITAILLE, BILL	Amanda Stonebreaker	HIBILL	08/06/15	4603859243	(517) 536-7139	Lucas Link	Completed
1261476195	11353 WINDSTAR CT	08/05/15	Please obtain reading and check if meter is detecting any leaks per customer was out of town a couple of weeks on last bill cycle and usage double please check and advise customer of findings. Kim-FL Mr. Robert #352-613-1626	08/06/15	took read, leak indicated on customer side, water on, left tag.	HUMPHREY, ROBERT R	Kimberly Bennett	HIBILL	08/06/15	2183228024	(352) 613-1626	Lucas Link	Completed
7716149567	11345 WINDSTAR CT	08/05/15	Mr. Black called due to higher usage and he was gone 3 weeks out of this billing period. Please read, check for leaks and tag with findings. Kim-FL	08/06/15	took read, no leak, water on, left tag.	Black, Charles	Kimberly Bennett	HIBILL	08/06/15	9975386639	(727) 992-1212	Lucas Link	Completed
9575900000	11139 CLEAR OAK CIR	07/06/15	Please re read meter and check for leaks. Thanks Karon	07/07/15	meter was read incorrectly by meter reader, spoke with customer, no leak	MAY, DORIS E	Karon Hinchcliffe	HIBILL	07/07/15	9571905152	(727) 856-1305	Lucas Link	Completed
2233438817	11821 BAYONET LN	06/09/15	Ms Crane # 2233438817 asking to have read checked to see if read properly and if meter isn't leaking, check and reread the meter record all information in ccb. lej 6/9	06/10/15	No leaks tagged door.	CRANE, CHRISTINE	Ingrid Jenkins	HIBILL	06/10/15	0287373816	(727) 271-4236	Stephen Habrey	Completed
3450517853	11305 MERGANSER WAY	06/08/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	06/09/15	re read meter found no leaks	BURKE, SANDRA	Glenda Thompson	HIBILL	06/09/15	3059002819	(727) 378-5718		Completed
4738800000	11608 COCOWOOD DR	06/08/15	PLEASE RE-READ AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. PLEASE TAG W/ FINDINGS. THANKS	06/09/15	found leak in customers side ,she was going to call a plumber and get it fix	LAMB, GERALDINE O	Zakia Bouldin	HIBILL	06/09/15	4738216126	(727) 379-0930		Completed



**Utilities, Inc. of Florida - Pasco County - Summertime Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
2118800000	11629 ENGLISH ELM DR	06/05/15	Please re read meter and check for leaks. Thank you, Ewan	06/08/15	re read meter , spoke to customer and found out that there toilet is liking water	LUCAS, DONALD	Ewan Dehnert	HIBILL	06/09/15	2118346294	(813) 856-8154		Completed
3444475681	11427 WINDSTAR CT	06/05/15	Mrs. called due to high usage - Please verify meter #, reading and if any leaks detected. Please advise customer of findings. Mrs. Theresa #727-857-3536. Kim-FL	06/08/15	Spoke to customer about high bill and I found a leak on the home owner side she was going to get some one to fix it.IR	TRUELOVE, THERESA	Kimberly Bennett	HIBILL	06/09/15	3887461781	(727) 857-3536		Completed
9912081056	11609 LOBLOLLY PINE DR	06/03/15	Please re-read meter and check for leaks. Cust complaining of a high bill. Please tag w/ results. Thanks	06/04/15	took read, no leak, left tag.	LOWRY, DOYT	Zakia Bouldin	HIBILL	06/04/15	8779857988	(954) 558-3624	Lucas Link	Completed
9457746311	11821 LOBLOLLY PINE DR	06/02/15	PLEASE READ METER AND CHECK FOR LEAKS. THANKS.	06/03/15	met with customer, took read, no leak, customer will call to request meter test.	TAYLOR, DEBRA	LaQuon Huntley	HIBILL	06/03/15	9082364526	(727) 457-6386	Lucas Link	Completed
0086065802	11602 WHITE ASH DR	04/13/15	REC'D CALL FROM MS. GAY LEON (727)-856-4275 STATED HEARS RUNNING WATER NOT SURE IF LEAK. HAS HISTORY OF LEAKS HERE. SHE IS SLOW TO TRUST ANYONE IS 94 AND LIVES ALONE, DEALING WITH SAME PLUMBER AND IT SEEMS NOT TO BE WORKING. REQUESTED RE-READ OF METER & CHECK FOR LEAKS. KNOCK ON DOOR UPON ARRIVAL WILL BE HOME DISCUSS RESULTS. LORIE	04/14/15	took read, no leak indicated, spoke with customer.	LEPON, GAY	Lorie Mayeski	HIBILL	04/14/15	0227879609	(727) 856-4275	Lucas Link	Completed
8749641472	11606 PAMPAS DR	04/06/15	Please reread meter and check for leaks. Customer is asking to come after 2:00pm so he can be present. Please knock on door. Thanks Connie	04/07/15	took read, no leak, spoke with customer, has water softener that he is calling to have them check on.	GORDON, JEFFERY	Constance Dunn	HIBILL	04/07/15	4918061563	(727) 267-4030	Lucas Link	Completed
7106233934	11932 BAYONET LN	03/12/15	RE READ METER AND CHECK FOR LEAK / CUSTOMER DISPUTING USAGE. PLEASE COME OUT AFTER NOON. THANKS, CRW	03/13/15	took read, no leak indicated, spoke with customer, customer has water softener	KOWALSKI, SANDRA	Micah Johnson	HIBILL	03/13/15	4334061542	(631) 220-4571	Lucas Link	Completed
7821783170	11438 BLOOMINGTON CT	03/11/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag door w/ findings. Thanks	03/12/15	took read, no leak indicated, left tag.	WEEKS, VIOLET & BOBBY	Zakia Bouldin	HIBILL	03/12/15	9864375078	(727) 857-7270	Lucas Link	Completed
6818800000	11604 ENGLISH ELM DR	03/10/15	Please re read meter and check for leaks. Thanks Karon	03/11/15	leak indicated by meter on customer side, took read, left tag.	DIMARTINO, JANICE	Karon Hinchliffe	HIBILL	03/11/15	6817763887	(727) 856-3545	Lucas Link	Completed
9667700000	11732 CARISSA LN	03/09/15	CUST CALLING ABOUT HI BILLS,PLEASE RE-READ AND CHECK FOR LEAKS,SYLVIA	03/09/15	no leak indicated by meter, took read, left tag	SPLENDORIO, LUCILLE	Sylvia Watler	HIBILL	03/10/15	9668607608	(727) 857-9895	Lucas Link	Completed
4057469349	11815 CARISSA LN	02/17/15	Customer disputing usage/ Please re read meter and check for leak	02/18/15	hose bib by water meter dripping but no major leaks indicated by meter, took read, left tag.	OSBORNE, GARY	Micah Johnson	HIBILL	02/18/15	2633459867	(413) 786-5862	Lucas Link	Completed
4129700000	11910 BAYONET LN	02/13/15	PLEASE RE-READ METER CHECK METER FOR LEAKS. CUSTOMER HAS A LARGE BILL. PLEASE TAG DOOR WITH RESULTS THANK YOU SARAH/NV	02/13/15	water on, no leak indicated, took read, left tag.	CARUFE, ELIZABETH	Sarah Locascio	HIBILL	02/16/15	4123771631	(727) 379-0641	Lucas Link	Completed

**Utilities, Inc. of Florida - Pasco County - Summertree Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
1817361981	11520 BLOOMINGTON CT	02/10/15	CUST CALLING ABOUT ANOTHER HIGHER THAN USUAL USAGE. HE HAS CHECKED FOR LEAKS AND FOUND NONE AND WOULD NOW LIKE FOR YOU TO CHECK. THEY ARE DOWN TO 2 SHOWERS A WEEK INSTEAD OF SHOWERING EVERYDAY. PLEASE LEAVE A TAG ON THE DOOR WITH YOUR FINDINGS - PHONE 727-233-6673. LORETTA	02/11/15	took read, no leak, left tag.	MACKINNON, JUDY	Loretta Abbott	HIBILL	02/11/15	7855006361	(315) 250-5877	Lucas Link	Completed
0159700000	11923 BAYONET LN	02/10/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	02/11/15	took read, no leak indicated, left tag.	DONOHUE, MARGARET	Jessica Bridges	HIBILL	02/11/15	0154160721	(727) 856-3376	Lucas Link	Completed
9037575114	11224 KISKADEE CIR	02/09/15	Please re read meter and check for leaks. Customer said no leaks or running toilets. It is a new house. Please leave detailed findings on door. thanks Karon	02/10/15	no leak indicated, took read, left tag.	PRITCHETT, DOUGLAS	Karon Hinchcliffe	HIBILL	02/11/15	2115345475	(727) 857-3745	Lucas Link	Completed
5606210000	11223 CLEAR OAK CIR	01/05/15	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	01/06/15	took read, no leak indicated, left tag.	YOBLONSKY, RICHARD E	Glenda Thompson	HIBILL	01/06/15	5605076448	(727) 856-4400	Lucas Link	Completed
7152135949	11346 CHERRY WAY	01/05/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF HER BILL BEING TOO HIGH.	01/06/15	took read, no leak indicated, left tag.	KISKO, ANGELA	Jessica Bridges	HIBILL	01/06/15	1473999298	(727) 999-0496	Lucas Link	Completed
9212279348	11150 KISKADEE CIR	12/31/14	James #215-661-8705 stated home is empty no consumption should be flowing thru, showing 60 gallons can we verify the meter reading and if there may appear to be a leak registering. please record the information n ccb. iej 12/31	01/02/15	no leak indicated, took read, water on at meter.	FLORIA, JAMES	Ingrid Jenkins	HIBILL	01/02/15	9825386877	(267) 407-4146	Lucas Link	Completed

**Lake Utility Services - The Oranges Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	FA Status
9131133314	12635 ERYN BLVD	08/27/15	RE-READ METER & CHECK FOR LEAKS. TAG DOOR OR SEE CUSTOMER. SAYS SHE DOESN'T WATER LAWN, DOES HAVE A POOL. /IC	08/28/15	Meter is showing something running. I can hear a pump or something running on the right side of house but do not see any leaks. so it may be that but it is definatly on the customers side, read meter and tagged door. BAW	HOBBS, ASHLEY	Isabel Ceballos	HIBILL	08/28/15	6943083833	(937) 361-2618	William Willetts	Completed
5097305719	12623 ERYN BLVD	07/01/15	Mr Hart called about high usage and to report water pressure is very high and very low quickly. early in morning about 5/6am. Wants meter checked to be sure running correctly. Stated he has no sprinkler/irrigation/softner	07/02/15	customer has a very small leak/ spoke with customer about issue cdw	HART, ELIZABETH	Vanessa Robinson	HIBILL	07/02/15	5354450519	(407) 592-4588	Cedric Watkins	Completed
7141886875	12612 ERYN BLVD	05/20/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUST DISPUTES HIGH BILL/USAGE REFLECTED ON BILL. DENIES LEAKS ON PREMISE OR EXTRA USE - THANKS, JERRIE NV	05/22/15	no leaks at the meter/ read cdw	SHALLA, MICHAEL	Jerrie Hoffman	HIBILL	05/22/15	8242641919	(407) 451-9885	Cedric Watkins	Completed

Utilities, Inc. of Florida - Seminole County - Trailwoods Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
3655958507	706 BALSA DR	12/28/15	Please re-read meter and check for leaks. Ms. Shirley Sanchez, 407-680-8001, called due to higher than normal bill and usage. She denies any higher than normal usage or known leaks. Please leave notes of investigation on tag on door and in notes of FA. Thank you, Sam.	12/29/15	Reread meter no leaks read 68240 gl....	BLAND,ALICIA	Samantha Gongre	HIBILL	12/29/15	7650777290	(407) 431-4571		Completed
6204510000	530 YEW CT	12/21/15	Customer called to dispute the consumption. States they are not doing anything different and their usage is gone up almost 2000 gals... Customer wants to speak with technician when he comes out....Thanks	12/22/15	Reread meter no leaks read 70730 gl....	BULLARD,MARY	Shona Robinson	HIBILL	12/22/15	6204137675	(407) 862-7632		Completed
5841917169	749 BALSA DR	12/16/15	Please reread the meter and check leaks, contact Israel at 407-714-5985, please leave tag with results. Thanks,	12/17/15	Reread meter no leaks read 972040 gl....	HUANCO,ROSANA	Charles Curry	HIBILL	12/17/15	5011638874	(407) 485-2277		Completed
5103458605	483 WEATHERSFIELD AVE	11/19/15	please reread meter and check for leaks. Customer feels read was incorrect. He said meter is full of dirt and scratched. thank karon	11/20/15	No leak reread meter read 929040 gl....	AGRAIT,MAYRA	Karon Hinchcliffe	HIBILL	11/20/15	4662821310	(407) 538-0758		Completed
9205510000	426 NORTHWESTERN AVE	10/19/15	Please reread meter and check for leaks. Mrs. Moyer, 407-865-6357, is concerned due to high reads. Please leave results of investigation on tag on door and in comments on FA. Thank you, Sam.	10/20/15	No leaks tagged door read 990030 gl....	MOYER,JAMES M	Samantha Gongre	HIBILL	10/20/15	9204221067	(407) 865-6357		Completed
5957878970	637 BALSA DR	10/14/15	2ND ATTEMPT: Please verify the leak. Customer states we had a leak at the meter and WE made repairs and this caused the increase on his bill. Please confirm this information and note below. Thank you, Kevin	10/15/15	No leak read is correct read 139930 gl....	KERR,BRANDON	Kevin Marcial	HIBILL	10/15/15	9096118077	(607) 425-9056		Completed
0183510000	510 SANDAL CT	09/21/15	Ms. Harewood 407-830-8108 calling about high bill. Meter has recently been replaced because previous meter had stopped. I explained that this is most likely the cause as the meter had been slowing down and stopped. Cust still insisting there is no way for this usage to be correct and wants it checked. Says no leaks or running toilets, no watering. Please re-read and check for leak. Tag door with findings. Thank you! Bonnie	09/22/15	Reread meter no leaks# 15764810 , read 1090 gl no leaks	HAREWOOD,COLLEEN	Bonnie Storm	HIBILL	09/22/15	0186687890	(407) 830-8108	Greg Liggons	Completed
8555017885	779 TRAILWOOD DR	08/19/15	Customer complaining of high bill, please reread meter and check for leaks. Tag door with results. Thanks, Karyn	08/19/15	Reread meter no leaks tagged door with findings#15931893 , read 1013400 gl	SCOTT,JOHN W	Karen Thimmes	HIBILL	08/20/15	7969899395	(321) 945-0684	Greg Liggons	Completed
8304510000	520 YEW CT	07/28/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	07/29/15	Reread meter checked for leaks no leaks # 29761073 , read 987060 gl	BATISTA,MARTHA E	Zakia Bouldin	HIBILL	07/29/15	8308089624	(321) 279-5123	Greg Liggons	Completed
6204510000	530 YEW CT	06/18/15	Please re read meter and check for leaks. Thank you, Ewan	06/19/15	Re read meter, no leaks found. lg R:47860	BULLARD,MARY	Ewan Dehnert	HIBILL	06/19/15	6206762584	(407) 862-7632	Greg Liggons	Completed
2547267443	496 NORTHWESTERN AVE	06/17/15	Re-read meter and check for leak. Tag door with finding or speak with customer if they are home.	06/18/15	Reread meter spoke with customer no leaks#29761078,read510350gl	WRIGHT,BRENNNA	Ferrellyn Trovinger	HIBILL	06/18/15	6390252030	(321) 216-7367	Greg Liggons	Completed
3195510000	481 FOREST CT	05/11/15	Please check meter for leak and reading correct. Customer has very large bill. Does it look as if any repair was made here? Amanda	05/12/15	the meter read on 4/30/15 is wrong , the read is 18770 maf	HAGEN,RICHARD L	Amanda Stonebreaker	HIBILL	05/12/15	3194759342	(407) 265-7164	Mike Finnegan	Completed

Utilities, Inc. of Florida - Seminole County - Trailwoods Test Year 2015 Customer Billing Complaints and Resolutions													
Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	Resolution Date	FA ID	Phone	Operator	FA Status
2934387366	609 VENEER DR	04/27/15	cust calling about very hi bill, please re-read meter and check for leaks, sylvia	04/28/15	read the meter checked for a leak, the meter is registering a leak I tagged the door # 15931861 read is 1107180 maf	RUSH, SANDRA	Sylvia Watler	HIBILL	04/28/15	8229075077		Mike Finnegan	Completed
6733510000	531 PINE CT	03/20/15	Mrs. James called to report extremely high usage this month. She knows meter was just exchanged, please verify meter ID number and verify reading. Please tag door with findings. Thanks, Brooke	03/23/15	I read the meter is registering a leak I tagged the door maf	JAMES, JESSE B	Brooke Storm	HIBILL	03/23/15	6732096876	(407) 826-1126	Mike Finnegan	Completed
9519466446	517 GROVE CT	03/17/15	Please obtain reading and check for leaks customer thinks that when work was do in the area air blew thru the meter causing usage to register check if meter registering correctly. Tag with reading and findings. Mrs. Nancy. Kim-FL	03/18/15	I read the meter the meter is registering a leak I tagged the door maf	CRAWFORD, NANCY	Kimberly Bennett	HIBILL	03/18/15	6225425452	(850) 510-6922	Mike Finnegan	Completed
8100066027	433 NORTHWESTERN AVE	02/02/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	02/03/15	Check for leaks no leaks found read #879810 FT	BROOKS, SAVITA	Jessica Bridges	HIBILL	02/03/15	6430896052	(407) 949-8330	Frank Turner	Completed
7544086018	523 HICKORY CT	01/22/15	Reread meter and check for leaks. Camille's contact is 305-510-7940. No known concerns but bill was about 2.5 times higher -- shows 10K gallons on last read. Thanks, Carolyn/FL	01/23/15	Clean out meter box and check for leaks no leak found #712250 FT	Perez, Camille	Carolyn McVicker	HIBILL	01/23/15	4894796770	(305) 510-7940	Frank Turner	Completed

Trailwoods Test Year 2015 Customer Complaints and Resolutions - Other														
Account #	Address	Entry Date	Instructions	Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	Request Type	FA Status
5604510000	501 YEW CT	11/16/15	Mr. Mitchell 404-707-4839 reporting low pressure Acct current. No alerts. Thank you! Bonnie	11/16/15	FOUND THAT CUSTOMER HAD ACCIDENTLY TURNED OFF HOUSE VALVE ON EXTERIOR OF HOUSE INSTEAD OF HOSE BIB... SERVICE OK, SME	MITCHELL,IOLA L	Bonnie Storm	M-SIO		5608630527	(404) 707-4839		High or Low Pressure in the Water	Completed
6073510000	525 NORTHWESTERN AVE	10/06/15	Please investigate call due to low pressure. Mr. Eric Huber, 321-303-6858, would like to be contacted with the results of the investigation. Dispatched to Kim and Sylvia. Thank you, Sam	10/06/15	10-6-15 1105 hrs. Called custer and informed him of scheduled maint. Occuring at WTP. Was on I/C about 1 hour. PSI back to normal. D Hasty	HUBER,ERIC	Samantha Gongre	M-SIO		6071201537	(321) 303-6858		High or Low Pressure in the Water	Completed
7824510000	559 GROVE CT	08/25/15	Sewage backing up into tub and toilet. Jessica Briggs 407-666-4154	08/25/15	customers sewer problem	SOLOMON,NISPOLS N	Yanet Garcia	M-SIO	08/25/15	7823943635	(407) 948-5448		Clogged Sewer	Completed
9615510000	624 VENEER DR	07/06/15	Rec'd call from Ms. Tandre Mooday (321)-277-7802. She stated called UI after hours on Sunday, July 5th and reported clogged sewer and Tech called her and sated will place work order for today. Nothing on file and no one has showed up. Please investigate. Lorie M. 7-6-15E-Mailed Kim and Sylvia @ 1:20 PM	07/06/15	RAN CAMERA DOWN CLEANOUT AND LINE GOING TO STREET WAS CLEAR. PROBLEM INSIDE HOUSE. INFORMED CUSTOMER TO CALL PLUMBER. CARH	MOODY,TANDRE	Lorie Mayeski	M-SIO	07/06/15	9618678388	(407) 772-1730	Kevin Cooper	Clogged Sewer	Completed
5017005799	476 DOGWOOD CT	05/27/15	CUSTOMER STATES WATER HAS BEEN SMELLING LIKE ROTTEN EGGS FOR THE PAST 3 WEEKS. IN THE SHOWER, SINK, YARD. PLEASE FIND CAUSE AND TAG RESULTS ON DOOR. THANK YOU, KEVIN	05/27/15	problem is only in the hot water side - took residual 1.3. told customer to check hot water heater. ALLEN Finch	ABDELMESSIH,MARIE A	Kevin Marcial	M-SIO	05/27/15	1386864818	(407) 265-1554		Taste or Odor in the Water	Completed
0135153052	667 TRAILWOOD DR	05/22/15	Please check no water. Matthew 407-459-5278. Amanda	05/22/15	flushing hydrants in the area. jeff	WOLFGANG,MATTHEW	Amanda Stonebreaker	M-SIO	05/22/15	0747515622	(407) 459-5278		No Water	Completed
7290302903	630 TRAILWOOD DR	05/21/15	Please check no water. Quwanda 407-485-8599. Amanda	05/21/15	Made contact with customer. They confirm that water is on. Check meter & house valve both are on. Meter is R-309670. JSM	GOMEZ,OLGA	Amanda Stonebreaker	M-SIO	05/21/15	6083425850	(347) 337-7648	Jeff A Metheney	No Water	Completed
3134510000	583 GROVE CT	05/21/15	Please check for low pressure. Gilbert 321-972-5794, said pressure keeps going from normal to low. Amanda	05/21/15	CHECKED PRESSURE AT HOUSE AND WAS 68 PSI, SPOKE WITH CUSTOMER AND INFORMED HIM THAT PRESSURE FROM US WAS 68 AND HE NEEDS TO CONTACT A PLUMBER TO CHECK INTERNAL PLUMBING. SME	RODRIGUEZ,GILBERT	Amanda Stonebreaker	M-SIO		3136958974	(321) 972-5794		High or Low Pressure in the Water	Completed
5017005799	476 DOGWOOD CT	05/12/15	Please check water pressure at premise. Customers believes that it is coming out too hard and causing more than average water usage. Thank you, Ewan	05/13/15	Read meter checked water pressure water pressure good 60psi also checked for leaks, # 11650541, read 104860agl mfl	ABDELMESSIH,MARIE A	Ewan Dehnert	M-SIO	05/13/15	1388408033	(407) 265-1554	Mike Finnegan	High or Low Pressure in the Water	Completed
1694510000	476 NORTHWESTERN AVE	04/06/15	CUSTOMER REPORTS VERY LOW PRESSURE. PLEASE CHECK. THANKS, GT	04/06/15	the house valve was off spoke with customer maf	CRUME,JOHN	Glenda Thompson	M-SIO	04/06/15	1692310276	(407) 862-8291	Mike Finnegan	High or Low Pressure in the Water	Completed
5017005799	476 DOGWOOD CT	04/02/15	Marie @ 407-712-3185 called said water taste bad. She said she used live next door and the water was fine there. Thanks Karon	04/02/15	Made contact with customer about water quality. She was ok with our findings & said she thinks prob is from her kitchen sink. Mtr R-7583. JSM	ABDELMESSIH,MARIE A	Karon Hinchcliffe	M-SIO	04/03/15	1382337224	(407) 265-1554	Jeff A Metheney	Water Quality	Completed
			Thank you!											
3233510000	530 PINE CT	02/17/15	Customer reporting no water. Please check. Emailed Sylvia. Thanks, Karyn	02/17/15	went by the house & neighbor had water. could not check her water outside no house bibs - fenced yard - tried to phone no answer. MAF	SOSA,JULIO	Karen Thimmes	M-SIO	02/17/15	3237211514	(407) 293-6186		No Water	Completed
5604510000	501 YEW CT	02/16/15	CUSTOMER REPORTS THAT WE NEED TO REPAIR LAWN DUE TO WATER BREAK REPAIRS WE MADE LAST WEEK, PLEASE INVESTIGATE AND REPAIR LAWN. THANK YOU SARAH-NNV	02/17/15	installed sod 2/17 - jam	MITCHELL,IOLA L	Sarah Locascio	M-SIO	02/17/15	5601106741	(404) 707-4839		Lawn Repair for Water Breaks	Completed
2892510000	687 BALSA DR	02/16/15	Mrs. French (407-782-0532) reports no water - please investigate. Thanks Haida NV	02/16/15	had a main break on North Western - flushed system - jam	FRENCH,LARRY	Haida Caruso	M-SIO	02/16/15	2895336693	(407) 782-0532		No Water	Completed
4416178057	540 BIRCH CT	02/16/15	LILIANA ph# 407-391-7393 wants to know why there is no water. I emailed Kim, Sylvia	02/16/15	had a main break on Northwestern	BROOKS,SAMUEL	Linette Orongo	M-SIO	02/16/15	7340115530	(973) 641-1853		No Water	Completed

Trailwoods Test Year 2015 Customer Complaints and Resolutions - Other														
Account #	Address	Entry Date	Instructions	Date	Resolution	Customer Name	CSR	SO Type	Date	FA ID	Phone	Operator	Request Type	FA Status
1533510000	500 PINE CT	02/16/15	CUSTOMER REPORTS WATER EXTREMELY BROWN (UNUSABLE) AS A RESULT OF WATER MAIN BREAK. Requesting that we flush the hydrants (affecting many homes) James is contact on 407-256-4010. Emailing Sylvia CarolynFL	02/16/15	spoke with the customer , we flushed 2 hrs & told him if they still have dark water to call me back & we will flush more- scoured the pipe due to main break Jam	KUNZE JR,JAMES	Carolyn McVicker	M-SIO	02/16/15	1534971288	(407) 256-4010		Discolored Water	Completed
7290302903	630 TRAILWOOD DR	02/16/15	PLEASE INVESTIGATE NO WATER. LET ME KNOW IF THIS IS A KNOWN ISSUE, I WILL CANCEL ORDER AND CALL CUSTOMER. THANK YOU, SAM	02/16/15	main break on Northwestern flushed lines JAM	GOMEZ,OLGA	Samantha Tackett	M-SIO	02/16/15	6084493047	(347) 337-7648		No Water	Completed
8823510000	560 PINE CT	02/16/15	PLEASE INVESTIGATE NO WATER. JAMES 407-291-4899 CALLE DTO REPORT. THANK YOU, SAM	02/16/15	had a main break on Northwestern	PIITS,JAMES A	Samantha Tackett	M-SIO	02/16/15	8825553357	(407) 291-4899		No Water	Completed
3992510000	563 NORTHWESTERN AVE	02/16/15	Gary @ 407-862-7232 said doesn't have water. Thanks Karon	02/16/15	had a main break on Northwestern	BOWLES,GARY	Karon Hinchcliffe	M-SIO	02/16/15	3997025032	(407) 862-7232		No Water	Completed
5353910705	490 FOREST CT	01/22/15	customer reports a bad odor coming from the manhole near her house. please check. thanks, gt	01/22/15	WENT TO ADDRESS AND CUSTOMER IS REPORTING THAT THE STORM DRAIN SMELLS BAD. I DID NOT SMELL ANYTHING BUT THEY DO LIVE NEAR LIFT STATION ON NORTHWESTERN AND I WILL HAVE TECH PUT IN DEODERANT BLOCK INTO WET WELL AT STATION KEV	CURRY,ALISHA	Glenda Thompson	M-SIO	01/22/15	7296155299	(407) 309-1243	Kevin Cooper	Sewer Miscellaneous Complaint	Completed
8663510000	501 NORTHWESTERN AVE	01/12/15	Mr Gaillard called to report extremely low pressure, says it's almost no water. Please check. Mr Gaillard 407-748-6547. Thanks, Brooke	01/12/15	spoke with customer he told me the problem with LOW pressure was at the water softner hose came apart. House pressure was fine PF	GAILLARD,CATHERINE L	Brooke Storm	M-SIO	01/12/15	8660221388			High or Low Pressure in the Water	Completed

**Utilities, Inc. of Florida - Seminole County - Weathersfield Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	n Date	FA ID	Phone	Operator	FA Status
1971851225	479 NOTRE DAME DR	12/16/15	Customer complaining of high bill. please re read meter and check for leaks. Thank you. Janet/FL	12/17/15	No leak reread meter read 234750 gl....	RODRIGUEZ, TATIANA	Yanet Garcia	HIBILL	12/17/15	7283927945	(321) 527-8254		Completed
4987310000	560 COLUMBIA AVE	12/14/15	Customer is calling in about 2000 extra gal of usage on this new bill. She wants us to do a re read on the meter. Can you do that please? Thanks, Paul.	12/15/15	Reread meter no leaks talked to customer gl....	BARBIERI, ENZA	Paul Wright	HIBILL	12/15/15	4981520042	(407) 774-4131		Completed
6916310000	417 CITADEL DR	12/14/15	RE-READ METER & CHECK FOR LEAKS TAG DOOR W/FINDINGS /IC	12/15/15	Reread meter no leaks talked to customer gl....	SOTOMAYOR, GLORIA	Isabel Ceballos	HIBILL	12/15/15	6918594490	(407) 830-8135		Completed
4810714419	332 CLEMSON DR	12/09/15	Please check meter read and leak indicator. Customer only has 2 adults living in the home. Usage very high; customer does not have irrigation system or washer in the home. Please tag door. Kafashana 407-284-7066. Amanda	12/14/15	Reread meter no leaks talked to customer read 430090 gl....	DUNCAN, KATASHANA	Amanda Stonebreaker	HIBILL	12/14/15	1622626422	(407) 284-7066		Completed
8566481467	458 TULANE DR	12/07/15	PLEASE RE-READ METER/CUSTOMER STATES BILL IS TOO HIGHCUSTOMER IS CONCERNED ABOUT BILL DATED 12/6/15. STATES IT IS TOO HIGH. SHE DID SAY THERE WAS A POOL ON THE PROPERTY/NO LEAKS THAT SHE KNOWS OFF.	12/14/15	Reread meter no leak read 145140 gl	SGRECCI, ANTHONY	Lakisha Cooper	HIBILL	12/14/15	4628764102	(906) 396-0311		Completed
1355210000	129 JAY DR	12/14/15	Please reread meter and check for leaks, Contact Elizabeth at 321-439-4227. Leave tag with results. Thanks,	12/14/15	Talked to customer no leak she is requesting meter test gl....reread meter gl....	BURGADO, JAIME	Charles Curry	HIBILL	12/14/15	1353215740	(321) 439-4227		Completed
6015210000	418 CLEMSON DR	11/16/15	Customer complaining of high bill every month. please reread meter and check for leaks. Tag with findings. Thank you, Janet/FL	11/17/15	Talked to customer no leaks read 70160 gl....	CASTRO, FRUCTUOSA	Yanet Garcia	HIBILL	11/17/15	6011805704	(407) 310-9105		Completed
6758417384	571 LYNCHFIELD AVE	11/12/15	RE-READ METER AND CHECK FOR LEAKS. CUSTOMER SAYS IT'S A VACANT HOUSE THEY HAVE REMODELED AND PAINTED BUT SAYS NOTHING TO CAUSE THE HIGH USAGE TAG DOOR W/FINDINGS OR SEE CUSTOMER /IC	11/13/15	Reread meter no leaks tagged door read 94340 gl...	LIGHTNER, darlene	Isabel Ceballos	HIBILL	11/13/15	0705945403	(407) 765-7641		Completed
3995310000	541 LYNCHFIELD AVE	11/12/15	Janeth came into the office due to high usage. Please obtain reading and check for leak. Tag with findings. Kim-FL	11/13/15	Reread no leaks tagged door no leaks read 183230 gl....	CASTILLO, JANETH	Kimberly Bennett	HIBILL	11/13/15	3998374496	(407) 260-6677		Completed
1206088125	653 LASALLE DR	11/05/15	please re read meter and check for leaks. thanks Karon	11/06/15	Reread meter gl....	AIRIAVBERE, JOSEPH	Karon Hinchcliffe	HIBILL	11/06/15	4308281635	(407) 860-1990		Completed
3330882475	141 JAY DR	10/19/15	Please reread meter and check for leaks. Ms. Esperanza, 407-394-4654, tenant, is concerned about the climbing bills. She is the only person in this household. Please leave information on tag on door and leave notes in comments on FA. Thank you, Sam.	10/20/15	Talk to customer she has a running toilet read 1442880 gl...	RIOS, ESPERANZA	Samantha Gongre	HIBILL	10/20/15	1947565780	(407) 394-4654		Completed
7848887642	518 TULANE DR	10/16/15	PLEASE RE-READ METER, IF THERE A LEAK PLEASE VERIFY IF ON OUR SIDE OR CUSTOMER SIDE. THANKS BRITTANY NV	10/19/15	Reread meter no leaks read 809440 gl....	KERCADO, VICTOR	Brittany Warembourg	HIBILL	10/19/15	3292360730	(407) 437-1531		Completed
6219491073	173 JAY DR	10/16/15	Please re-read meter and check for leaks. Customer complaining of a high bill. Please tag w/ results. Thanks	10/19/15	No leak reread meter read 1669760 gl....	BAKER, JAMES W	Zakia Bouldin	HIBILL	10/19/15	6520692883	(407) 774-1695		Completed



**Utilities, Inc. of Florida - Seminole County - Weathersfield Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	n Date	FA ID	Phone	Operator	FA Status
3743596202	707 OAKLANDO DR	10/15/15	PLEASE REREAD METER AND CHECK FOR LEAKS LAUREL CALLED IN ON ABOUT HIGH BILL PLEASE TAG DOOR WITH FINDINGS. LAUREL 321.945.6747	10/16/15	Reread meter 1064480 no leaks spoke with customer gl....	MCNEES, LAUREL	LaQuon Huntley	HIBILL	10/16/15	1086533560	(321) 945-6747		Completed
0735510000	332 NORTHWESTERN AVE	09/28/15	Please re-read meter and check for leaks. Mr. Handwerk, 407-468-4474, would like to verify that there are no more leaks before setting up payment arrangement for previous leak. Thank you, Sam.	09/29/15	Reread meter no leaks read 54810 gl...	HANDWERK, RICHARD W	Samantha Gongre	HIBILL	09/29/15	0730968066	(407) 468-4474		Completed
7395175370	550 LYNCHFIELD AVE	09/15/15	Customer stopped service as of 08/31 and is now disputing the water used for final bill. Please re read meter and check leak indicator. Amanda	09/16/15	Reread meter checked for leaks no leaks# 313544818 read 59380 gl	MOBLEY, EDWIN	Amanda Stonebreaker	HIBILL	09/16/15	3208971557	(407) 869-6690	Greg Liggons	Completed
6015210000	418 CLEMSON DR	09/15/15	RE-READ METER & CHECK FORLEAKS; TAG DOOR W/FINDINGS /IC	09/16/15	Reread meter checked for leaks no leaks talked to customer tagged door#14900509, read 46680 gl	CASTRO, FRUCTUOSA	Isabel Ceballos	HIBILL	09/16/15	6017770086	(407) 310-9105	Greg Liggons	Completed
6884210000	391 BAYLOR AVE	09/14/15	Mr. Huisman 407-786-2708 called about high bill. No running toilets, leaks or watering. Please re-read and check for leak. Tag door with findings. Thank you! Bonnie	09/15/15	Reread meter no leaks #15369314, read 127280 gl tagged door	HUISMAN, JAMES	Bonnie Storm	HIBILL	09/15/15	6886053096	(407) 786-2708	Greg Liggons	Completed
7848887642	518 TULANE DR	09/10/15	PLEASE RE-READ AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. VICTOR 407-437-1531. THANKS BRITTANY NV	09/11/15	Reread meter spoke with customer slow leak #19650981, read 791730 gl....	KERCADO, VICTOR	Brittany Warembourg	HIBILL	09/11/15	3295733310	(407) 437-1531	Greg Liggons	Completed
9384961345	637 STANFORD DR	09/04/15	PLEASE GET RE READ AND CHECK FOR LEAKS AND CALL MARIA @ 321-280-2282 WITH RESULTS.THANK YOU,CAMMY	09/08/15	Reread meter no leaks reads match up#95204489, read 1794290 gl	DEL VALLE, HARRY	Cammy Iwinski	HIBILL	09/08/15	2144774697	(407) 862-6840	Greg Liggons	Completed
0735510000	332 NORTHWESTERN AVE	08/31/15	Customer complaining of high bill with new meter. Please reread meter and check for leaks. Tag door with results. Thanks, Karyn	09/01/15	Reread meter customer has a leak dial spinning slow# 15600124 , read 48020 gl	HANDWERK, RICHARD W	Karen Thimmes	HIBILL	09/01/15	0734409989	(407) 468-4474	Greg Liggons	Completed
3161458925	643 ENCINO WAY	08/25/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMER DOESNT KNOW HOW THEY COULD HAVE USED SO MUCH WATER WHEN HOME IS EMPTY, THEY SUSPECT NEIGHBOR MAY BE USING WATER. PLEASE CALL MRS VO WITH RESULTS AT 407 731-5111 THANK YOU SARAH/NV	08/26/15	Meter is off at curb looks like they had a leak an repaired it #12734898 , read 73990 gl	VO, MYHANH	Sarah Locascio	HIBILL	08/26/15	4791556906	(407) 731-5111	Greg Liggons	Completed
5466828373	640 ACAPULCA WAY	08/20/15	640 ACAPULCA WAY IS VACANT - NOW DOING SOME CLEANING. BUT THE LAST BILLING HAS HIGH USAGE PLEASE CHECK FOR A LEAK AND ADVISE. FARID'S PHONE 407-786-0629. THANKS, LORETTA	08/21/15	Reread meter no leaks tagged door# 34637409 , read 485550 gl	LEITCH, SHELBY	Loretta Abbott	HIBILL	08/21/15	7047186386	(407) 494-0889	Greg Liggons	Completed
3199689032	139 RONNIE DR	08/18/15	Please re-read meter check for leaks. Customer is concerned of high bill when nothing has changed. Please tag door with findings. Lucia ph# 407-310-8228	08/19/15	Spoke with customer yesterday replaced meter customer does not have a leak # 15764619 , read 20 gl	DE SANTIAGO, GRISELDA	Linette Orengo	HIBILL	08/19/15	6761841603	(407) 844-1525	Greg Liggons	Completed
0485648776	572 COLUMBIA AVE	08/17/15	Cassandra # 407-617-5183 asking to have her meter reading check not using 9thousand gallons of usage. No Pool No Sprinkles record all information in ccb and leave tag for customer jej 8/17	08/18/15	Reread meter checked for leaks tagged door of findings# 09202168 , read 284470 gl no leaks	TANNER, PETER	Ingrid Jenkins	HIBILL	08/18/15	8780849576	(407) 463-8422	Greg Liggons	Completed

**Utilities, Inc. of Florida - Seminole County - Weathersfield Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	n Date	FA ID	Phone	Operator	FA Status
3274550068	421 TRINITY AVE	08/17/15	MR. MEJIA CAME INTO THE OFFICE SAYING THE LAST 2 BILLINGS ARE TOO HIGH. PLEASE CHECK FOR A LEAK AND REREAD THE METER. HE SAYS ABOUT 6 WEEKS AGO HE PUT IN FLAPPER IN AND THOUGHT USAGE WOULD BE LESS THIS BILLING. PLEASE TAG THE DOOR WITH YOUR FINDINGS.										
			407-610-2312. LORETTA	08/18/15	Reread meter checked for leaks#14583107, read 63880 no leaks tagged door gl	MEJIA, CLARIBEL	Loretta Abbott	HIBILL	08/18/15	6430749727	(407) 610-2312	Greg Liggons	Completed
6783740878	333 CLEMSON DR	07/20/15	Barrie reports high usage - home is vacant - should be no usage - please reread and check for signs of leaks. Please call Barrie at 386-801-6194 with results. Thanks Haida NV	07/21/15	Reread meter no leaks#10722691 ,read72860gl	HAMPTON, KIMBERLY	Haida Caruso	HIBILL	07/21/15	4676080174	(856) 498-6526	Greg Liggons	Completed
1939510000	643 ACAPULCA WAY	07/17/15	RE-READ METER AND CHECK FOR LEAKS CUSTOMER SAYS SHE'S HAD NO LEAKS TAG DOOR OR SEE CUSTOMER /IC "Customer requesting knock on door. Thanks, Brooke"	07/20/15	Spoke with customer she doesn't have a leak read meter# 96518312 ,read552760gl meter was missed read please adjust bill thank gl	HAWKINS, D B	Isabel Ceballos	HIBILL	07/20/15	1931267042	(407) 293-2860	Greg Liggons	Completed
6339628574	570 CARLISLE AVE	06/24/15	Shelley Ann called concerned about high bill. She says she thinks she may have a leak, please check and verify reading. Please tag door with findings. Thanks, Brooke	06/25/15	Reread meter checked for leaks spoke with customer she has a leak on her side# 15241997 ,read65210gl	JOHNSON JR, ROBERT L	Brooke Storm	HIBILL	06/25/15	7476638265	(407) 280-1159	Greg Liggons	Completed
4153210000	386 TULANE DR	06/23/15	Ms. Hudak 407-682-0209 called about high usage. Cust has used this much and more and is watering but does not feel this is the cause of the high usage. Please re-read and check for leak. Tag door with results. Thank you! Bonnie	06/23/15	Reread meter no leaks #32095579 ,read1080870gl	HUDAK, YUKU F	Bonnie Storm	HIBILL	06/23/15	4151299438	(407) 682-0209	Greg Liggons	Completed
6332702072	658 ACAPULCA WAY	06/19/15	Reread meter and check for leaks. Aida is contact on 786-469-9990. Readings over 6K for 2 adults 1 child. No known leaks. Carolyn/FL	06/22/15	Checked for leaks no leaks# 30226372 ,read643140gl	KIMBRO, BREONNA	Carolyn McVicker	HIBILL	06/22/15	3333406384	(407) 860-7675	Greg Liggons	Completed
5916510000	636 STANFORD DR	06/15/15	LAST BILLING OF 06/04/15 IS VERY HIGH FOR THE MOLINA'S AT 636 STANFORD DR. PLEASE CHECK FOR LEAKS (NONE KNOWN OF) AND RE-READ. 407-982-9159 PLEASE TAG THE DOOR WITH YOUR FINDINGS. THANKS, LORETTA	06/16/15	Reread meter checked for any leaks#95174191 ,read2292940gl no leaks	MOLINA, AMADA	Loretta Abbott	HIBILL	06/16/15	5915727909	(407) 982-9159	Greg Liggons	Completed
1166545616	412 CLEMSON DR	06/15/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL.	06/16/15	Reread meter checked for leaks# 13544816 ,read72680gl no leaks	SHAH, ASHOK N	Jessica Bridges	HIBILL	06/16/15	8117694588	(407) 682-2297	Greg Liggons	Completed
1138410000	553 NOTRE DAME DR	05/18/15	Ms. Perkins # 407-788-8986 asking to have meter check for leaking or malfunction of meter showing large consumption; record all information in ccb. iej 5/18	05/19/15	Reread no leaks also replaced meter box #14900507 ,read89540mfgl	PERKINS, ERNEST E	Ingrid Jenkins	HIBILL	05/19/15	1138401811	(407) 788-8986	Mike Finnegan	Completed
6154251055	521 CLEMSON DR	05/15/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. CUSTOMER COMPLAINING OF A HIGH BILL. THANKS	05/18/15	Read meter for high consumption no leak detected #29612725 ,READ1296110MFL	BENITEZ, ANGEL	Zakia Bouldin	HIBILL	05/18/15	0890810460	(407) 234-8589	Mike Finnegan	Completed
7291334703	644 STANFORD DR	05/13/15	please check reading on meter and leak indicator. Customer states no irrigation at home. He is comparing bills with neighbors. Advised this is based on his usage not neighbors. Please note FA. Amanda	05/14/15	read the meter checked for a leak there o sign of any leaks 92709730 read is 1629120 maf gl	VAZQUEZ, DAMARIS	Amanda Stonebreaker	HIBILL	05/14/15	3123309280	(321) 945-4144	Mike Finnegan	Completed

**Utilities, Inc. of Florida - Seminole County - Weathersfield Test Year 2015 Customer Billing Complaints and Resolutions**

Account #	Address	Entry Date	Instructions	Due Date	Resolution	Customer Name	CSR	SO Type	n Date	FA ID	Phone	Operator	FA Status
4816830333	530 CLEMSON DR	05/11/15	Please check for signs of leak and tag door or call Christina with results at 352-223-8705. She also reports intermittent low pressure for about the last month or so. Thanks Haida NV	05/12/15	I read the meter checked for leak there no sign of any leaks read is 1344080 , also checked the water pressure it is 55 psi at the hoe bibb tagged the door maf	PINILLA, CHRISTINA	Haida Caruso	HIBILL	05/12/15	2997675058	(352) 223-8705	Mike Finnegan	Completed
3995310000	541 LYNCHFIELD AVE	03/23/15	Please check meter read and leak indicator. Janeth 407-260-6677 .Amanda	03/24/15	Check for leak found no leak Mtr not clocking. Unable to make customer contact.Mtr R-144920 JSM & MF	CASTILLO, JANETH	Amanda Stonebreaker	HIBILL	03/24/15	3994238596	(407) 260-6677	Mike Finnegan	Completed
0167510000	759 OAKLANDO DR	03/20/15	Mr Drager 407-970-0454 called about high bill. No leaks that aware of or running toilets. Please re-read and check for leak. Cust also questioning marks on lawn around meter. Tag door with results. Thank you! Bonnie	03/23/15	I read the meter checked for a leak there no sign of any leaks i spoke with the customer maf	DRAGER, JERRY G	Bonnie Storm	HIBILL	03/23/15	0162844638	(407) 970-0454	Mike Finnegan	Completed
8793009981	577 NOTRE DAME DR	03/13/15	CUSTOMER CALLING ABOUT VERY HI BILL, NO ONE LIVING AT PREMISE,AND NO IRRAG,PLEASE RE-READ METER AND CHECK FOR LEAKS,SYLVIA	03/16/15	CHEAK MTR. FOUND NO LEAK. READ MTR. FT JSM	LIN, YING	Sylvia Watler	HIBILL	03/16/15	9532863104	(407) 590-8811	Frank Turner	Completed
0819124562	530 NOTRE DAME DR	02/27/15	PLEASE RE-READ METER AND CHECK FOR LEAKS. THE CUSTOMER IS COMPLAINING OF A HIGH BILL	03/02/15	Check for leaks and read . leak is on customer side customer know about leaks #1031710 FT	MERCED, JORGE A	Jessica Bridges	HIBILL	03/02/15	9059241293	(407) 463-6689	Frank Turner	Completed
4897544090	388 CLEMSON DR	01/09/15	PLEASE RE-READ METER AND CHECK METER FOR LEAKS, CUSTOMER IS NOT SURE IF SHE MIGHT HAVE A LEAK OR NOT. PLEASE TAG DOOR WITH RESULTS AND NOTATE FINDINGS IN CC&B. ALSO IF YOU NEED CALL MICHAEL AT 407 497-4687 THANK YOU SARAH/NV	01/12/15	re read the meter checked for a leak there no sign of any leaks customer come out was talk with him but then he left , i tagged the door maf	ELLIS, LESLIE	Sarah Locascio	HIBILL	01/12/15	9512548127	(407) 497-4682	Mike Finnegan	Completed
1304198291	518 CLEMSON DR	01/07/16	PLEASE REREAD METER AND CHECK FOR LEAKS. TAG DOOR WITH RESULTS. THANKS, GT	01/08/15	Reread meter customer has a slow leak tagged door gl.....	GRANDA, PRISCILLA	Glenda Thompson	HIBILL	01/08/16	2200472638	(407) 620-3390		Completed

ATTACHMENT 4 e. (11) i.

Water Quality Complaints and Resolutions - Cypress Lakes (2011 - 2015)

Customer Name	Service Address	City/State	Complaint Date	Complaint Description	Findings/Action Taken
Gerald Helm	9236 Spatterdock Ct.	Lakeland, FL	12/15/14	Odor coming from the water.	On 12/16/14 FDOH Environmental Specialist discussed with complainant and complainant agreed to wait to see if odor returns after chlorine burn conducted by plant operator.
James Lynn	2321 Little Cypress Dr	Lakeland, FL	10/09/14	Odor coming from the water.	On 10/10/14 FDOH (Polk County) Environmental Specialist found low chloramine residual at complainant's residence and informed the PWS water operator to flush and restore residual.
Althea Holt	2414 Mulligan Dr	Lakeland, FL	03/06/13	Bacteriological quality of water.	On 03/07/13 FDOH (Polk County) Environmental Specialist took a bacteriological sample at complainant's residence, and after receiving the lab result, informed the complainant that the analysis result was negative/satisfactory.



**LABRADOR**

# Florida Department of Environmental Protection

Southwest District Office  
13051 North Telecom Parkway  
Temple Terrace, Florida 33637-0926

Rick Scott  
Governor

Herschel T. Vinyard Jr.  
Secretary

## POTABLE WATER COMPLAINT FORM

Received By: G. Foster

Date: 4-1-2014

via: \_\_\_\_\_

PWS-ID: 6514842

County: Pasco

Complainant Name: Mrs. Sharon Miller

Complainant Address: 5854 Naples Dr.

City: Z-Hills State: FL

Phone: 905-723-5894

Email: sharona175@rogers.com

Nature of Complaint:

Sand in water. Odor (rotten egg).

Location of Complaint and Directions:

Forest Lake Est. in Z-Hills.

Assigned To: G. Foster Assigned Date: 4-1-2014

Investigation Procedure and Findings:

Has RO filtes for her home. Filters fouled within 18 days of install. Mrs. Miller showed me a bucket with the fouled filters, water and sand inside. System recently flushed. Will contact operator, Utilities Inc. to notify them of this issue.

Conclusion and Action:

4-3-2014 Contacted Lee Neal, Utilities Inc. about complaint. Mr. Neal will schedule a flushing of the system soon.

Date Closed: \_\_\_\_\_

Inspectors Initials: GDF Managers Initials: \_\_\_\_\_





**ORANGEWOOD**

# Florida Department of Environmental Protection

Southwest District Office  
13051 North Telecom Parkway  
Temple Terrace, Florida 33637-0926

Rick Scott  
Governor

Jennifer Carroll  
Lt. Governor

Herschel T. Vinyard Jr.  
Secretary

## POTABLE WATER COMPLAINT FORM

Received By: Foster      Date: 2/29/12

via: Phone

PWS-ID: 6511311

County: Pasco

Complainant Name: Mr. Schbacker / Tremblay

Complainant Address: 1702 Holiday Drive

City: Holiday      State: FL

Phone: (727)252-9409

Email: n/a

Nature of Complaint:  
Complaint of brown water

Location of Complaint and Directions:  
1702 Holiday Drive , Holiday

Assigned To: Lewis Assigned Date: 2/29/12

### Investigation Procedure and Findings:

2/29/12 I (EAW) tried to reach Mr. Tremblay and received an answering machine. I left my contact information. I called Steve Habry the operations company, Utilities, Inc., Mr. Habry said there was no utility work going on in the area and he was not doing any flushing in that area today. Mr. Habry said he would go by immediately and check on the water. Mr. Habry called back and said he took samples at the tap at the entrance to the residence and noted: "the water to be clear, no precipitates, and a free chlorine residual of 1.6 to 1.8 mg/l" Mr. Habry said the resident had pvc pipes connecting the house, noted a small water leak on the pvc at the hose tap, and said the resident indicated he recently put on a water filter on his house. Mr. Habry said he would check the water again tomorrow, 3/1/12 and Friday, 3/2/12 and let the Department know if he finds any indication of colored water. Mr. Habry said the resident said he does not get up until 10 am and not to come by his house before then. I relayed this information to the inspector for the area, Ms. Lewis, and requested she do a site visit. EAW

3/1/12 Mr. Schbacher (person who actually called in the complaint for Mr. Tremblay) to follow up on the complaint. I (EAW) told Mr. Schbacher that DEP called the utility and requested they go by to check the water. Mr. Schbacher said he was there when they came by, that they came out quickly and that the water did appear clear at that time. Mr. Schbacher said the water line on his road was replaced by Utilities, Inc. but that the water line on Mr. Tremblay's street was forty years old and needed to be replaced. Mr. Schbacher said that a commercial lot at the end of the street has semi-tractor trailers going down the road and he thinks this traffic is shaking up the pipes causing brown water. I told him the Department would check on the water in that area again next week but that without us finding brown water when we sample there and the utility showing good water quality results in the area, there was very little we can do to follow up on the matter at this time. I requested Mr. Schbacher have Mr. Tremblay call the Department if he experiences further brown water. EAW

On March 7, 2012, I, Jamie Lewis, went to 1702 Holiday Drive to further investigate the complaint. The above-referenced address is Mr. Tremblay's residence. He said that the water is brown periodically and sometimes has a strong chlorine odor. He said that it was fine today. He attributes the brown water to the aging pipes that serve his home. He said that he was just given a PUR water pitcher and the water clogged it up in just one month. The water was found to be clear and odorless at the time of inspection, with a 0.5 mg/L chlorine residual measured at the outside hosebib. The next door neighbor who lives at 4344 Morlock Lane stopped by and complained about a very strong chlorine odor at all times. She will not drink the water and it has ruined 6 coffee pots in the past year. I explained how hardness can effect coffee pots and leave a film on other surfaces. The chlorine residual from her kitchen sink was 1.3 mg/L, and only a very slight chlorine odor could be detected. She says she does not have a problem with brown water, and the water was found to be colorless. I explained to them that the residuals at both homes were within the normal range.

Mr. Schbacher then came over from across the street to explain that he is the one who called in the complaint for Mr. Tremblay, but he himself does not have an issue with the water. The distribution lines that serve his house are new and he has a water softener. He also attributed the brown water experienced by his neighbor to aging pipes disturbed by heavy trucks. I asked Mr. Tremblay to call me the next time his water is brown and to keep a sample of the water. He agreed.

#### Conclusion and Action:

Case closed until Mr. Tremblay experiences brown water again and the Department is contacted.

Date Closed: 3-7-12

Inspectors Initials: 

Managers Initials: 



UIF-PARK RIDGE



# 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

July 25, 2012

Ms. Laila Cason  
108 Lake Minnie Drive  
Sanford, FL 32773

OCD-PW-CE-12-0701

Seminole County – PW  
Park Ridge  
PWS ID # 3590993  
**Water Quality Complaint Findings**

Dear Ms. Cason:

This confirms a visit to the subject public water system on July 24, 2012, by Justin Christensen to conduct a compliance inspection. This inspection was conducted in response to your water quality complaint received on July 23, 2012, stating that the water in your home had a color and a strong sulfur smell.

Mr. Christensen was accompanied by Joyce Bittles, a Seminole County Health Department inspector. During the inspection, Mr. Christensen took a grab sample from the spigot before the cartridge filters which had a faint smell of sulfur, but it was noted that the water appeared clear. The total chlorine residual was 0.6 mg/L. The minimum amount of total chlorine required in drinking water is 0.6 mg/L. It was recommended that you remove the filters from your home plumbing, and that you flush your home water lines until the smell is gone.

Additionally, Mr. Christensen requested that your supplier of water, Utilities Inc., increase the amount of total chlorine they are adding to the water to also help get rid of the sulfur smell.

If you continue to experience any problems or have any additional questions, please contact Justin Christensen by email at [Justin.Christensen@dep.state.fl.us](mailto:Justin.Christensen@dep.state.fl.us) or by phone at (407) 897-4310.

Sincerely,

A handwritten signature in black ink, appearing to read "Nathan Hess".

Nathan Hess, Environmental Supervisor II  
Drinking Water Compliance and Enforcement

NJH/jrc

cc: Patrick Flynn, Utilities Inc of Florida [[PCFlynn@uiwater.com](mailto:PCFlynn@uiwater.com)]  
Nate Carver, Utilities Inc of Florida [[NQCarver@uiwater.com](mailto:NQCarver@uiwater.com)]  
Joyce Bittle, Seminole County DOH [[Joyce\\_Bittle@doh.state.fl.us](mailto:Joyce_Bittle@doh.state.fl.us)]  
Justin Christensen, DEP Drinking Water Compliance and Enforcement

# SUMMERTREE

**From:** [Henry, Danielle D.](#)  
**To:** [Foster, Gerald](#)  
**Cc:** [Benwell, Josephine](#)  
**Subject:** FW: Rep. Corcoran: Summertree  
**Date:** Wednesday, September 11, 2013 8:57:46 AM  
**Attachments:** [Aug 26 to Sept 30 2013 UIF Summertree free chlorine burn.pdf](#)  
[RE Florida Department of Environmental Protection.msg](#)  
(no subject).msg

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FYI

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**From:** Gibbs, Ana  
**To:** Yeargan, Mary; Armstrong, Brian J.; McGinnis, Sean  
**Sent:** Wed Sep 11 01:03:25 2013  
**Subject:** FW: Rep. Corcoran: Summertree  
Fyi.. Jared said there were 400 residents at the community meeting last week.

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



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**From:** Gibbs, Ana  
**Sent:** Wednesday, September 11, 2013 1:01 AM  
**To:** Schuessler, W. Pierce; Gaskin, Carla A.; Yeargan, Mary; Armstrong, Brian J.; McGinnis, Sean  
**Subject:** Rep. Corcoran: Summertree

Good evening Pierce,

Please see email below. I spoke to Jared today and followed up with emails providing what he requested. This is the first of two.

Have a great night,  
Ana

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



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**From:** Gibbs, Ana  
**Sent:** Tuesday, September 10, 2013 11:49 PM  
**To:** 'Jared.Ochs@myfloridahouse.gov'  
**Subject:** Summertree

Good Evening Jared,

It was a pleasure speaking with you. Below is the email summary we provided to Ms. Ryan. Attached is also the notice we shared.

Previous to Ms. Ryan contacting us, we had received two complaints. One complaint was from an out of state resident who is not currently living at Summertree. We responded with a letter and brochure (prior to our inspection). The second complaint was from Mr. De Vault and his wife. I have attached one of his more recent emails. Both Mr. and Mrs. De Vault were very vocal. Based on emails, phone calls, and serious allegations against the utility, the Department took immediate action. Please know the timing of the Department's site visit is directly related to the De Vault's complaints. The Department feels we thoroughly investigated the complaint to the best of our regulatory ability. While the inspector did not find any violations, the Department instructed the facility to flush the system to ensure customers receive fresh water, which would hopefully prevent future problems. We will continue to investigate concerns as we receive them. Please feel free to share my contact information with any residents who may contact your office. We have offered to work with Ms. Ryan and the community to help address their concerns.

I hope you find this information helpful.

Have a great evening,  
Ana

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



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**From:** Gibbs, Ana  
**Sent:** Friday, September 06, 2013 11:15 AM  
**To:** 'amr328@hotmail.com'

**Subject:** Florida Department of Environmental Protection

Good Morning Ms. Ryan,

Thank you for taking the time to speak with us yesterday. The Department hopes your meeting went well. We look forward to working with you. As promised, here is a summary of the Department's August 30, 2013 inspection.

This particular site visit was in response to two recent complaints received from residents. The complaints contained various concerns including taste, color, bacteria levels, chlorine levels, and allegations that the utility was not sampling its own water.

A Florida Department of Environmental Protection site inspector conducted a site visit which included the three water plants, four wells, and the water lines. In response to the specific claim that the utility may be falsifying water samples, the Department conducted its own onsite chlorine sampling. The sampling showed the facility was in compliance with the Florida Department of Environmental Protection requirements. The chlorine requirements provide an acceptable range. Despite the concern expressed in one of the emails the Department received regarding the water being "over chlorinated," it is important to note that the chlorine level originally sampled was in the lower portion of the acceptable range.

Although the facility was in compliance, to address the concerns expressed regarding taste and color, the Department had the facility flush the line while Department staff remained onsite. Flushing brings fresh water through the lines. Fresh water may contain slightly higher levels of chlorine. However, the post flushing sample showed the chlorine level remained in compliance. Chlorine is used as a disinfectant, therefore, knowing the water is properly chlorinated will hopefully bring comfort to residents who are concerned regarding both bacteria and chlorine levels.

The Department also inspected the three water treatment plants to determine the general up keep, to ensure there were no leaks, and to check the pump equipment. The facility was also in compliance in this regard.

The Department inspector smelled the water, touched the water, and splashed the water around his face to further investigate concerns regarding the odor and color. During the August 30, 2013 inspection, there were no odors or discoloration observed. In summary, no violations were found during the site inspection.

Lastly, attached is the free chlorine burn notification you should have received.

We hope you find this information helpful. We would again encourage you to work directly with the Public Service Commission regarding any rate concerns.

Please don't hesitate to call or email me if you have any questions. My contact information, including my direct line is below. Again, we appreciated your time yesterday and look forward to working with you in the future.

Have a great weekend,  
Ana

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)







SUMMERTREE

# Florida Department of Environmental Protection

Southwest District Office  
13051 North Telecom Parkway  
Temple Terrace, Florida 33637-0926

Rick Scott  
Governor

Herschel T. Vinyard Jr.  
Secretary

## POTABLE WATER COMPLAINT FORM

Received By: G. Foster

Date: 7-9-2013

via: \_\_\_\_\_

PWS-ID: 6511423

County: Pasco

Complainant Name: Vita Varia

Complainant Address: English Elm Dr.

City: Hudson State: FL

Phone: 727-457-0786

Email: \_\_\_\_\_

Nature of Complaint:

Water is a gray to black color. There is a smell of H<sub>2</sub>S coming from the water.

Location of Complaint and Directions:

Assigned To: \_\_\_\_\_ Assigned Date: \_\_\_\_\_

Investigation Procedure and Findings:

Called Lee Neal of Utilities, Inc. Mr. Neal informed me that the operator for this system, Steve Habrey, is on vacation. There is maintenance work being done on well #13. With this well down, the complainant's home is now being supplied water from a remote well. Mr. Neal will find out what the status of Well #13's return to service looks like. I asked Mr. Neal to get a service tech out to do flushing in the English Elm area as soon as possible and to provide me written information concerning the completion of work on Well #13.

Conclusion and Action:

Flushing done at location. Combined Cl<sub>2</sub> residual was 1.6 ppm on 7-8-13. On morning of 7-10-13, combined Cl<sub>2</sub> residual was 2.5 ppm. Operator informed me that

conversation with home owner was positive. She is still noticing a slight odor in her home. Flushing to continue.

Date Closed: 7-11-13

Inspectors Initials: GDF Managers Initials: \_\_\_\_\_

# SUMMERTREE

**From:** [Gibbs, Ana](#)  
**To:** ["richarddevaul@yahoo.com"](mailto:richarddevaul@yahoo.com)  
**Cc:** ["arborwood@qualifiedproperty.com"](mailto:arborwood@qualifiedproperty.com)  
**Subject:** RE: Florida Department of Environmental Protection  
**Date:** Tuesday, September 03, 2013 11:49:00 PM  
**Attachments:** [image001.jpg](#)

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Good Evening Mr. De Vault,

Thank you for your email below. After speaking with you and your wife last week, and discussing your concerns regarding both the quality of water and whether the utility was appropriately sampling the water, the Florida Department of Environmental Protection conducted a site visit on Friday, August 30, 2013.

The site visit included the three water plants, four wells, and the water lines (including the line associated with your home). In response to your specific claim that the utility may be falsifying water samples, the Department conducted its own onsite chlorine sampling. The sampling showed the facility was in compliance with the Florida Department of Environmental Protection requirements. The chlorine requirements provide an acceptable range. Based on the concerns expressed in your email below regarding the water being "over chlorinated," it is important to note that the chlorine level originally sampled was in the lower portion of the acceptable range. Although the facility was in compliance, due to the concerns expressed by you regarding taste and color, the Department had the facility flush the line while Department staff remained onsite. Flushing brings fresh water through the lines. Fresh water may contain slightly higher levels of chlorine. However, the post flushing sample showed the chlorine level remained in compliance. One of the items discussed during our phone call was your concern regarding bacteria. Chlorine is used as a disinfectant, therefore, knowing the water is properly chlorinated will hopefully bring you some comfort.

The Department also inspected the three water treatment plants to determine the general up keep, to ensure there were no leaks, and to check the pump equipment. The facility was also in compliance in this regard. In summary, no violations were found during the site inspection.

We hope you find this information helpful. We would again encourage you to work directly with the Public Service Commission regarding any rate concerns. Please don't hesitate to call or email me if you have any questions.

Best regards,

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)

DEP Online Newsroom





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**From:** Richard De vaul [mailto:richarddevaul@yahoo.com]  
**Sent:** Tuesday, September 03, 2013 1:19 PM  
**To:** Gibbs, Ana  
**Cc:** Jim Johnson  
**Subject:** Re: Florida Department of Environmental Protection

Ana,

*Now, Utilities, Inc. has over chlorinated the water, it cannot be healthy. Of course they will continue to trap foul water in the hydrants unless someone actually does something about it. How about auto bleeders or programmed relief of the hydrants?*

*What about the EPA? Ready to break free from your office and look into the matter? We pay taxes to support federal agencies like the EPA only to have you tell us Utilities, Inc's. testing procedures are trustworthy! Really, you trust the results from a lab, Utilities Inc. is paying for? Is it really that hard to actually do something? You have a valid complaint from us, please act on it. Test the water yourselves.*

*We pay double what customers outside Summertree pay for Pasco County water, only to have it 'foul'.*

*Rick De Vault*

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**From:** "Gibbs, Ana" <Ana.Gibbs@dep.state.fl.us>  
**To:** "richarddevaul@yahoo.com" <richarddevaul@yahoo.com>  
**Sent:** Wednesday, August 21, 2013 2:04 PM  
**Subject:** Florida Department of Environmental Protection

Good Afternoon Mr. De Vault,

Thank you for contacting the Florida Department of Environmental Protection.  
Your email has been shared with our drinking water compliance staff.  
They are currently looking into your concerns and will contact you shortly with additional information.

In the meantime, if you have any questions please don't hesitate to call me directly. My contact information is below.

Best Regards,

*Ana Gibbs*

External Affairs Manager  
Florida Department of Environmental Protection  
13051 N. Telecom Parkway  
Temple Terrace, FL 33637-0926  
(813) 470-5707  
email: [ana.gibbs@dep.state.fl.us](mailto:ana.gibbs@dep.state.fl.us)



----- Forwarded Message -----

**From:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**To:** Richard De vault <[richarddevaul@yahoo.com](mailto:richarddevaul@yahoo.com)>  
**Sent:** Friday, August 16, 2013 9:05 AM  
**Subject:** RE: Bad Water

08/16/2013

RE: Bad Water

Dear Mr. De Vault:

This email is in response to your recent inquiry to the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida, and water quality.

The PSC regulates the rates and services provided by Utilities Inc. of Florida, however water quality issues are regulated by the Florida Department of Environmental Protection. You may wish to contact this agency at the following:

Department of Environmental Protection  
Citizen Services  
3900 Commonwealth Boulevard M.S. 49z  
Tallahassee, Florida 32399  
850-245-2118 (phone)  
850-245-2128 (fax)  
<http://www.dep.state.fl.us/>

Thank you for contacting the Florida Public Service Commission. I regret I cannot be of more assistance regarding this issue. For more information on when to call the PSC, please click on the link:

[www.floridapsc.com/publications/consumer/brochure/When\\_to\\_Call\\_the\\_PSC.pdf](http://www.floridapsc.com/publications/consumer/brochure/When_to_Call_the_PSC.pdf). If you have a complaint regarding a matter regulated by the PSC, please contact us toll free at 1-800-342-3552, by fax at 1-800-511-0809 or by email at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us).

Sincerely,

Angela Calhoun  
Regulatory Consultant  
Office of Consumer Assistance & Outreach

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Richard De vault [<mailto:richarddevaul@yahoo.com>]  
Sent: Thursday, August 15, 2013 7:13 PM  
To: [lasparrow@uiwater.com](mailto:lasparrow@uiwater.com); [TGOakley@uiwater.com](mailto:TGOakley@uiwater.com)  
Cc: Consumer Contact

Subject: Fw: Bad Water  
Lisa Sparrow,

I want a copy of a Florida State Board of Health Certificate indicating complete safety compliance, that is current and correct for OUR water supply. Understand, this needs to be an independent third party certification on our house. Not some obscure finding based on irrelevant locations.

I trust we understand each other.

We have taken sterilized samples to take to our doctor to pass on to the authorities.

Rick De Vault

----- Forwarded Message -----

From: Lisa Sparrow <[lasparrow@uiwater.com](mailto:lasparrow@uiwater.com)>

To: Richard De vault <[richarddevaul@yahoo.com](mailto:richarddevaul@yahoo.com)>

Cc: "[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)" <[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)>; Tom G. Oakley <[TGOakley@uiwater.com](mailto:TGOakley@uiwater.com)>

Sent: Thursday, August 15, 2013 6:21 PM

Subject: RE: Bad Water

Mr. De Vault,

I am sorry to hear that the quality of your water is not up to your expectations. I am copying my Chief of Staff so that he can follow-up with our local operations team and find out what's happening. He will be back to you with 24 hours. (Tom – please copy me). Please rest assured that your water is tested in compliance with local, state and federal drinking water requirements and in the unlikely event that it were out of compliance, you would be notified. Our customer's health and safety is our #1 concern.

Thank you for reaching out and again I apologize for this inconvenience.

Regards

Lisa Sparrow

From: Richard De vault [<mailto:richarddevaul@yahoo.com>]

Sent: Thursday, August 15, 2013 4:06 PM

To: Lisa Sparrow

Cc: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Subject: Bad Water

Lisa,

We live at 11631 White Ash Drive, New Port Richey, FL 34654. We are in the Arborwood portion of the Summertree Subdivision off State Route 52.

For the past three weeks our drinking water has been foul! It smells like sulfur, tastes bad, and has been black with bacteria at times. I seriously doubt that it would pass health department standards. We are taking a sample to our doctor.

My wife has been diagnosed with an autoimmune disease which might be further aggravated by your bad water.

Your local serviceman and line supervisors have been trying to fix the problem, without success. We are tired of calling the local office, only to have the problem persist.

Please get someone out here that can fix the problem. We have tried to be nice, but there are limits to our patience, and it has been reached. If it is not fixed within the next two days we shall first contact Bay News 9 in Tampa, then our attorney. Your company is further depressing our property value with your lousy water. The water did not smell like sulfur when we purchased the property in June of 2011 and it hasn't until three weeks ago.

Please make sure that we are not billed for any water used during the later part of July and August 2013.

If you can not fix the problem, please make arrangements for us to live at respectable hotel at your expense, until the water is fit to drink.

Please note that we have copied the Public Service Commission to appraise them of this situation.

Richard L. De Vault, RA (Registered Architect)

727-857-6360

*Please take a few minutes to share your comments on the service you received from the department by clicking on this link. [DEP Customer Survey](#).*